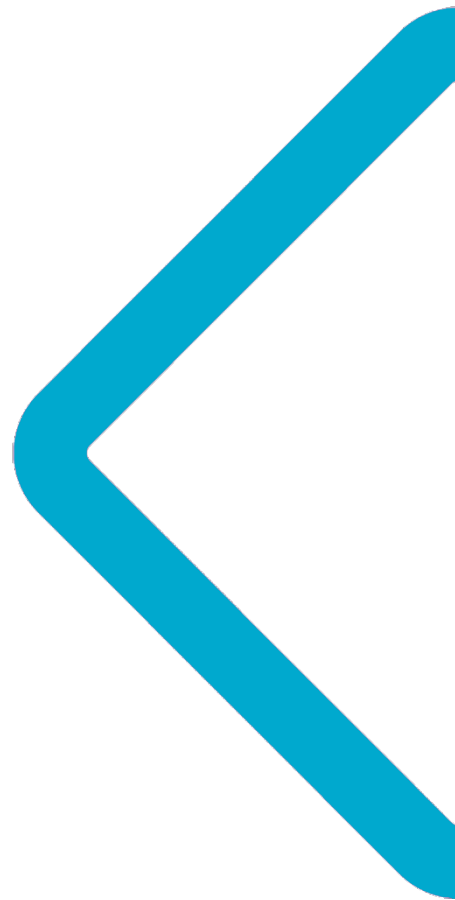


# Public Involvement Policy

July 2022



Version	001
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### Further information

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## Introduction

NHS Cheshire and Merseyside is committed to involving people and communities to identify what will help to improve their health and wellbeing and to work with us to shape services.

If we are to help reduce inequalities and continuously improve health and care outcomes for all, we must engage and communicate well and listen to the views and experiences of people and communities in relation to their health and wellbeing.

## Aims of the Policy

This policy has been established to ensure public involvement with NHS Cheshire and Merseyside is fair, transparent and managed in a way that protects people, communities and our staff.

NHS Cheshire and Merseyside recognises that public representatives who share their time, experience and skills with the organisation should receive fulfilment from their role, development opportunities, and respect for the contribution they make. In turn, NHS Cheshire and Merseyside should receive added value to its work, for people who use services, and contribution that helps improve health and care services.

In the context of this policy the term 'public representative' encompasses patients, carers, volunteers, and people and community representatives who are involved in the work of NHS Cheshire and Merseyside.

## Code of Conduct (Appendix A)

A Code of Conduct has been established which public representatives will be expected to sign up to. All public representatives, through the Code of Conduct, will adhere to the following:

- Nolan Principles of Public Life
- Grievance Guidance
- Disciplinary Guidance
- Conflict of Interest policy
- Expense Policy
- Public Charter

The Code of Conduct sets out what is expected from NHS Cheshire and Merseyside and what is expected of an NHS Cheshire and Merseyside public representative. Compliance to this Code of Conduct is a condition of involvement.

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## Role Descriptions (Appendix B)

Generic role descriptions, including person specifications, have been developed, which include a brief overview why we need public representatives, and the responsibilities and commitments of the roles.

At this stage, the two opportunities are public representatives at NHS Cheshire and Merseyside committee meetings and 'lay readers' to give a public view of documents and resources produced by NHS Cheshire and Merseyside. Additional opportunities will be identified in future. Generic person specifications have been developed; however more specific information will be included for people undertaking the roles.

There will be other opportunities to be involved in the work of NHS Cheshire and Merseyside for those whom public representation is not appropriate.

## Recruitment

Recruitment of public representatives will be co-ordinated by the engagement team, with the involvement of other NHS Cheshire and Merseyside staff as appropriate.

If necessary, a Disclosure and Barring Service (DBS) check will be undertaken. For most roles, a DBS check is unlikely to be required.

## Induction and Training

Prior to attending any meetings, events or networks all public representatives will receive an induction and induction pack.

This will include:

- Introduction to NHS Cheshire and Merseyside
- Information about what being a public-representative entails, and how to feel confident in the role
- The difference between speaking as an individual and speaking on behalf of others, how to prepare and participate in meetings, how to manage conflicts of interest, how to influence others and how to support others to have a voice
- Explanation and copy of Patient Engagement Framework
- Agreement to sign up to policies and Code of Conduct

When specific opportunities have been agreed the public representative will receive an introduction to appropriate NHS Cheshire and Merseyside staff (those staff who Chair or facilitate the meetings/committees they will be involved in).

