

Summary Terms of reference for
Trust Wide Involvement Group – Operations (TWIG Ops)
promoting, providing and enabling best practice in service user involvement for the South London and Maudsley NHS Foundation Trust

February 2012

To be reviewed February 2013

- Overall aim** To work on service improvement issues identified by staff and service users.
- To get service users working on projects to improve services at SLaM. This is one of SLaM’s specific goals.
- Key Objectives** To get staff and service users to work together on projects. This is called co-production.
- To play a role in helping service users to get better by giving them work but also giving them any support they need to work.
- To use service users understanding of what it is like to be a patient at SLaM to make SLaM even better.
- To sell this way of working to other NHS Hospitals.
- Specific areas of responsibility**
- To decide on projects areas and to oversee the projects until they are finished.
 - To find service users and staff to work together on projects following the TWIG co-production model (see fig 1).
 - To offer training to service users to make sure they have the skills to do the work.
 - To tell staff and service users about TWIG Ops and what it does. To get more service users taking part in projects.
 - To run focus groups for SLaM Service, picking out the main points people are saying
- Members** Membership of TWIG Ops will be as follows:
- Service User Co-Chair – Elected Service User
 - Staff Co-Chair – Strategic Lead for Patient and Public Involvement
 - Vice Chair – Elected Service User

- Secretary – Elected Service User
- PPI Leads from each CAG
- Head of Social Care
- Patient Experience Programme Managers
- Project Leads for duration of their project
- Other Staff and Service Users may be co-opted as required

Members of TWIG Ops are not permitted to sit on the Trust Wide Involvement Group (TWIG) Strategic apart from one ex-officio post which is permitted to sit on both groups.

Responsible to Trust Patient Experience Group (PEG) and Quality Improvement Project Team (QI Project Team).

Management Teams for the areas where projects are being done

Patient Experience Team on work linked to Trust Targets on Patient Involvement.

Accountable for Service Improvement Projects

Roles and responsibilities The meetings are jointly run by the two Co-Chairs
The Service User Chair and Vice Chair will be elected on a yearly basis at the AGM.

Minutes from the meeting will be taken by the TWIG Ops Secretary

Frequency of Meetings The group will meet every three months.
We will tell you about the meeting venue, time, date and what we will be talking about, 5 days before the meeting. This will be emailed or posted to people.

Quorum The Quorum necessary for decisions to be agreed will be a simple majority. A two thirds majority will be required to pass changes to the terms of reference.

Record Keeping Minutes of the meeting will be taken by the Secretary to TWIG Operations. Minutes will be available electronically via the TWIG Blog.

Lifespan of meeting

The Terms of Reference will be reviewed in February 2013 unless required to be reviewed sooner for compelling reasons.

TWIG Co-Production Model (Fig 1)

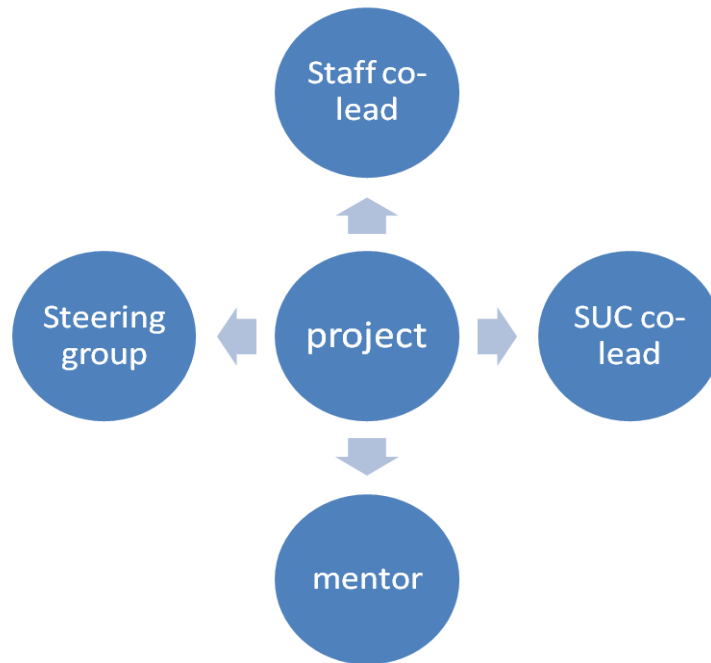


Chart of relationships to other meetings

