

## **NAMS Patient Steering Group (PSG)**

### **Terms of Reference**

The Nottinghamshire Appliance Management Service (NAMS) will sponsor and facilitate a patient advisory group which shall be called the NAMS Patient Steering Group (PSG). The NAMS PSG is not affiliated to any other organisation other than the Nottinghamshire Appliance Management Service.

#### **1. Aims of the NAMS PSG**

- 1.1. To facilitate good relations between NAMS, CCG Commissioners or the NAMS service and patients using the service by communicating patient experience, interests and concerns.
- 1.2. To work collaboratively and positively with all stakeholders to improve the services and facilities for patients and to act as a sounding board for future proposed developments that may affect patients.
- 1.3. To build two-way communication and co-operation between NAMS and patients, and other individuals and organisations in healthcare, and their wider community to the mutual benefit of all.
- 1.4. To act as a representative group to support and encourage the ongoing development of the NAMS service in delivering stoma care services.

#### **2. PSG Structure and membership**

- 2.1. Patient membership of the PSG shall be open to the three recognised National Patient Support Associations (IA, CUK and UA), and representatives from recognised Patient Support Groups within the NAMS catchment area and with aims and values compatible with the service, up to a maximum of five groups and filled on a first come first served basis. Each organisation will be eligible to send one elected/nominated representative to PSG meetings. The remaining places will be open to patients registered with the service.
- 2.2. PSG members should retire after three years of service and be replaced by a new representative nominated by the representative Patient Association, or from within the NAMS patient base. Where no suitable nominated representative is forthcoming then a member may be invited to remain a member for a further three years if agreed by the majority of the current Patient Steering Group.  
To ensure continuity of the PSG no more than 50% shall be required to retire at any one time and where more than this reach the limit of their tenure at the same time then that can be extended for a further 12 months.
- 2.3. PSG membership shall also be supported by one nominated representative from the CCG Commissioning team, two nominated representatives from the NAMS Service and one nominated representative from the NAMS host (contract holder) company, currently Fittleworth Medical Ltd. The PSG shall be chaired by one of the patient representatives outside of NAMS and the CCG commissioners.

- 2.4. The PSG shall be non-political and non-sectarian and will at all times respect diversity and exemplify its commitments to the principles contained within the Equality Act 2010.
- 2.5. All of the representatives of the NAMS PSG meetings will be required to register any declaration of interest prior to each meeting so that these are clear at the start of each meeting.
- 2.6. The PSG will meet quarterly, dates to be agreed by a majority decision of the group. The meetings will normally be held at the NAMS offices, Unit 1, Phoenix Park, Millennium Way West, Nottingham, NG8 6AS.
- 2.7. To maintain an active PSG forum, any PSG member who fails to attend three consecutive PSG meetings will have been deemed to have resigned. The PSG will extend an open invitation to the representative organisation involved, inviting them to nominate a new representative. Where a patient member is deemed to have resigned for the same reason, the PSG will firstly draw from the list of interested parties that have previously registered an interest to join and if not filled then extend an open invitation to the NAMS patient base, inviting them to register an interest in joining the PSG.
- 2.8. The PSG shall not exceed 15 members, being made up of three from recognised National Patient Support Associations (IA, CUK and UA), a maximum of five from local Patient Support Groups and the remainder from within the NAMS patient base. The PSG may co-opt individual members if needed to ensure that the PSG is fully representative of the patient community. The PSG Chair may invite guests to support an item of interest at any one of the PSG meetings.
- 2.9. An agenda and minutes of the previous PSG meeting will be circulated at least 14 days before the date of the next meeting. Minutes should be recorded and distributed to the members of the PSG no later than 14 days after the meeting date. The minutes will be agreed as a reasonable record of the meeting, and signed by the chair as completed.

### **3. Confidentiality**

- 3.1. All members of the PSG shall be made aware of the need to maintain absolute patient confidentiality at all times.

### **4. Code of Conduct**

- 4.1. All PSG members must abide by the code of conduct shown at Appendix 1.

