

Group of 50 - *Virtual Service User Group* Terms of Reference

Version 1 –15.6.20

The purpose of this document is to describe the purpose and objectives of the Group of 50 and the responsibilities of Medvivo and the Group of 50 members, our Service Users.



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Version	1
Responsible Executive Director:	Carole Williams Director of Nursing and Quality
Responsible Senior Manager:	Caroline Brown Associate Director of Quality
Responsible for Group of 50 project	Michelle Coleman Patient Engagement Coordinator
Location:	An electronic copy is available on Medvivo Website, Group of 50 Huddle and Medvivo's Intranet site 'Webvivo'.
Equality Impact Assessment:	The Equality Impact Assessment screening did not indicate that this Terms of Reference will have an adverse impact on any person or group in relation to Age, Race / Ethnicity, Gender, Religion, Sexual Orientation or Disability. At this stage it will not be necessary to conduct a full impact assessment. In the event that this Terms of Reference is reviewed or amended, a further Equality Impact Assessment screen would be recommended.
Status:	Medvivo reserves the right to alter any of these terms at any time although the organisation will notify Group of 50 members of any changes and the reasons for them.

Amendments Summary

Version	Date Issued	Page	Subject
<i>V2 due June 2021</i>			

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1. Introduction and background

- 1.1. The roots of the Group of 50 concept grew from a discussion with NAPP (National Association of Patient Participation), who provide support to GP Surgeries. There is not a similar association for Out of Hours providers to access.
- 1.2. NAPP have their own 'Group of 100' – which is a group of 100 people across England who have agreed to respond to requests for feedback. Medvivo have taken this idea, expanded upon it and in discussion with its Commissioners (BSW Clinical Commissioning Group) it has set up its own 'Group of 50' across the three commissioning areas our service covers: Wiltshire, Swindon and BaNES (Bath & North East Somerset).
- 1.3. It is recognised that one of the fundamental differences between Primary Care and an Out of Hours provider is that it does not have a registered patient population. It also doesn't have a local hub or a central location where patients can go to call their own. For these reasons the Group of 50 will commence as a virtual group.
- 1.4. The Out of Hours Service is part of our Integrated Urgent Care Service with NHS 111.

"We are one of the first services in the UK to deliver truly integrated urgent care services with our NHS 111 partner, Vocare."

Liz Rugg, Managing Director



Medvivo's other services include Access to Care, Responder services, Swindon Urgent Care Centre and Expedited Surgery Scheme (SUCCESS), Swindon's Children and Young Person Clinic (CYP) and Telecare (in partnership with Appello). There will be user representation from all these services in the Group of 50. More information about these services can be found on our website: www.medvivo.com/services/

- 1.5. The logo for the Group of 50 (below) was chosen from 3 options presented by Medvivo at a Swindon Health Watch meeting in February 2020 with Swindon GP Surgery Patient Participation Group members:



2. Policy Statement of Intent

- 2.1. Medvivo recognises the value of engaging with its service users, irrespective of how frequently they contact the service. It is hoped that by creating a formal platform, where true collaborative working can be built, it will have the ability to influence and improve patient's experience like never before. One of Medvivo's 6 core values is Customer Focus. Patient engagement is one aspect of Customer Focus.



“We really want to be responsive to people’s needs and we hope that the Group of 50 will help us achieve this. We want to create a Forum which is positive and constructive and where we can be held to account, by our service users”

Michelle Reader, Chief Operating Officer

“Patient centred care is at the heart of our organisation and we can only truly achieve this by engaging with our service users and listening to what they have to say.”

Carole Williams, Director of Nursing and Quality

3. Definition of Participation

- 4.1. Participation is a NOUN - **the action of taking part in something.** *Synonyms: involvement · taking part · engagement · contribution · sharing · association · joining in.*
- Oxford Dictionary*
- 4.2. Group of 50 members will be encouraged to participate by giving their views in a structured way on the NHS services provided by Medvivo. This includes giving feedback to improve and inform service design and will be given opportunities to contribute and influence the overall service user experience.
- 4.3. Group of 50 may also be called upon to influence the local provision of NHS services Medvivo has identified as requiring development or are keen to bid for or innovate.

