

## Volunteering with Managed Clinical Networks

### Volunteer Patient or Carer Representative Role Description

NHS Greater Glasgow and Clyde (NHSGGC) welcome you as a Volunteer.

This document sets out the basis upon which NHSGGC Managed Clinical Networks (MCNs) welcome .....as a volunteer. It is intended to be binding in honour only.

**1. Volunteer Position**                      Volunteer Patient/Carer\* Representative  
 (\* please delete as appropriate)

**2. Responsible to**                      The Managed Clinical Network for (please tick)

- Heart Disease
- Stroke
- Diabetes
- Respiratory
- Rheumatology
- Chronic Pain

### 3. Purpose of Role

The purpose is to represent the **interests** of patients or carers in developing and improving services and care, relevant to the business of the MCN. You are not expected to represent the **views of all** patients or carers. The aim is to represent the **interests** of patients or carers, based on your knowledge and experience of services, and through the contact you may have with other patients or carers, and through your learning within this role.

### 4. Main Duties/ Responsibilities

Your main duties will include:

- Ensuring the interests of patients or carers is kept high on the MCN agenda
- Attending MCN meetings and reading the relevant papers/documents
- Recording key issues discussed within MCN meetings onto the 'Meeting Record Template' sheet (confidentiality should be considered here). This should then be communicated to the Patients and Carers Forum for information/discussion.
- Communicating and presenting issues on behalf of the Patients and Carers Forum to the MCN group of which you are a member.
- Supporting other patients or carers to be involved in the MCN through the Patients and Carers Forum
- Attending relevant formal and informal training sessions and events

## **5. Time Commitment**

Once you have chosen which groups/meetings with which you want to be involved, you will then be expected to attend these meetings on a regular basis. This will normally mean attending a 2 hour meeting every 2 or 3 months per group.

In addition to this you will be invited to attend relevant events and training. However we understand that you may not always be able to commit to this due to time constraints, your health, and other commitments.

## **6. Support**

NHSGGC will support you to be involved. This will include:

- Providing an induction process
- Ensuring you are reimbursed for travel expenses or provided transport
- Discussing any concerns/issues you may have
- Providing relevant training where required

Your main contact person will be the Health Improvement Senior, Public Health.

## **7. Training**

You will be supported to identify and develop (as required) your knowledge and skills.

## **8. Expenses**

Within reason NHS Greater Glasgow and Clyde will meet expenses incurred by you within your role as a volunteer. For example, this will include costs incurred for travel, refreshments, interpretation and support needs.

## **9. Insurance**

As a volunteer you are covered by NHS Greater Glasgow and Clyde's insurance, whilst carrying out your agreed duties, both on NHS premises and in the community.

## **10. Tenure**

You are invited to volunteer on each MCN group for a period of 3 years. However you are free to leave the role within this time frame.

Once your tenure has ended you will have the option to either leave the group or apply to continue your tenure for a further 3 years with the same group.

## **11. If you have a complaint:**

If you have a complaint about your volunteer work you should raise it with the Health Improvement Senior. If you feel unable to do so because of the nature of the complaint then you should refer the matter to the MCN Co-ordinator.

## **12. If we have a complaint:**

If the MCN has a complaint about your work as a volunteer, they will raise this with you via the Health Improvement Senior, explain the nature of the complaint, and give you an opportunity to respond before any action (if any) is taken.

## **13. Our Commitment**

NHS Greater Glasgow and Clyde commit to the following:

- To provide information, training and support in a format that is accessible, and on time
- To feedback all relevant information and communicate regularly with you
- To be receptive to your ideas and comments.

## 14. Your Commitment

As a Volunteer you agree to what is detailed in this role description, and commit to the following:

- To carry out your volunteer duties to the best of your ability
- To adhere to NHS Greater Glasgow and Clyde's policies and procedures (see 'Volunteer Services – induction information booklet' for more information)
- To declare in writing, your involvement in any other groups associated with health or social care services
- To declare in writing your involvement with any current complaint process with health and social care services, which may be related to your role within the MCNs.

I give consent that the Public Health Directorate within NHS Greater Glasgow and Clyde may hold a copy of this document on computer, in accordance with the Data Protection Act 1998.

Signed: (Volunteer)

Signed: (Health Improvement officer)

Date:

To discuss any of the above please contact:

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