

MSK Service User and Carer Panel role description

Welcome to the MSK Service User and Carer Panel

The aim of the MSK Service User and Carer Panel is to involve people who use MSK services or care for people who use MSK services to help us improve the services we provided and design new services and new ways of working.

Membership of the MSK Service User and Carer Panel

If you join the MSK Service User and Carer Panel you will be invited to regular meetings at South Plaza, Marlborough Street, Bristol, BS1 3NX. We anticipate running between approximately 6 meetings a year. We will review this with the panel at the end of the first year to get feedback on how it is working.

The meetings will last 2 hours and refreshments will be provided.

Unfortunately we are not able to pay people to attend the meetings. However, we will pay for any travel or carer expenses incurred as a result of coming to the meetings. We will need to take copies of bus tickets, parking tickets, carer costs so we have an audit trail for our finance department.

All feedback received will be treated as confidential and no individual responses will be published in any of our external communications without obtaining your consent first.

Participation in the MSK Service User and Carer Panel is entirely voluntary and members can choose not to attend any meetings they are invited to.

Panel members will usually be contacted by email to invite them to the meetings, occasionally you may also be contacted by post or telephone if a meeting needs to be cancelled at short notice or if a person does not have an email address.

Your personal data

Your personal data will be processed in accordance with the current GDPR (data protection) laws. We will not pass your details onto any third party. Personal data will be treated securely and in confidence at all times.

Version	Date	Reviewer	Comment
0.1	11th February 2020	Elizabeth Williams	Initial draft
0.2	12 th February 2020	Elizabeth Williams	Amendments from Peter Brindle and Louise Fowler
0.3	13 th February 2020	Elizabeth Williams	Amendments from Lauren Oakes