4. Membership

- 4.1. The Group of 50 is open to any person over the age of sixteen who is registered with a GP surgery in Wiltshire, Swindon and BaNES.
- 4.2. To become a member a service user must nominate themselves by completing a joining form and submitting it to the Quality Team at Medvivo. Joining forms ask demographic questions. Other questions are asked to ensure membership of the group is representative of the Medvivo service and the local community.
- 4.3. New members will be asked to read and sign up to this Terms of Reference, which will be reviewed on an annual basis.
- 4.4. For members who do not have access to e-mail, Medvivo will provide a postal or telephone service so they can still be involved. The membership of the group will be as inclusive as possible.
- 4.5. Being a member is a voluntary unpaid position and does not confer any privileges.
- 4.6. To maintain the group's effectiveness, members will be asked on an annual basis if they wish to remain a member of the group. Only those who respond will be able to continue for the following year. Members who decline to respond can re-submit a joining form at a later date.
- 4.7. Members who move out of the Wiltshire, Swindon and BaNES area will be removed from the group.
- 4.8. The minimum number of members in its first year must be no less than 10, with the aim to achieve 50. If requests for membership exceed 50, additional members will be accepted up to no more than 100 when the group's name will then change to Group of 100 and further membership requests will be put on a waiting list for a space to become available.
- 4.9. There will not be a lay chairperson or a formal committee, as the group is virtual and each person will have an equal say.
- 4.10. Medvivo staff members (and immediate family) who live in the Wiltshire, Swindon or BaNES area are not able to join the Group of 50, due to potential conflict of interest.
- 4.11. Advertisement of the group will be at public engagement events attended by Medvivo and will be visible on Medvivo's website, social media and will be included on the bottom of feedback surveys (both online and printed).
- 4.12. The lead representatives from Medvivo for the group will be the Patient Engagement Coordinator (Quality Team representative) and the Corporate Communications Officer. Other members of the Medvivo team may join as a one off, when appropriate, this includes members of the Executive Management Team.



5. Inclusion



- 5.1. Medvivo will strive to ensure the membership of the group is reflective of the demographics of its service users and Medvivo will actively seek representation from any missing groups.
- 5.2. Special attention and adjustments will be made so that those members who have a disability will not be at any disadvantage. These adjustments will be made on a case by case basis and will be agreed in conjunction with the new Group of 50 member.

6. Objectives

- 6.1. The Group of 50 is a virtual group and will be based online (or by post or telephone for those members without online access).
- 6.2. Members will have the opportunity to provide feedback on current and future NHS services provided by Medvivo so that service user needs are at the heart of service development or review.
- 6.3. Members will be invited to provide this feedback in various ways including:
 - Short surveys to gather service user perspective on particular aspects of the service (no more than one per month)
 - Voting options to influence change by having their say on which service development should be implemented when various options for change are being considered
- 6.4. Members will be asked to share Medvivo's invitation for feedback with other groups they are involved in (who must be from the same location area) so that feedback can be obtained from as many people as possible.
- 6.5. Each request for feedback will have a timeframe for responses (usually 2 weeks). Any responses received after the deadline will not form part of the specific review being held at the time.
- 6.6. Medvivo will use the feedback received to influence services and improve service user experience. The actions taken relating to the feedback will be shared with members in a 'you said, we did' format.
- 6.7. In addition members will receive a quarterly service user newsletter to keep up to date with Medvivo news, service user feedback and other service developments. Additional one-off news bulletins will be published in exceptional circumstances.

7. Responsibilities

- 7.1. In addition to the NHS Constitution principles (which sets out the rights & responsibilities for patients, public and staff), Medvivo and members of the Group of 50 must also adhere to the following principles:

Members will	Medvivo will
Be open and honest in their communication	Be open and honest in their communication
Ask for help when required	Listen to all views as they are valid
Respond to requests for feedback within the given timeframe via the prescribed method	Inform members of service developments and request feedback on them.
Contribute to feedback to ensure your suggestions are part of the discussion – silence will be deemed to indicate agreement	Provide Quarterly Service User Newsletters (including additional on-off news bulletins in exceptional circumstances).
Respect the organisations confidentiality at all times by not sharing information described to you as ‘sensitive’	Will not share your personal data with anyone – see section 10 in this document for more information.
Inform Medvivo if you move out of the Wiltshire, Swindon or BaNES area (Bath & North East Somerset)	Remove members who live out of area and create and create a waiting list should expressions of interest to join exceed 100.
Share requests for feedback with friends, family & other groups you are involved (who reside in the Wiltshire, Swindon or BaNES area)	Take proactive steps to ensure the membership of the group is reflective of the demographics (and health conditions) of its service users and local community.
Respond to the annual e-mail (carried out every June) if you wish to remain a member of the group	Ask members annually to confirm their membership and then review the Terms of Reference annually (usually in July) with input from the Group of 50.
Will use the formal complaints process to raise any complaints about the service they (or a family member) have received.	Provide members with the outcome of surveys in a ‘you said, we did’ format.
Will inform the Quality Team at Medvivo if they have any concerns specifically relating to the Group of 50	Whilst it is a virtual group, Medvivo to provide a postal or telephone service for those without access to e-mail.
Understands that discrimination of any kind will not be tolerated	Not discriminate against members of the group as discrimination of any kind will not be tolerated
Not speak on behalf of or represent Medvivo but will contribute to service development by providing feedback upon request.	Not presume to know the views of service users but will consciously ask them directly for feedback.
Follow these responsibilities otherwise risk removal from the group.	Remove members who display aggressive, abusive or threatening behaviour and address any members who do not follow these responsibilities.
	Encourage members to join by advertising the Group of 50 at public engagement events, Medvivo website, social media and on patient feedback surveys.

