

A guide to Personal and Public Involvement (PPI)



Designing a role description for service user and carer representatives

This guide will help you to develop a service user and/or carer role description. It will provide a structure to outline the role that service users and carers will have in your work and clarify the contribution and commitment you are asking people to make.

The guide may also be used as a tool to recruit service users and carers and to ensure that all parties understand their role and responsibilities for the programme of work. Consider how you will promote this opportunity, eg Citizen Space, social media, existing groups etc.

Use the following as a template to help you develop the role description

1 Project overview

Insert a short introduction on your programme of work. Provide an overview of your organisation, the policy direction and why you are undertaking the work.

2 Programme of work

Insert information on what you are asking the service user or carer to get involved to do, for example:

- provide a service user or carer perspective;
- co-produce, co-design, co-evaluate;
- input into the proposals;
- advise on planning and delivery of involvement and engagement activity.

Key

Planning

Doing

Reviewing

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3 Support

Outline the support that you will provide to service users and carers who get involved, for example:
To support you to fulfil the role, we will:

- provide an induction on the programme of work and your role in this work;
- host meetings via video or teleconferencing facilities, if requested;
- reimburse out of pocket expenses eg travel, carer and childcare costs;
- provide support before, during and after meetings;
- provide adequate information in a timely manner;
- establish mentorship, eg experienced members paired with newer members;
- other, please list.

4 Personal skills and abilities

Outline the skills, abilities, personal qualities and attributes which will be required, for example:

- contribute to group discussion from a service user and/or carer perspective;
- have experience of care in a particular setting and/or of a particular condition;
- participate in a group setting to input into discussions on the project area of work from a service user and/or carer perspective;
- identify and engage with wider service user and carer representatives as and when required, eg support or highlight the need for wider involvement of service users and/or carers in specific areas of the programme of work;
- be a good communicator;
- have time to participate in meetings and review papers;
- respect and recognise different viewpoints.

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Commitment

Include a section on what commitment the service user and/or carer will be required to make. Try to be as specific as you can to give an indication as to:

- how much time will be required (include attendance at meetings and pre-meeting reading etc);
- where the meetings will take place;
- overall timeframe for getting involved (if known);
- confidentiality and sensitive data. Members may have access to confidential material and will be asked to agree to a confidentiality agreement.

How to apply and contact details

Insert how people can get further information or apply for the role. If required, an expression of interest or application form may be developed. Provide contact details including:

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