

Patient and Public Voice (PPV)
South West UK Burn Care Operational Delivery Network (SWUK ODN)

CODE OF CONDUCT

1. The role of a Patient and Public Voice (PPV) Representative

- 1.1 To participate in the SWUK Burn Care ODN (SWUK ODN) meetings or groups as agreed with the SWUK ODN Management Team.
- 1.2 To play an active part in discussions, in person or via e-mail, by providing a patient/parent/carer perspective that informs and improves the work of the SWUK ODN.

2. What you can expect from the SWUK ODN

- 2.1 To be provided with travel and subsistence reimbursement to cover out of pocket expenses as per SWUK ODN PPV Expenses Policy.
- 2.2 To be provided with information in an appropriate format and given a named contact person within the SWUK ODN who will offer help/support if required.
- 2.3 To receive timely notification of meeting dates and to receive meeting papers one month before the meeting where any wider consultation is requested.
- 2.4 An opportunity to discuss your involvement with the SWUK ODN Manager and the right to step down at any time without this affecting any future care or treatment.
- 2.5 An expectation that the Chair of any SWUK ODN meetings you attend will encourage and facilitate your participation and understanding during the meeting.
- 2.6 Any information about yourself shared with the SWUK ODN will be kept confidential.
- 2.7 To be told what has happened as a result of your involvement such as why some things are not able to be done or why there are delays and what they are.

3. What the SWUK ODN Expects from its PPV Representatives

- 3.1 To scrutinise and challenge the thinking of the SWUK ODN and contribute to decision making. Although as a PPV representative you cannot be held accountable for those decisions.
- 3.2 To fulfil the purpose of the PPV representative role by aiming to promote the diverse views of patients/parents/carer where possible.

- 3.3 To take an active role in discussions, but you have the right to refuse to do anything that you feel uncomfortable with or find too stressful.
- 3.4 To listen and treat the views of others with respect.
- 3.5 To maintain patient confidentiality at all times and not to share any confidential information outside of the meeting.
- 3.6 Not to disclose any information about SWUK ODN business until the SWUK ODN Executive Board's Chair has agreed this or the SWUK ODN Manager has informed you that the information can be made public.
- 3.7 Be willing to talk to other patients/parents/carers about your role as a PPV representative if they are considering becoming a PPV representative with the SWUK ODN.
- 3.8 To be able to build effective working relationships with fellow PPV representatives and NHS staff.
- 3.9 Whilst attendance at any SWUK ODN meeting or event is voluntary, please let us know whether you are able to attend or not, and inform the SWUK ODN if this changes (even if last minute).
- 3.10 To read any paperwork in advance of meetings and seek advice from the SWUK ODN Manager on any matters you are unsure about, both before and after the meeting.
- 3.11 To inform the SWUK ODN Manager if you no longer wish to be a PPV representative.
- 3.12 To comply with the SWUK ODN PPV Expenses Policy.

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