8. Communication methods

- 8.1. The primary communication method for the Group of 50 is by e-mail (or by post or telephone for those members without online access).
- 8.2. Surveys will be sent by e-mail using Survey Monkey and all responses will be anonymous.



9. Complaints

- 9.1. The Group of 50 is not a platform for individual complaints or personal concerns. These matters should be directed through the complaints process so they can be given the necessary time for investigation and full response. The current complaint leaflet can be found on the Medvivo website.
- 9.2. Should a member become dissatisfied specifically with regard to the Group of 50 they can direct these concerns to the Quality Team (contact details can be found in section 15).
- 9.3. If a Group of 50 member displays aggressive, abusive or threatening behaviour to the organisation Medvivo reserves the right to automatically remove them from the group and inform them of the reason why.
- 9.4. If a member breaks any of the 'member responsibilities', depending on severity, they could be given a warning and the opportunity to continue to be a member, however should a second event occur the member could be removed from the group and informed of the reason why. Anyone who disagrees with the decision and would like to appeal may use the formal complaint process as described above to request for the matter to be investigated.

10. Information Security and Privacy

- 10.1. Medvivo take the security of information extremely seriously and will ensure the ongoing security of all information handled as part of the Group of 50.
- 10.2. Medvivo will not share member's personal information handled as part of the Group of 50 with any other organisation and will ensure all information is treated in line with UK data protection legislation.
- 10.3. All personal information collected from Members by Medvivo will only be accessed and used by Medvivo employees directly involved with the Group of 50.

- 10.4. Full details on the processing of members personal data are contained in the Group of 50 privacy notice that is available for members to review on the Medvivo website.
- 10.5. All members will be expected to respect rules of confidentiality and not share sensitive information with those who are not members of the group. Members will be clearly informed which information is deemed 'sensitive'.
- 10.6. Members of the Group of 50 are not able to speak on behalf of Medvivo or represent the organisation. Members however are able to contribute to service development by providing feedback (upon request), encouraging others groups they are involved in to provide feedback and share the quarterly service user newsletter with family and friends.

11. Evolvement of the group



- 11.1. The Group of 50 was officially formed in June 2020 as a new initiative for Medvivo. This new concept has not been trialled before and Medvivo are aware the Terms of Reference is likely to morph over time. Any change will be made based on service user feedback, level of success for each of the different mechanisms and technological advances.
- 11.2. Once the group has been established, has reached full membership and is representative of the patient population, Medvivo will look into developing the group further, which *may* include:
 - Creating a new members pack & short welcome video with introduction to Medvivo and Group of 50.
 - Documents relating to the Group of 50 to be held in a document sharing platform for member to access.
 - Ensuring service user information leaflets and Medvivo website are as concise, informative and user friendly as possible
 - Inviting new members in small groups to an 'induction session' at its main site, Fox Talbot House in Chippenham, to learn more about the organisation.
 - Setting up specific engagement events for our members to attend, which could include speakers on particular health topics or presentations from different services/departments of the organisation.
 - Offer volunteer opportunities to attend Patient Engagement Events with the Patient Engagement Coordinator
 - Form a one-off quorum/working group to review any complex aspects of Medvivo's current or future NHS services. Members request to join these

one-off groups if they have specific experience or personal interest in the topic type.

- Review service user feedback summary (from feedback forms, compliments & complaints, significant events) and contribute to action plans.

The viability of these options will be reviewed once a year, at which time they may have changed, been expanded upon or include additional options. Any changes or developments to the group will be in conjunction with the Group of 50 members.

12. Dissolution

- 12.1. The group may be dissolved by self-determination if members felt this was necessary. This view would need to be demonstrated by a majority vote, by completion of a one-off survey.
- 12.2. Medvivo has the right to dissolve the group at any time, by agreement with its commissioners. Members will be given the reasons for this decision one month in advance of its closure to allow time for questions and final feedback.



13. References

NAPP (National Association of Patient Participation):
<https://www.napp.org.uk/>

BSW Clinical Commissioning Group:
<https://bswccg.nhs.uk/>

NHS Constitution:
<https://www.gov.uk/government/publications/the-nhs-constitution-for-england>

14. Medvivo contact details & further information

Group of 50 e-mail address: Groupof50@medvivo.com

Group of 50 lead contacts:

Michelle Coleman
Patient Engagement Coordinator

Karen Manning
Corporate Communications Coordinator

Medvivo contact details:

Quality Team, Medvivo Group Ltd

Address: Fox Talbot House, Greenways Business Park, Chippenham,
Wiltshire, SN15 1BN

Telephone: 0800 6444 200 (press option '0' for reception).
Monday – Friday 8.00hrs to 18.00hrs)

Website: <https://www.medvivo.com/>
E-mail: info@medvivo.com

Medvivo Complaints information: <https://www.medvivo.com/how-to-complain/>

Group of 50 Privacy Notice: www.medvivo.com/groupof50

