

SHARE Forum – Terms of Reference

What is the SHARE Forum?

Helping you have your say in your Health Care



The SHARE Forum means “Supporting Health through Active Representation and Empowerment.” It helps patients, people who use health services, and their carers (the people who help look after them) get involved in planning, running, and checking how health services are working. This helps CityCare and everyone who uses its services to work together to make care better for everyone.

What Does the SHARE Forum Want to Do?

- Gives patients and carers a space to share their ideas and worries in relation to CityCare Services.
- Supports CityCare to ensure the voices of people from all kinds of backgrounds are heard.
- Work together with CityCare staff to help improve care.
- Share feedback and advice about plans, programs, and new ideas.
- Support patients and carers so their suggestions really make a difference.

What Does the SHARE Forum Do?

- **Listening to Patients:** Collects ideas and feedback through surveys and group meetings. Shares these with the people that lead our services.
- **Making Things Better:** Works with health services to come up with ways to help patients and checks if these ideas work well.
- **Health Education:** Makes and shares information to help patients and carers understand their health and services better. Talks to people in the community about health.
- **Improving Services:** Helps check and improve how services work, making sure they fit what people need to make sure patients and carers are put first.

Who is in the SHARE Forum?

- Two co-chairs: one is a patient/carer chosen by the group, the other is the Director of Nursing, Allied Health Professionals and Quality.
- Patients from CityCare services and people from our communities.
- Staff who help us with patient engagement, equalities, and health inequalities.
- Leaders from care groups, the communications team, and experts if needed.

Our values: Kindness | Respect | Trust | Honesty

When and Where Does the SHARE Forum Meet?

- The group meets every two months. Sometimes, extra meetings might be held if needed.
- The Chair or Deputy Chair needs to be there along with some patients and staff.
- We will keep a list of who comes to each meeting.
- Meetings can be in person at a community place or online.

How Does the SHARE Forum Report What It Does?

- After each meeting, notes and actions are shared with the CityCare Participation, Engagement, and Partnership Group.
- Once a year, a report about what the Forum did, suggested, and helped change is shared with everyone.
- The rules for the Forum are reviewed once a year or sooner if needed.

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