



Expectations for public involvement work with People in Health West of England

Below are our expectations for staff and public contributors working with People in Health West of England (PHWE). Public involvement is seen as essential by PHWE and its partner organisations. The success of the relationship between public contributors and staff relies on both parties having a clear understanding of their roles and expectations. We encourage everyone to actively seek and provide clarification for specific pieces of involvement work.

Public contributors and staff are expected to deal with each other politely, respectfully and use civilised language and behaviour. Aggressive, abusive, threatening or violent behaviour is not acceptable.

Behaving with respect includes:

- Treating others as you and they would wish to be treated
- Listening to and supporting others and making time to do so
- Seeking, acknowledging and valuing others' experience and contribution
- Acknowledging others' beliefs
- Being courteous and considerate to all
- Treating others fairly and equally
- Being honest and trustworthy and acting with integrity
- Encouraging others to treat everyone with respect
- Challenging the behaviour of those who do not show respect to others.

A public contributor should have a key staff contact, who can provide information about the role and practical arrangements, and discuss any issues of concern. Staff should make it clear what is needed and over what time frame. Staff should provide

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information in advance of each involvement activity to allow sufficient time to prepare and consider an individual's needs, for example providing information in plain English.

Staff should encourage the active involvement of public contributors in meetings and other involvement activities. Staff should also consider the support needs of public contributors, particularly in relation to any sharing of personal and sensitive issues. Providing feedback to public contributors about the difference their involvement has made is also good practice.

Public contributors can expect to have their travel, carer and other reasonable expenses covered. They should be clear whether or not they will be paid for involvement roles in advance, and at what rate. Arrangements for claiming expenses and for work done should be clear and agreed in advance. Public contributors are expected to contribute as agreed and let staff know when they are not able to do so. Public contributors are not expected to act as a spokesperson for PHWE or its partner organisations to any media contacts without specific agreement.

Maintaining Confidentiality

Public contributors should respect requests to keep information they are given in involvement activities strictly confidential. If the role includes access to personal or research data, this is particularly important and confidentiality and data protection issues should be discussed and agreed. This means, for example, that research findings that are unpublished should not be repeated, copied or posted anywhere, discarded in a public place, or given to anyone outside the group.

Some involvement roles might raise additional issues which need discussion, for example, where there might be possible conflicts of interest. Staff are responsible for clarifying such issues.

Further information about additional issues that might be relevant and a more formal code of conduct for involvement is available from the People in Health West of England website www.phwe.org.uk. The link for this information is: <http://www.phwe.org.uk/wp-content/uploads/2015/05/Code-of-Conduct-for-public-contributors.pdf>

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