### **5. Activities of the PSG**

- a) Make reasonable efforts during each year to review its membership in order to ensure that it is representative of the needs of the NAMS service.
- b) Obtain the views of patients who use the NAMS service and obtain feedback from its registered patients about those activities.

- c) Review any feedback received about the services delivered by NAMS with NAMS staff and relevant members of the PSG with a view to improve where possible those services.
- d) Contribute to decision-making at NAMS and consult on service development and provision where appropriate, expressing opinions on these matters on behalf of patients. However, the final decisions on service delivery rest with the CCG Commissioners and the contracted company hosting the NAMS service.
- e) Act as a sounding board to provide feedback on patients' needs, concerns and interests and challenge NAMS constructively whenever necessary, also helping patients to understand the NAMS viewpoint.
- f) Communicate information that may promote or assist with the NAMS delivery of stoma care services.
- g) Explore ideas and issues identified in patient surveys.
- h) Act as a forum for NAMS or the commissioners to raise issues affecting patients, or for input into any operational issues, so that patients can have their views taken into account.
- i) Act as a forum for ideas on health promotion and self-care and support activities within the NAMS service area to promote healthy lifestyle choices.
- j) Raise patient awareness of the range of services available from NAMS and help patients to access/use such services more effectively.

## Appendix 1.

**Nottinghamshire Appliance Management Service (NAMS)  
Patient Steering Group (PSG)  
Code of Conduct**

The PSG Membership is not based on opinions or characteristics of individuals and shall be non-political and non-sectarian, at all times respecting diversity and exemplifying its commitment to the principles contained within the Equality Act 2010.

All members of the PSG shall make this commitment:

- A. To respect NAMS and patient confidentiality at all times.
- B. To treat each other with mutual respect and act and contribute in a manner that is in the best interests of all patients and supporting stakeholders.
- C. To be open and flexible and to listen and support each other.
- D. To abide by the seven Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership as laid out in Appendix 2
- E. Not to use the PSG as a forum for personal agendas or complaints. These should be taken forward through other appropriate channels.
- F. To accept that the ruling of the Chair or other presiding officer is final on matters relating to orderly conduct.
- G. Otherwise to abide by principles of good meeting practice, for example:
  - 1. Reading papers in advance
  - 2. Arriving on time
  - 3. Switching mobile phones to silent
  - 4. Allowing others to speak and be heard/respected

## Appendix 2

# The Seven Principles of Public Life

The Seven Principles of Public Life (also known as the Nolan Principles) apply to anyone who works as a public office-holder. This includes all those who are elected or appointed to public office, nationally and locally, and all people appointed to work in the Civil Service, local government, the police, courts and probation services, non-departmental public bodies (NDPBs), and in the health, education, social and care services. All public office-holders are both servants of the public and stewards of public resources. The principles also apply to all those in other sectors delivering public services.

## 1.1 Selflessness

Holders of public office should act solely in terms of the public interest.

## 1.2 Integrity

Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.

## 1.3 Objectivity

Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

## 1.4 Accountability

Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

## 1.5 Openness

Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.

## **1.6 Honesty**

Holders of public office should be truthful.

## **1.7 Leadership**

Holders of public office should exhibit these principles in their own behaviour and treat others with respect. They should actively promote and robustly support the principles and challenge poor behaviour wherever it occurs.

## Sample Meeting Agenda

**Nottinghamshire Appliance Management Service (NAMS)  
Patient Steering Group (PSG)**

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NAMS Offices Unit 1, Phoenix Park, Millennium Way West, Nottingham, NG8 6AS.

Date: .....

Buffet Lunch at 12 noon

Meeting commences at 1pm

### **AGENDA**

1. Apologies for absence
2. Declaration of Interest
3. Approval and adoption of pre-circulated minutes of day/month/year
4. Matters arising
5. Action log update
6. List of any specific items for discussion
7. Any Other Business, including topics introduced by the chair/group
8. Date of next meeting: Day/Month/Time
9. Meeting to close by 4pm