



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Community/Primary Care
Physiotherapy Service,
HSE West,
St Joseph's Hospital,
Ennis, Co. Clare.

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Mid-West Disability Services
Early Intervention & School Age Teams
We want to hear from you!

Date 5th August 2016

Dear Parent,

We are developing a strategy to ensure that the families who use our services have a say in how our services are delivered; now, and in the future.

We have formed a Consultation Group to plan ways to involve families more in ensuring that services are family-centred, and of maximum benefit to children and families. The Group will be known as the "Service User Engagement Consultative Group". Group members will include parents, team members and managers.

We are looking for expressions of interest from parents who would be interested in participating on the Group. We aim to ensure that we have a broad representation of families who use the service. If you would like to be part of the Group, please complete the attached Expression Interest Form, and return it to:

If you would like any further information, please contact

The closing date for receipt of applications is:

Thursday 25th August

Yours sincerely,

Sheila Ryan,
Chair, Service User Engagement Consultative Group,
Mid -West Disability Services.

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Describe below any relevant experience in health and social care. For example you could include any experience as a service user, carer, volunteer, advocate, or member of community organisation.

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Please include any other relevant information support of your application.

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THANK YOU FOR YOUR INTEREST

Appendix 1

Service User Engagement Consultative Group.

Description of Group

The purpose of the group is to develop a plan to improve the current status of *Service User Engagement within Mid West Children's Disability Services (MWCDS), by identifying the supports necessary to facilitate positive relationships between the family and their CDS support team, promoting the ethos of family – centred care.

*Service user is a term used to describe the clients availing of the services of the Teams as well as their families and significant carers. Service User Engagement is the term used to describe the interaction and participation of the client/family and the service provider (s) in the planning and delivery of care and intervention to the client.

Membership

The current membership of the Consultative Group is:

- Kathryn O'Shea, Parent and member of Mid West Children's Disability Services (MWCDS) Steering Group.
- Cathy Sheehy, Parent and member of Mid West Children's Disability Services (MWCDS) Steering Group.

- Libby Kineen, HSE Organisational Development Unit.
- Sheila Ryan, Physiotherapy Manager, Clare.
- Anne O'Connor, Clinical Psychologist.
- Anne Long, Manager , Blackberry Team
- Nuala Kelly, Children Services Manager.
- Further Parent Nominees.
- 2 Clinical Nominees from MWCDS.

Frequency of meetings

Meetings take place on a monthly basis from 10am- 12 midday. Nominees will need to commit to membership of the group for one year.

Schedule of dates to year end are:

Wednesday 7th September

Wednesday 19th October

Wednesday 30th November

Venue: St. Gabriels', Raheen, Limerick.

Role of nominees

Parent nominees will provide a source user and carer views. They are not expected to represent all service users accessing the services, but to provide a service user/parent perspective. They will have a role to reflect on the experiences of people as service users within the current system and to identify improvements that would be meaningful to the service user.

Clinical nominees will provide a source of frontline service providers' views. As with parents, clinicians are not expected to represent all team members, but to provide professional input on current best practice, experiences and suggested improvements to interactions and provision of care.

All nominees have the responsibility to:

- Accurately share their views, knowledge and experience.
- Respect the views of others.
- Maintain their independence.

- Not allow any personal agenda to influence their contribution or decision making.
- Respect individual and service user confidentiality.
- Appropriately manage issues of confidentiality.
- Strive to work with the organisation and not against it.
- Share information widely with others in their community where appropriate.
- Give feedback on the process of involving parents.
- Accept the overall group's decisions even if you have a different viewpoint.
- Commit to attend meetings and to read any documentation prior to the meetings or carry out any work the group agrees needs to be done between meetings.