



## User and Carer Liaison Group

### Public Involvement – a Checklist for Good Practice

**As a volunteer at the Faculty of Health, Keele University, you can expect:**

Details including directions or map to venue, access, disabled access instructions

Access to car parking spaces and disabled bays if required

Safe access to the venue

A designated “welcome person”, preferably the named liaison person

Adaptations available for people with disabilities as requested

Clear, accessible details of the event in good time in your preferred format, (email or hard copy)

A clear explanation of your role and expectations (frequency, times etc.)

Information and explanation of procedures for reimbursement of “out-of-pocket” expenses and remuneration if applicable

Clear directions to the meeting room

Refreshments on arrival and during event

Copies of any papers required (but some confidential papers may not be taken away by any member on conclusion of the meeting)

Clear directions for refreshments, toilets, facilities for disabled access, interim mobility and emergency procedures

A warm welcome and introduction from the event chairperson

Constructive feedback on any outcomes either verbally, by post or email (normally within two working weeks of event)

A copy of the Reimbursement and Recognition for Lay Participants: Guidelines for Good Practice guidelines

All reimbursements of expenses met in a timely manner

Clear guidance on safely leaving the event

If you wish to share your experiences with us at Keele, please initially contact your designated contact name or contact Sue Read, details as found below.

**For further information, please contact:**

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