Any training will be provided both in-house and externally via induction sessions, individual supervision sessions and team meetings. The meetings will be conducted both face to face and via Microsoft Team.

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Where required, patient representatives will receive training and support to navigate this platform. If the representative does not have access to digital platforms, alternative arrangements will be made.

Depending on roles other mandatory and voluntary training courses may be required

## Support and Supervision

NHS Cheshire and Merseyside's engagement team will be responsible for the coordination of public representatives. The engagement team can be contacted for information or advice.

Supervision sessions will be held to support public representatives, review performance, and implement any changes or improvements. Suggestions will be sought from public representatives to improve the experience and relationship with NHS Cheshire and Merseyside. There will be several methods of support and supervision. The supervision sessions will be agreed on an individual basis; however, the minimum requirement will be to attend a quarterly group session.

The choices are listed below:

### Individual Supervision

Individual supervision sessions will be held when required, to take a broader look at progress and the aspirations of the public representative. This will also be offered for those individuals who undertake more frequent activity to discuss progress, issues or concerns. These will be organised as appropriate.

### Team Meetings:

Public representatives will be invited to attend team meetings to discuss progress, issues or concerns and seek guidance about any elements of their role.

Feedback will be encouraged to improve NHS Cheshire and Merseyside public representative activities, and to share good practice.

## Record-keeping, Monitoring and Review

The following records will be kept in order to monitor and support effective involvement:

- Supervision notes
- Training records
- Records of meetings/events
- Details of skills, experiences and interests
- Any other activities undertaken

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Records will be kept confidential. Access will be limited to the engagement team and senior managers, as appropriate.

Representatives can also expect to receive notes, minutes and associated presentations for the meetings which they attended. These resources are sent via email by default. However, should individuals wish to receive paper copies, this can be arranged (with seven days notice) via the engagement team who will send them via post. Making this request within seven days of a meeting may result in papers not being received in time.

To support this policy, each public representative will have a portfolio that will capture:

- Contact Details
- Background and skills
- Specific areas of interest and expertise
- Specific public representative role with NHS Cheshire and Merseyside
- DBS undertaken and review date (if appropriate)
- Hours of activity
- Date of supervision
- Details and dates of relevant training

The involvement of public representatives will be monitored and reviewed annually and reported through the NHS Cheshire and Merseyside committee structure. This will include monitoring information on public representatives' recruitment, roles and performance; training, support and supervision mechanisms.

All information will be kept and stored in accordance with the Data Protection Act.

## **Expenses (Appendix C)**

Expenses are any reasonable costs that allow public representatives to carry out their duties and can be classed as legitimate expenses. An Expenses Policy has been included at Appendix C.

## **Absence**

NHS Cheshire and Merseyside aims to maximise the attendance of all public representatives. However, it recognises that a certain level of absence due to sickness etc. is unavoidable.

As public representatives give their time freely to NHS Cheshire and Merseyside, and are not given set working patterns, it is expected through mutual trust that if a public representative has said that they will be undertaking a certain activity, but are unable to do so, they should let a member of the engagement team know in good time, so that a replacement can be arranged.

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If a public representative decides to leave their role, an exit interview will be arranged to evaluate the experience and for feedback to be given and received.

## **Grievance Guidance** (Appendix D)

NHS Cheshire and Merseyside recognises the importance of a fair and appropriate system through which public representatives and staff can express any grievance relating to their roles. The aim of this guidance is to help public representatives and staff, by giving practical guidance on how to deal with grievance issues.

## **Disciplinary Guidance** (Appendix E)

The purpose of the disciplinary guidance is to ensure that NHS Cheshire and Merseyside behaves fairly and consistently towards all public representatives in investigating and dealing with alleged instances of unacceptable conduct or performance. There may be times when the performance or conduct of a public representative falls below what is expected. Having a clear and established disciplinary process in place will prevent misunderstandings and seek to protect the public representative and NHS Cheshire and Merseyside.

