

## Role Description

### Service User / Carer Representative

August 2020

#### 1. Overview

The Diabetes Network for Northern Ireland brings together people living with [diabetes](#), carers, and health and social care professionals working in partnership with [Diabetes UK](#).

We are delighted to invite you to join the Diabetes Network as a Service User / Carer Representative. As a member of our Network you will contribute to decision making and share your experience to help improve diabetes services in NI. You will work in partnership with Specialist Diabetes Consultant Doctors, Diabetes Specialist Nurses and Dietitians, GPs, Pharmacists, Podiatrists, Midwives and Diabetes Service Managers.

#### 2. Programme of Work

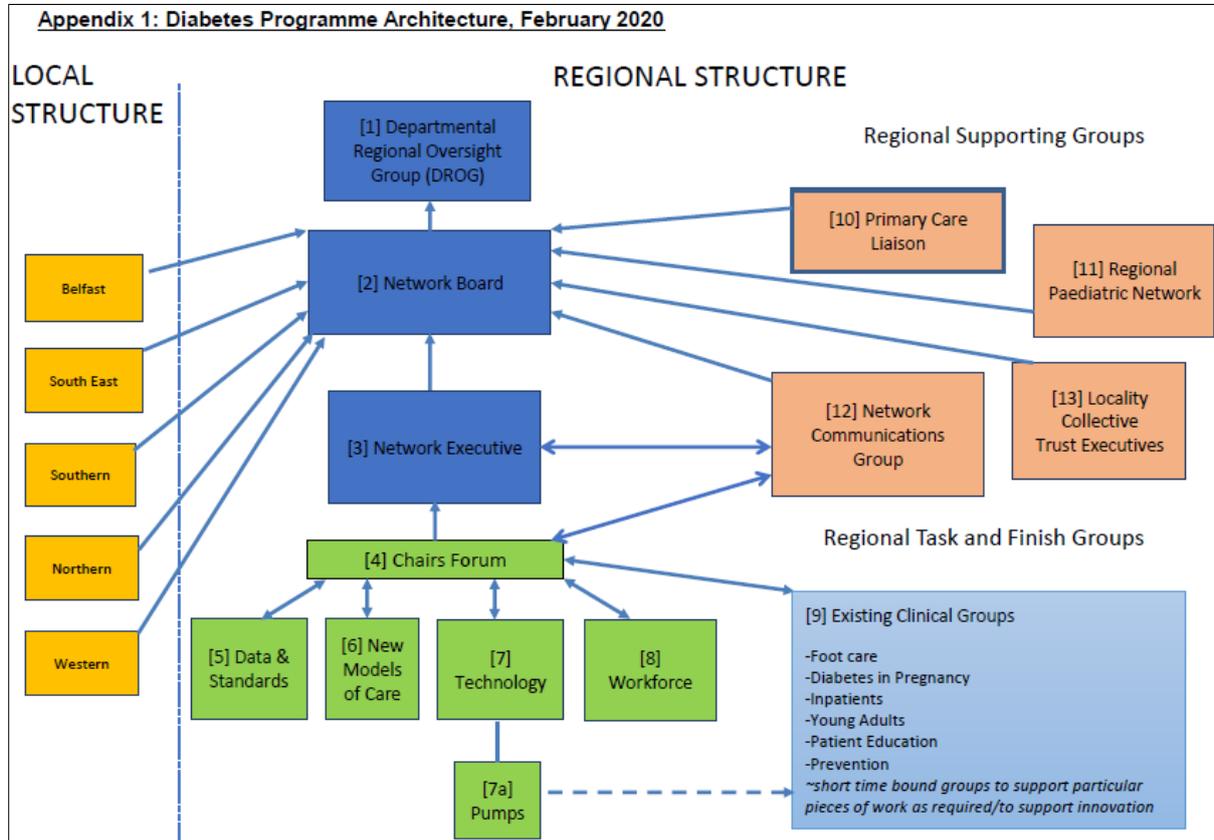
Our Work Programme is refreshing and we are repopulating our groups. The structure of the Network and the groups are set out in the diagram below. The Network is part of the Health and Social Care Board and is led by Dr Hamish Courtney, Clinical Director.

