

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 respond to service improvement issues identified at the Trust Patient Experience Group (PEG) and Quality Improvement (QI) Project Team, Commissioners and those identified by service users.

To realise SLaM's commitment as stated in SLaM's PPI Strategic Framework, to involve a wide range of Service Users in improving the quality of SLaM's services and ensuring their concerns are addressed.

Key Objectives To develop a model for best practice in involving service users within service improvement. Following a Co-production model, staff and service users to work together on time limited and some ongoing projects using a user focused methodology.

To contribute towards a service user's recovery and journey towards social reintegration.

To consult with Service Users and to channel their experiences and ideas to benefit the future direction of SLaM Services.

To market and expand the model externally.

Specific areas of responsibility

- To commission time limited and on-going service improvement projects, monitoring their progress until they are considered to be self-sufficient or completed.
- To recruit service users and staff to work together on specific projects following the TWIG co-production model (see fig 1).
- To ensure service user consultants are appropriately skilled and supported to fully participate in opportunities available. This will be achieved through a range of methods, including shadowing, buddying, supervision from peers, and through mentoring with SLaM staff.

(TWIG Ops also designs and delivers bespoke training to meet Service User Consultants professional and personal development).

- To increase awareness of Involvement with staff and service users, and to recruit more service user consultants.
- To support SLaM when undertaking consultations by offering Focus Group Facilitators as a resource as well as providing detailed analysis of themes from the Focus Group

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
- 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).

It will also report to specific CAGs or Corporate areas for the duration of service improvement projects being undertaken in their areas.

Patient Experience Team on work streams which are relevant to PPI related CQUIN Targets. This work in turn will be reported to the Trust PMR processes which are managed via the monthly CEO Meetings.

Accountable for

Service Improvement Projects

Roles and responsibilities

The meetings are jointly Chaired 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. Notice of each meeting, confirming the venue, time and date together with an agenda will be sent to each member electronically, or by post where the member has no access to email, no later than 5 working days prior to the meeting taking place.
Quorum	The Quorum necessary for decisions to be agreed will be a simple majority. A two thirds majority will be required to ratify 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)

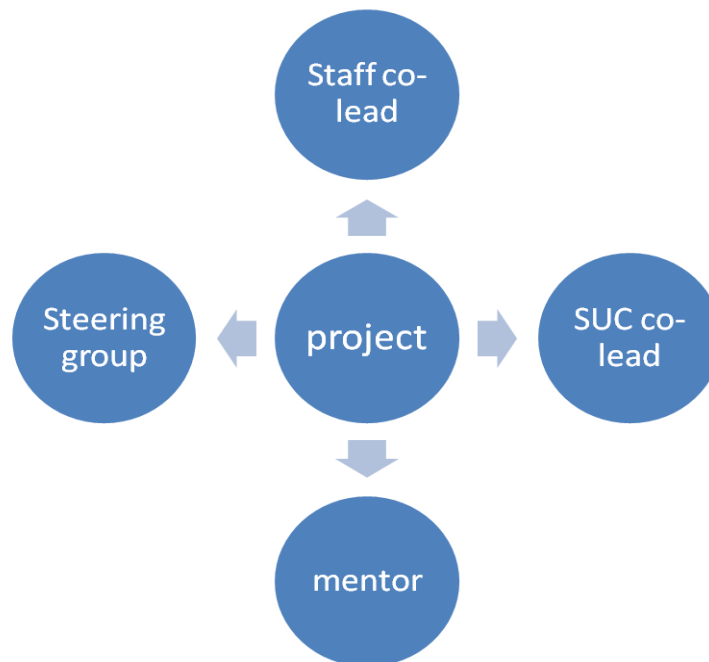


Chart of relationships to other meetings