## **Conflict of Interest** (Appendix F)

All public representatives will be asked to complete a Conflict-of-Interest Form, this will ensure that no public representative role is undermined by the possibility of a clash between the person's *self-interest*, professional *interest* or public *interest*.

## **Expectation of NHS Cheshire and Merseyside**

NHS Cheshire and Merseyside's engagement team will be responsible for supporting public representatives.

This will include:

- commitment to providing timely and clear information on each activity (including hard copy information as requested)
- help and support to carry out activities
- provision of appropriate materials to carry out activities
- advice and support in dealing with any difficulties and providing guidance for situations that are new
- provision of correct and up to date information, sent in an agreed way and format (such as email or post)
- timely feedback
- parity of esteem
- accessible meetings
- appropriate ID, training and DBS Checks if appropriate
- Reimbursement of Travel Expenses in a timely manner

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NHS Cheshire and Merseyside will consider practical issues relating to meetings that public representatives attend, these will include that:

- everyone should introduce themselves at each meeting
- public representatives should not be asked to sit through lengthy meetings without a break
- avoidance of jargon that might exclude public representatives from playing a full part
- Staff be mindful that public representatives cannot be expected to be fully conversant with subject matter (as a member of staff might)

## Appreciation

NHS Cheshire and Merseyside recognises and values the important work public representatives. During national Volunteer Week NHS Cheshire and Merseyside will show its appreciation by highlighting the work of our public representatives.

## Public Charter (Appendix G)

A Public Charter has been developed. This charter will be further shaped by public representatives and NHS Cheshire and Merseyside's committee structure.

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## Appendix A

### NHS Cheshire and Merseyside Public representatives Application and Code of Conduct

<b>Name</b>		
<b>Contact Details</b>		
<b>Interests</b>	Public Representation	Lay Reader Panel
<b>Interested in</b> (please select all that apply)		
Children, Young People and Families		
Mental Health for children		
Mental Health for adults		
Acute Care		
Primary Care		
Finance		
Quality		
Community Care		
Medicines Management		
Long Term Conditions		
Others please specify		
<p><b>Please briefly write any background information and relevant skills that you feel is relevant to this role</b></p>		
<p><b>Please state any additional needs that NHS Cheshire and Merseyside needs to be aware of to support you in this role</b></p>		

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The Code of Conduct sets out what is expected from NHS Cheshire and Merseyside and what is expected of a public representative. Compliance to this Code of Conduct is a condition of involvement in NHS Cheshire and Merseyside's public representative scheme.

All public representatives should, as a minimum requirement, adhere to the **Seven Nolan Principles of Public Life**, which are set out below.

#### *Selflessness*

Holders of public office should take decisions solely in terms of the public interest. They should not do so in order to gain financial or other material benefits for themselves, their family, or their friends.

#### *Integrity*

Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might influence them in the performance of their official duties

#### *Objectivity*

In carrying out public business, including making public appointments, awarding contracts or recommending individuals for rewards and benefits, holders of public office should make choices on merit.

#### *Accountability*

Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office

#### *Openness*

Holders of public office should be as open as possible about all the decisions and actions they should take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands

#### *Honesty*

Holders of public office have a duty to declare any private interests relating to their public duties and take steps to resolve any conflicts arising in a way that protects the public interest

#### *Leadership*

Holders of public office should promote and support these principles by leadership and example.

It is likely that representatives may want to be involved in different ways at different times in the work of NHS Cheshire and Merseyside. The following provides a general code of conduct which may be applicable, dependent on public representation activities.

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- commit to playing an active role in NHS Cheshire and Merseyside
- act and conduct myself in a reasonable and responsible way, to any staff, public representatives or members of the public I work with, or meet through my role
- never disclose confidential or sensitive information unless there is a legal duty to do so - for example in the interests of public safety
- declare any conflict of interest, or anything that might be seen by other people as a conflict of interest, as soon as it arises. A register of interests will be kept by NHS Cheshire and Merseyside
- not accept gifts or hospitality which could be seen as trying to influence the decisions, independence or activities of NHS Cheshire and Merseyside
- comply with relevant legislation including equal opportunities, discrimination, human rights, data protection and freedom of information
- treat all people with respect and act in a way which does not discriminate against or exclude anyone
- to inform NHS Cheshire and Merseyside staff if you are unable to attend or undertake agreed activity in good time
- to undertake mandatory training
- to attend regular supervision sessions as appropriate

