The Service User and Carer Partnership Handbook

This handbook provides more information on the SUCI Partnership for SUCI members and staff in the Department of Health Sciences.The handbook has been developed in partnership with SUCI members. If you would like to receive a printed copy of the handbook this can be requested from suci-forum@york.ac.uk

At the University of York we adopt an inclusive approach and are committed to welcoming all service users and carers from a variety of backgrounds and experiences. Those who identify as a 'service user' will be 'experts by experience' and will have current or previous experience of health and/or social care services. The term 'carer' refers to someone who supports a family member, friend or loved one and does not refer only to those in official carer roles. Those who are part of the SUCI Partnership wish to influence and be involved with the education of health professionals including nurses and midwives.

In order to meet this purpose and to ensure collaboration with members of the public, sim (simulation) actors are not covered under the SUCI Partnership and follow a separate Departmental process.

SUCI Partnership members have the opportunity to be involved with a diverse range of Departmental activities and will also be invited to attend our annual SUCI Partnership meeting.

The Department of Health Sciences

The Department of Health Sciences at the University of York is a vibrant community of students, educators and researchers who are committed to improving education around health and wellbeing.

The Department has around 1000 students studying a range of subjects. These include courses leading to professional registration as a Nursing Associate, Nurse or Midwife with the Nursing and Midwifery Council (NMC). Additionally the Department also offers courses for qualified health professionals who wish to further develop their knowledge and skills, and postgraduate programmes in public health and research.

You can find out more about the department on the [Health Sciences webpages](#).

The Nursing and Midwifery Council (NMC)

Our nursing and midwifery programmes are regulated and validated by the Nursing and Midwifery Council (NMC). All programmes have a professional responsibility to involve service users and carers in a number of Departmental activities that influence nursing and midwifery education.

"We believe that involving our service users and members of the public in the planning and delivery of curricula will promote public confidence in the education of future nurses. We encourage the use of supportive evidence and engagement from people who have experienced care by adult, children's, learning disabilities or mental health nurses to inform programme design and delivery for all fields of nursing practice." NMC (2018)

The Department of Health Sciences recognises and values the contribution and collaboration of service users and carers as a core component of our programmes.

The SUCI Partnership

The purpose of the SUCI partnership is to promote, encourage and increase the use of service users and carers in teaching and learning activities across our Health Sciences programmes.

SUCI Partnership members have the opportunity to contribute to a number of Departmental, teaching and learning activities, including:

- Annual SUCI Partnership meetings
- SUCI Task and Finish Group Projects
- Programme design and development
- Teaching and assessment of students and learners
- Recruitment of students and learners

*Further information on the above activities can be found on our webpages

SUCI Partnership members will be added to our mailing list to inform members of Departmental opportunities. Departmental staff in the SUCI Partnership will meet quarterly to monitor progress with our SUCI purpose. The quarterly meeting notes will be shared with all members of the SUCI Partnership.

Becoming a SUCI Partnership member

Registration forms can be completed online via the webpages, or please contact us to request a paper copy.

Everyone who completes a registration form will be contacted by a member of the SUCI Partnership group, usually within four weeks, to further discuss any particular interests, answer any questions and discuss individual accessibility requirements as required. Each member of the SUCI Partnership will have a profile covering their interests and engagement preferences for the SUCI Directory (Who's Who). The SUCI Directory (Who's Who) will be available to Departmental staff and is how staff will make contact with service users and carers about activity opportunities.

SUCI partnership member contact details are held in a secure database accessible by the SUCI Partnership staff group only. SUCI Partnership details are only shared on an individual basis when an activity opportunity and service user or carer interest has been matched. Our Privacy Notice is available on our webpages and contains information about how we store and manage personal data. Please note, once you have registered you can request a written copy of the information we have collected about you at any time by emailing the SUCI Partnership Group.

