

GOSH *Our Always Values* User Engagement Group – Call for Involvement

Earlier in 2014 the Trust conducted an engagement exercise with over 2500 patients, families, staff and other Foundation Trust (FT) members. Following this the Trust identified and agreed four overarching values, and a set of behaviours, demonstrating each value, which staff, patients and families could expect from each other. So far, these have been shared with staff through presentations at divisional meetings and received with enthusiasm. We are now looking to create a “user engagement group” of staff, parents / carers and patients (age 11 years old and upwards) to help us embed Our Always Values and make them meaningful and relevant to all.



We're looking for individuals to join a *virtual group* on a voluntary basis who will be a 'sounding board' for different aspects of work. The group members may be asked to:

- Offer feedback on promotional materials and imagery used to promote the values and behaviours.
- Provide ideas on how we communicate the values to staff across teams and with patients and carers.
- Help us think about how we really and truly embed the values in all that we do – in appraisals, in recruitment and during staff development, in how we treat patients and how we behave towards each other.

We're not asking members to attend meetings as all of the communication will be by email. We will send out emails so that you can **only** see your **own** address as we know you might not want your address shared with other people. Similarly, your comments will come directly to the project team rather than circulating to the rest of the group, and we will anonymise any comments we share. This is so everyone feels they can comment openly.

We really want to involve as many people as possible, and this is an opportunity for you to be involved in helping GOSH embrace the values and behaviours as they will affect us all, by sharing your views and making suggestions, as a group. You can choose what emails you reply to, and how long your comments are in each case.

You don't need to have any particular expertise, but we do need you to bring your experience and enthusiasm to make GOSH an even better place.

If you are a member of staff contributing to this work it may fit with one of your appraisal objectives.

How to join our virtual User Engagement Group

If you are interested in joining the "Our Always Values" User Engagement Group please contact: Sue Lyon (sue.lyon@gosh.nhs.uk) **as soon as possible and at the latest by 2nd January 2015.**

If you are a **parent / carer / patient.** in your email please include:

1. your name,
2. whether you are a parent, carer or patient and
3. whether you are currently using GOSH services.

If you **work at GOSH**, in your email just put Virtual Group on the subject header and we'll add you to the membership.

Being part of this virtual group shouldn't be time consuming and we know that your normal duties will always come before replying to emails.