NHS Cheshire and Merseyside's engagement team will be responsible for supporting public representatives. This will include:

- commitment to providing timely and clear information on each activity (including hard copy information as requested)
- help and support to carry out activities
- provision of appropriate materials to carry out activities
- advice and support in dealing with any difficulties and providing guidance for situations that are new
- provision of correct and up to date information, sent in an agreed way and format (such as email or post)
- timely feedback
- parity of esteem
- accessible meetings
- appropriate ID, training and DBS Checks if appropriate
- Reimbursement of Travel Expenses in a timely manner

I have read and agreed to the Patient Representation Policy

Signed by public representative

Date

Signed by NHS Cheshire and Merseyside

Date

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## Appendix B

### Public representative Role descriptions

It is likely that you will want to be involved in different ways at different times. There are differing opportunities to be involved these include:

- Patient Representation at meetings/ committees
- Lay Readers

For each opportunity role descriptions have been produced.

Role Title	Lay Readers
What/why:	As part of NHS Cheshire and Merseyside's public involvement work, resources and promotional materials are produced. It is essential that these resources are user-friendly and contain the most appropriate information. Therefore Lay Readers are essential.
Commitment:	Lay Reader activities will vary but it would be unusual for you to undertake activities more than once a month.
Responsibilities	Information/draft resources will usually be shared via email, unless otherwise agreed.  Feedback must be given within 10 days.  NHS Cheshire and Merseyside will share final versions of materials with the lay readers.

Role Title	Representation
Why we want you:	It is important that people and communities are represented at every level NHS Cheshire and Merseyside's work.  Public representatives will be required to be involved in meetings, committee structures and engagement forums.
Commitment:	Opportunities and their frequency will vary. Considering varying commitments, a deputy can be appointed to attend on behalf of the nominated public representative.

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Responsibilities	<p>Champion that the views, experiences and aspirations of people and communities are met through any proposals made by NHS Cheshire and Merseyside.</p> <p>Consider the impact of proposals on diverse populations within Cheshire and Merseyside.</p> <p>Act as a constructive critical friend.</p> <p>Advise on how to raise the awareness of proposals with people and communities</p> <p>Act and behave in a reasonable and responsible way, through adherence to the Nolan Principles of Public Life</p> <p>Not accept gifts or hospitality which could be seen as trying to influence the decisions, independence or activities of NHS Cheshire and Merseyside</p> <p>Comply with relevant legislation including equal opportunities, discrimination, human rights, data protection and freedom of information</p> <p>To inform NHS Cheshire and Merseyside staff if you are unable to attend or undertaken agreed activity in good time</p> <p>To undertake any relevant training and a DBS check if appropriate</p>
Person specification	<p>Ability to contribute confidently to high-level discussions and ensure the voice of people and communities is heard, acting as a constructive critical friend, as appropriate.</p> <p>Ability to display sound judgment and to be objective</p> <p>Awareness of, and commitment to, equality and diversity</p> <p>Understanding of the need for confidentiality when required</p> <p>Sufficient time and (if relevant) management support from NHS Cheshire and Merseyside to be able to effectively participate (including reading material in preparation for meetings)</p>
NHS Cheshire and Merseyside responsibilities	<p>Commitment to provide timely and clear information</p> <p>Help and support to carry out activities</p>

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Provide appropriate materials to carry out your activities

Advice and support in dealing with any difficulties you are having and provide guidance with situations that are new to you

Provide correct and up to date information, sent in an agreed way and format (such as email or post)

Provide appropriate ID, training and DBS Checks (if appropriate)

Reimbursement of any associated expenses in a timely manner

To consider whether the public representative is able to use/receive information electronically or require paper copies

To consider whether public representatives are required to and/or are able to transport themselves or need assistance.

To consider whether public representatives are able to write their own notes or need assistance/support.

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## Appendix C Expense Policy

### Introduction

NHS Cheshire and Merseyside recognises the importance of involving people and communities. A public representative scheme has been developed to involve people and communities.

NHS Cheshire and Merseyside values this contribution and we want to ensure that there are no barriers to involvement. Out of pocket expenses incurred in the course of scheme activity will be reimbursed. In order to claim expenses, an expense form must be completed and handed into the engagement team.