Together we have achieved a lot. We launched our regional foot care pathway on World Diabetes Day, 4 November 2019. This foot care service provides access to timely specialist care at the right place and time for those that need it. During Covid, in response to patient concerns and service pressures we developed a regional clinical diabetes helpline to provide additional clinical access to support people living with diabetes including some out of hours cover.

We have listened and improved using virtual consultations to support, printing leaflets and posters to reinforce and sharing lessons across our Trust teams to ensure treatment and care remain the priority by adapting to support you. Our goal to improve diabetes treatment and care for people across Northern Ireland is significant, and there is more to do.

As we relaunch our work programme we seek your involvement in our working groups. We have a series of priorities to deliver against. These were publicly consulted on and are outlined in the Diabetes Strategic Framework (November 2016). We are forming groups to support this

delivery. Your voice and experience as a person living with diabetes or a carer is necessary in the partnership model we work to. Together we can deliver good decision making and service development for all people living with diabetes their carers and families.



### 3. Support

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 in person or via video or teleconferencing facilities;
- 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, if requested;
- Diabetes UK will facilitate 2-3 sessions a year to provide you with support in your role and enable you to meet with other people living with diabetes, and carers, who are contributing to the work of the Network.

#### **4. Personal skills and abilities**

You will be a person living with diabetes or a carer of a person living with diabetes. You will provide your unique service user or carer perspective to co-produce, co-design and co-evaluate diabetes services, input into improvement proposals and advise on planning the delivery of diabetes services.

You will have the following skills, abilities, personal qualities and attributes:

- contribute to group discussion from a service user or carer perspective;
- have experience of care of diabetes;
- participate in a group setting to input into discussions on the Diabetes Network Programme of work from a service user 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
- agree to a confidentiality agreement to allow access to confidential material and sensitive data
- agree to share your contact details with Diabetes UK.

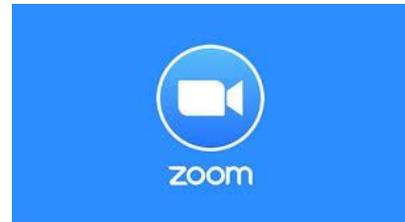
#### **5. Commitment**

We are renewing membership of Network groups listed below. The first two groups listed are new to the network:

- New Models of Care, in particular looking at the Type 2 Diabetes Care Pathway
- Workforce, Education and Training
  
- Technology and E-Health
- Inpatient Care
- Foot Care
- Diabetes Education
- Primary Prevention of Type 2 diabetes
- Diabetes care for Young Adults
- Diabetes in Pregnancy

You will choose which workstream you wish to be involved in. Please let us know if you are interested in any of these groups, in order of preference on the application form and we will match your preferences where possible.

Induction sessions will take place virtually on Tuesday 8 September 2020. Morning and afternoon sessions are available. It is our intention to run the Induction Day virtually using Zoom. If this isn't possible or you need some support to set this up please contact us.



Groups will meet at least six times per year and at the moment we expect these meetings to take place virtually. If meetings are held in person it is likely that they will be hosted in an area central to Northern Ireland, most likely in the Antrim town vicinity.



Meetings will take no longer than two hours. Reading and preparation for each meeting should take no more than an additional two to four hours. You will have an opportunity share your experience and learn from each other, as well as understanding what is happening in the other groups and how you are contributing to improving services for people living with diabetes. As we are asking you to represent your experience we expect that this will not require a large amount of additional work.

## 6. How to apply and contact details



Please complete the application form on the Diabetes Network Website and submit by email before 5pm on Monday 24 August 2020.

For full application pack please see The Diabetes Network website: <http://www.hscboard.hscni.net/diabetes-network/>



You can contact us by telephone on 07881009097 if you need help downloading the application pack or for more information.