



## The Grove House User Group - Information for Members

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### Our raison d'être:

Our aim is to work with patients and carers to gain their unique perspective on our services and, where appropriate, to use this to change current or future service provision, consistent with the agreed business and clinical priorities for Grove House.

Please note that the User Group is not a self help or support group - it is all about helping Grove House identify whether it is meeting patient and carer expectations.

To ensure the User Group meets its aim, it is key to always keep the needs of service users as a priority. Research shows that people with serious and life threatening illness want and need the following:

- To be treated as a human being
- Empowerment
- Information
- Choices
- Continuity of care
- Equal access
- To have their physical, psychological, social and spiritual needs met

Members are asked to keep these needs at the forefront when considering any issues.

### Guidelines for all members:

To ensure the meetings run smoothly and effectively, we have identified a small number of guidelines which all members are asked to adhere to:

- The work and discussions of the User Group are confidential and all members must sign the Grove House confidentiality agreement and abide by its rules
- During meetings only one person may speak at any one time and are to be listened to without interruption
- You are expected to have respect for everyone's opinion and point of view

- Members' experience in whatever capacity is to be valued
- Everyone is to be given an opportunity to participate
- If anything is unclear it will be clarified
- It is acceptable to disagree provided it is within the above parameters

### **How service users can help:**

The following are examples of the different areas that could be covered in User Group meetings and how you might help.

- Providing information and guidance to clinicians on what patients want and need
- Being involved in decisions about the environment and building
- Helping to design patient and carer questionnaires
- Advising staff on designing patient information

### **Meeting dates:**

The dates for the next year are 14<sup>th</sup> October 08, 9<sup>th</sup> December 08, 24<sup>th</sup> March 09 and 23<sup>rd</sup> June 09. The meetings will be held at Grove House, seminar room from 7.00 pm - 8.30 pm and tea, coffee, water and biscuits will be provided at each meeting.

Ideally you will be able to attend each of the four meetings which will be held each year. However, we understand that due to personal circumstances your availability may vary over time. This will not preclude you from being a member but we do ask that you keep the Chair informed if you are unable to attend.

As well as your time in attending the meetings, you will be sent the agenda and papers to read in advance of the meeting. If you raise a specific topic and this is added to the agenda, you may be asked to prepare a short paper to distribute to the other members. If you need help to prepare any documentation, we can provide assistance.

### **Equal opportunities:**

Grove House is committed to the fair treatment of all its staff, potential staff, voluntary staff and users of its services, regardless of race, gender, religion, sexual orientation, responsibilities of dependents, age, physical/mental disability or offending background. All User Group members are expected to support these principles whilst undertaking their responsibilities.

**Diversity:**

Grove House is committed to diversity in all areas of its work. We believe that we have much to learn and profit from diverse cultures and perspectives and that diversity will make our organisation more effective in meeting the needs of all our stakeholders.

We are committed to developing and maintaining an organisation in which differing ideas, abilities, backgrounds and needs are fostered and valued, and where those with diverse backgrounds and experiences are able to participate and contribute. All User Group members are expected to support these principles whilst undertaking their responsibilities.

**Expenses:**

Travel expenses to and from Grove House can be claimed using the Voluntary Staff Expenses form on a monthly basis. Receipt for bus and train tickets must accompany the form. The mileage allowance is set by the Trustees. If any out of pocket expenses are claimed these must also be accompanied by the appropriate receipts.