### Scope

This policy is relevant to NHS Cheshire and Merseyside public representatives only.

### Activity covered by the policy

Any activity that has been agreed by the engagement team.

### What expenses will be paid for?

- Travel to include bus, train or car (car mileage will be paid at the standard NHS rate)
- Taxis will only be paid for if agreed in advance by NHS Cheshire and Merseyside
- Receipted travel-related costs e.g. parking costs
- Any other reasonable costs (to be discussed and agreed with NHS Cheshire and Merseyside)

NHS Cheshire and Merseyside encourages the following to save costs:

- Use of car sharing
- Use of public transport

### Expenses incurred through working-from-home procedures.

NHS Cheshire and Merseyside will pay expenses to contribute towards the following

- At-home printing costs
- Increased utility costs

This list is not exhaustive, and any other reasonable associated costs can be discussed with the engagement team.

### Make a claim

When a public representative wishes to make a claim they need to fill in an expenses form (available on request) within 30 days of attending an activity, and submit it to the engagement team. Relevant receipts will be required.

When an expenses form has been completed and authorised, a payment will then be made by bank transfer (where bank details and permission have been given).

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### Fraudulent expense claims

Fraudulent expense claims will be considered as theft. Any public representatives found to be making fraudulent claims will be removed from being a public representative and may be reported to the police.

### Claiming Expenses P2P Form

<b>Full Name</b>	<b>Mr / Miss / Mrs / Ms / Dr</b>
<b>Address</b>	
<b>Contact Number</b>	
<b>Email</b>	
<b>Bank Details</b>	<b>Name on Card :</b>
	<b>Account Number (8 digits)</b>
	<b>Sort Code (6 digits)</b>
<b>Signature</b>	_____
<b>Date</b>	

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## Appendix D

### Grievance Guidance

NHS Cheshire and Merseyside recognises the importance of a fair and appropriate system through which public representatives can express any grievance related to their role.

The aim of this policy is to help staff and public representatives by giving practical guidance on how to deal with grievance issues.

Any public representatives, may at some time, experience problems or concerns about their tasks or relationships with colleagues or staff that they wish to talk about. The grievance needs to be addressed, and if possible, resolved before it develops into major difficulties for all concerned.

### Process

#### Informal Grievance

All public representatives should approach the engagement team in the first instance to discuss the matter informally.

Where the grievance is against a member of staff and the public representative feels unable to approach him/her, the public representative should approach the Associate Director of Communications and Empowerment who will have an informal discussion with the public representative.

#### Formal Grievance

If the public representative feels the matter has not been resolved through informal discussion, or if the matter is serious, they should then provide staff with full details of the grievance in writing. The engagement team will arrange a meeting with the public representative(s) concerned to discuss the grievance.

#### A third-party representative can be involved to support the public representative

Where the grievance is against a member of staff and the public representative feels unable to approach him/her, the public representatives should write to the NHS Cheshire and Merseyside's Associate Director of Communications and Empowerment.

The appropriate nominated person will call a meeting with the public representative(s) to discuss the grievance.

The nominated person may need to carry out further investigations to establish the facts of the case before reaching a decision which may delay the decision.

After the meeting, a decision in writing will be sent to the public representative(s).

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**Mediation**

NHS Cheshire and Merseyside may in some cases ask the individuals involved in a dispute to participate in mediation if it is felt that this may be beneficial to resolving the dispute. This is voluntary and public representatives may choose to decline to participate in mediation.

A third party representative can be involved to support the public representative

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## Appendix E

### Disciplinary Guidance

The purpose of disciplinary guidance is to ensure that NHS Cheshire and Merseyside behaves fairly and consistently towards all public representatives in investigating and dealing with alleged instances of unacceptable conduct or performance.

The aims of this guidance are:

- To encourage public representatives to achieve and maintain standards of behaviour
- To be fair to all public representatives at all levels of the organisation
- To allow for careful investigation of any allegations
- To deal rapidly and effectively with misconduct issues
- Aim to correct behaviour where possible

This guidance is applicable to all NHS Cheshire and Merseyside public representatives. Any public representatives can have their role terminated at any time.

### Informal Stage

In some instances, staff may consider that it is sufficient to guide and support a public representative where conduct or capability is considered unsatisfactory. In most cases, supervision sessions will attempt to address any issues.