Should you have any changes to your circumstances, contact information or if you wish to leave the SUCI Partnership Group, please contact us on suci-forum@york.ac.uk

Terms of agreement

In order to be involved with Departmental activities, teaching and learning of students and learners, SUCI Partnership members must agree to conform to the:
- [Health Sciences Guest Speaker Code of Conduct](#)
- [Regulation 10: Freedom of speech within the University](#);
- [Dignity at Work and Study Policy](#)
- [Social media - Information, records and media - Human Resources at the University of York](#)
- [Safeguarding policies](#)

When members are contacted by our Departmental staff to take part in such activities, the above policies and Service User and Carer Code of Conduct will be sent via email. SUCI members will need to confirm their agreement to the above policies and Code of Conduct in order to be able to participate in the proposed activity/ activities.

SUCI partnership members will always work alongside a member of staff in any activities which involve contact with students or learners.

Terms of engagement

On signing up to the SUCI Partnership Group members can expect to receive email updates from SUCI initiatives and relevant Departmental news. SUCI Partnership members will also be contacted about the annual SUCI Partnership meeting to share engagement throughout the year and recognise the importance of the partnership.

Once SUCI Partnership members have been added to the SUCI Directory (Who's Who), teaching and Departmental staff will have the ability to request service user and carer engagement with individual activity opportunities, which may be on an adhoc basis. Whilst the SUCI Staff Group supports and encourages the engagement of service users and carers across Departmental activities we are unable to guarantee the frequency or number of engagement opportunities that arise matching service user and carer profiles.

Once an opportunity has been matched with a SUCI profile (from the SUCI Directory), teaching or Departmental staff will make contact with the relevant service user and carer to outline this opportunity and request engagement. Following the completion of the activity, service user and carer details will remain on the secure SUCI database only.

Where service user and carer circumstances, accessibility needs or preferences for contact change, service users and carers must email (suci-forum@york.ac.uk) to update our database with these changes or to remove their details and SUCI profile from our SUCI Directory.

Expenses and payments

We follow guidelines from INVOLVE for payment and expenses for people contributing to SUCI and Departmental activities. Out of pocket expenses and/or payments are offered for all activities except the annual SUCI Partnership meeting.

A fee may be offered for some specific activities to recognise your time, skills and expertise. It will be made clear when you are invited to participate in any activity whether there is a fee and what this will be. There is no obligation to accept a fee and your choice may be based on your personal circumstances.

Additional Information for Health Sciences staff

Health Sciences staff who wish to collaborate with service users and carers should access the Service User & carer Involvement shared Google drive, open the SUCI database and select an appropriate service user or carer to match your activity requirements. Once a service user or carer has been matched to the activity, you can find links to the request form and further information on this process on the Service User & Carer Involvement shared Google drive. Once the activity is complete, remuneration (where applicable) can be arranged by confirming the activity has taken place, this should be completed within 4 weeks (further details within the shared staff Google Drive).

Service User or Carer contact details must not be stored by individual staff after the activity is completed. Where a future request is required, the process as outlined above should be followed again.

Contact details

For more information about the SUCI Partnership, please contact the working group via email to suci-forum@york.ac.uk

Meet the Staff SUCI Partnership Group

Emily Singleton (Director of Practice Learning and Co-Lead for SUCI Partnership Group)
Lyeanda Berry (Deputy Programme Lead for Trainee Nursing Associate Apprenticeship and Co-Lead for SUCI Partnership Group)
Helen Galloway (Practice Learning Link Lecturer)
Jodie Coulson (Lecturer in Prescribing)
Paul Williams (Lecturer in Advanced Clinical Practice)
Rebecca Beggan (Lecturer in Midwifery)
Jane Milsom Communications and Events Co-ordinator/Careers and Employability Co-ordinator
Sarah Thompson (Administrator)

Disclaimer

The SUCI group may change this handbook at short notice, inbetween documented review dates. It is advised that you keep updated with the latest version.of the handbook.

_____

[1] V2 March 2024. Review date March 2026.