

Newcastle Gateshead Patient, Public and Carer Engagement Forum

Working Together agreement

For the purposes of this agreement, the definition of 'stakeholder' is anyone who will be involved with, will be affected by (either positively or negatively) or has an interest in the work of Newcastle Gateshead Clinical Commissioning Group.

1. Newcastle Gateshead Clinical Commissioning Group are committed to this agreement and will:

- Be committed to the forum creating opportunities for open and honest feedback, enabling attendees to contribute their ideas and opinions.
- Show real commitment to strong, inclusive and effective patient, public and stakeholder involvement.
- Communicate messages and information which are:
 - In plain language.
 - Jargon free and easy to understand.
 - Not contradictory and have real meaning.
 - Based on known facts.
 - Meaningful to the intended audience
 - Communicated using the most appropriate method and in the format required.
- Be open and honest about the level of influence stakeholder involvement will have.
- Seek to ensure that the methods, time and place and opportunities do not disadvantage any particular community or group.
- Ensure decision makers are accessible and ready to engage in dialogue.
- Explain clearly why information cannot be given, with the reasons clearly explained.
- Promote the work of the Forum using communication channels including email, internet and social media.
- Ensure that engagement opportunities are planned to allow maximum time and opportunity for involvement to be effective. Results of the involvement are fed back or published to those who took part.
- Provide support, training and the right kind of leadership so that we can work, learn and improve together.

2. Attendees of the Patient, Public and Engagement Forum will:

- Be committed to working with Newcastle Gateshead Clinical Commissioning Group to improve services.
- Act as a trusted person who asks questions and offers critiques in a constructive and collaborative way.
- Actively participate in engagement opportunities and undertake appropriate tasks to enable effective engagement.
- Share experiences, issues and views of services to help influence service improvement – this can be individual or community experiences.
- Be respectful, objective, listen and consider the opinions of others to support amicable outcomes.
- Positively communicate the work of the group and encourage others to attend.
- Understand that some questions or comments may not be able to be answered at the forum, and further investigation is required.

3. Together, Newcastle Gateshead Clinical Commissioning Group and the Patient, Public and Carer Engagement Forum will:

- Conduct discussions and relationships with equality and respect to reach amicable outcomes.
- Work together to seek solutions.
- Have shared goals and take joint responsibility for our work.
- Keep patients, the public and carers at the centre of all our work.
- Communicate effectively, clearly and inclusively.
- Listen and truly hear what is being said, proactively seeking participation from communities who experience the greatest health inequalities and poorest health outcomes.
- Recognise challenges and take positive steps to secure successful outcomes.
- Create a positive environment to enable all attendees to have a voice.

- Use the strengths and talents that people bring to the forum.
- Celebrate our success.
- Seek to work to the Nolan Principles of public life:
 1. Selflessness
 2. Integrity
 3. Objectivity
 4. Accountability
 5. Openness
 6. Honesty
 7. Leadership