Examples of General Misconduct (These will normally be discussed and dealt with the informal stage)

- Minor breaches of Code of Conduct and procedures
- Minor safety violations
- Lack of co-operation
- Unsatisfactory standards
- Lack of application

### Formal Stage

If matters have not been settled through the informal stage, a meeting will be held. If a public representative continues to be unavailable to attend a meeting, NHS Cheshire and Merseyside may conclude that a decision will be made on the evidence available and will inform the public representative of this prior to reaching a decision.

[A third party representative can be involved to support the public representative](#)

Examples of Serious Misconduct (These will normally be discussed and dealt with the formal stage)

- Serious breaches of Code of Conduct and procedures
- Persistent minor breaches of Code of Conduct and procedures
- Offensive, abusive or objectionable behaviour
- Posting or distributing unauthorised literature
- Serious neglect
- Misuse of NHS Cheshire and Merseyside property

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- Persistent examples of general misconduct

These lists are for the purpose of illustration and are not exhaustive

Public representatives may be suspended from their role pending the conclusion of the investigation and/or meeting, without prejudice.

### **Gross Misconduct**

No public representative will have their role terminated for unsatisfactory standards, except for instances of gross misconduct.

In cases requiring investigation, the public representatives may be suspended. Such a suspension will be for as short a period as possible. The consequence for gross misconduct may be immediate termination.

#### Examples of Gross Misconduct

- Falsification of records, or documents.
- Fighting or acts of violence or intimidation against any public representative, NHS Cheshire and Merseyside employee or visitor.
- Persistent refusal to obey reasonable instructions given by staff
- Wilfully endangering others.
- Serious misrepresentation on the public representative's application.
- Unauthorised possession of NHS Cheshire and Merseyside property or property of third parties.
- Serious negligence which causes unacceptable loss, damage or injury.
- Conduct which could bring NHS Cheshire and Merseyside into disrepute.
- Theft, attempted theft or wilful damage to NHS Cheshire and Merseyside property, or property belonging to any public representative, employee or visitor.
- Being drunk and disorderly, or under the influence of alcohol on NHS Cheshire and Merseyside premises or conducting organisational activities
- Being in possession of illegal substances whilst on NHS Cheshire and Merseyside premises or conducting organisational activities
- Unauthorised disclosure of any NHS Cheshire and Merseyside information.
- Serious and/or persistent harassment or discrimination or bullying whether sexual, racial or otherwise.
- Serious act of insubordination or insulting, abusive or indecent behaviour.
- Convictions for any offence affecting staff or external relations which amount to a breach of trust.
- The abuse or misuse of NHS Cheshire and Merseyside IT systems.
- Serious breach of the Code of Conduct
- Serious breach of the Confidentiality of Information Policy
- Gross negligence
- Gross insubordination
- Persistent examples of Serious Misconduct

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This list is for purpose of illustration and is not exhaustive.

The public representative will have the right to appeal which will be outlined to them should this arise.

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## Appendix F

### Declaration of interests for NHS Cheshire and Merseyside Public Representatives

<b>Name:</b>				
<b>Position within, or relationship with, NHS Cheshire and Merseyside or it's partners</b>				
<b>Detail of interests held (complete all that are applicable):</b>				
<b>Type of Interest*</b> <small>*See reverse of form for details</small>	<b>Description of Interest (including for indirect Interests, details of the relationship with the person who has the interest)</b>	<b>Date interest relates From &amp; To</b>		<b>Actions to be taken to mitigate risk (to be agreed with NHS Cheshire and Merseyside)</b>

*The information submitted will be held by NHS Cheshire and Merseyside for HR or other reasons specified on this form, and to comply with the organisation's policies. This information may be held in both manual and electronic form in accordance with the Data Protection Act. Information may be disclosed to third parties in accordance with the Freedom of Information Act and published in registers that NHS Cheshire and Merseyside holds.*

I confirm that the information provided above is complete and correct. I acknowledge that any changes in these declarations must be notified to NHS Cheshire and Merseyside as soon as practicable and no later than 28 days after the interest arises. I am aware that if I do not make full, accurate and timely declarations then civil, criminal, or internal disciplinary action may result.

