FACULTY OF HEALTH
USER & CARER LIAISON GROUP
Principles of Good Practice for Effective Involvement

Involving patients and carers within activities around health across the Faculty can help to ensure that our work remains 'fit for purpose'. They can add a unique personal perspective; participate in dialogues to promote two way communication between 'academics' and 'users'; participate in staff training and development, promoting a greater understanding of 'users' and their needs; and inform the direction and development of learning, teaching and research. When users and carers visit the University we must remember that they may be unfamiliar with academic life, and may be unsure what to expect. These principles have been written as minimum good practice standards to ensure a consistent approach to supporting any involvement across the faculty.

Users and carers can expect to:

- **Be treated with common courtesy and respect.**
  It's important that individuals feel welcome and valued. This includes ensuring adequate parking facilities are available; providing refreshments; ensuring a named contact person is available to meet them on arrival; showing visitors where toilets are located; arranging transport where necessary; providing time and opportunities for debriefing.

- **Be fully informed about the nature of their involvement in good time.**
  This could involve sending papers by post at least two weeks ahead of any scheduled meeting; offering to meet with people separately to go over expectations and roles; knowing in good time when, where and how long the meeting will last for; sending travel information and campus maps in the post; in addition to ensuring any specific individual needs are identified and accommodated.

- **Have all out of pocket expenses reimbursed.**
  Including taxis or travel mileage; costs incurred by employing carers in their absence at home.

- **Feel part of any working group or team.**
  This means keeping individuals informed by regular information updates; by having explicit expectations (e.g. about the length of time involved); incorporating people on distribution lists; minimising jargon or providing definitions to promote understanding; providing name badges; ensuring that the chair of any meeting is aware that users and carers are involved in the meeting.

- **Receive training or support.**
  To help them to fulfil their role at the University.

Effective communication underpins these principles, and will help to ensure that users and carers will want to contribute to our work and genuinely feel part of an academic community that values such contributions.

FUCLG, January 2014 FINAL