I **do / do not [delete as applicable]** give my consent for this information to published on registers that NHS Cheshire and Merseyside holds. If consent is NOT given please give reasons:

--

**Signed:**

**Date:**

**Signed:**

**Position:**

**Date:**

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Please return to [communications@cheshireandmerseyside.nhs.uk](mailto:communications@cheshireandmerseyside.nhs.uk)

## Types of interest

Type of Interest	Description
Financial Interests	<p>This is where an individual may get direct financial benefits from the consequences of a commissioning decision. This could, for example, include being:</p> <ul style="list-style-type: none"> <li>• A director, including a non-executive director, or senior employee in a private company or public limited company or other organisation which is doing, or which is likely, or possibly seeking to do, business with health or social care organisations;</li> <li>• A shareholder (or similar owner interests), a partner or owner of a private or not-for-profit company, business, partnership or consultancy which is doing, or which is likely, or possibly seeking to do, business with health or social care organisations.</li> <li>• A management consultant for a provider;</li> <li>• In secondary employment (see paragraph 56 to 57);</li> <li>• In receipt of secondary income from a provider;</li> <li>• In receipt of a grant from a provider;</li> <li>• In receipt of any payments (for example honoraria, one off payments, day allowances or travel or subsistence) from a provider</li> <li>• In receipt of research funding, including grants that may be received by the individual or any organisation in which they have an interest or role; and</li> <li>• Having a pension that is funded by a provider (where the value of this might be affected by the success or failure of the provider).</li> </ul>
Non-Financial Professional Interests	<p>This is where an individual may obtain a non-financial professional benefit from the consequences of a commissioning decision, such as increasing their professional reputation or status or promoting their professional career. This may, for example, include situations where the individual is:</p> <ul style="list-style-type: none"> <li>• An advocate for a particular group of patients;</li> <li>• A GP with special interests e.g., in dermatology, acupuncture etc.</li> <li>• A member of a particular specialist professional body (although routine GP membership of the RCGP, BMA or a medical defence organisation would not usually by itself amount to an interest which needed to be declared);</li> <li>• An advisor for Care Quality Commission (CQC) or National Institute for Health and Care Excellence (NICE);</li> <li>• A medical researcher.</li> </ul>
Non-Financial Personal Interests	<p>This is where an individual may benefit personally in ways which are not directly linked to their professional career and do not give rise to a direct financial benefit. This could include, for example, where the individual is:</p> <ul style="list-style-type: none"> <li>• A voluntary sector champion for a provider;</li> <li>• A volunteer for a provider;</li> <li>• A member of a voluntary sector board or has any other position of authority in or connection with a voluntary sector organisation;</li> <li>• Suffering from a particular condition requiring individually funded treatment;</li> <li>• A member of a lobby or pressure groups with an interest in health.</li> </ul>
Indirect Interests	<p>This is where an individual has a close association with an individual who has a financial interest, a non-financial professional interest or a non-financial personal interest in a commissioning decision (as those categories are described above). For example, this should include:</p> <ul style="list-style-type: none"> <li>• Spouse / partner;</li> <li>• Close relative e.g., parent, grandparent, child, grandchild or sibling;</li> <li>• Close friend;</li> <li>• Business partner.</li> </ul>

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## Appendix G

### Public Charter

An NHS Cheshire and Merseyside public representative will be trustworthy, display good time keeping, be honest, adhere to confidentiality, conduct themselves in a professional manner and will undertake the role to the best of their ability.

Public representatives will:

- 1. Take responsibility for their actions*
- 2. Be accessible and communicate effectively with each other, and NHS Cheshire and Merseyside*
- 3. Take no personal agenda into any meetings/committees*
- 4. Commit to the role and be honest with the level of commitment that can be offered*
- 5. Be there to listen as well as to be heard*

NHS Cheshire and Merseyside will value and support the contribution of the public representatives and will provide timely and effective information and communication to the public representatives.

NHS Cheshire and Merseyside will:

- 1. Continuously update public representatives on local, regional and national issues*
- 2. Review public representative activities to ensure best quality outcomes*
- 3. Be flexible and adaptable in supporting the public representatives*
- 4. Be mindful of any extra expenses that might be incurred and support public representatives to ensure they are not out of pocket*
- 5. Consider the individual circumstances of public representatives*

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