



EI14 - STAFF AND SERVICE USER CONSULTATION POLICY

1. Policy Statement

- 1.1 Epilepsy Ireland recognises and values the experiences and views of its workers and its service users and will seek their views in the delivery and development of its services, to best meet service user needs. The organisation will actively seek to include workers' and service users' views relating to their satisfaction with the service as well as in the development of the services.
- 1.2 Epilepsy Ireland employs a number of different consultation methods to ensure that views of staff and service users are elicited in fair and equitable ways.

2. Purpose

- 2.1 To ensure that service users are consulted on the delivery of services they receive or may receive at a future date.
- 2.2 To ensure that Epilepsy Ireland engages workers views and feedback relating to their own roles and experiences, their satisfaction levels, and their views in the development of services and the organisation in general.
- 3.3 To ensure that systems are in place to review and monitor the views of the both staff and service users and that their views inform the future developments within the organisation.

3. Definitions

- 3.1 Workers refer to staff and long term volunteers.
- 3.2 Service users refer to both members and non-members of Epilepsy Ireland who are engaged with our service
- 3.3 Consultation refers to all processes utilised whereby people's views are elicited and are used to inform aspects of service planning and delivery.
- 3.4 The term 'service' is used broadly in this policy to include all our activities including information provision and support, awareness work, research, advocacy etc.

4. Legislation

- 4.1 The HSE have developed the National Strategy for Service user Involvement in the Irish Health Service (2008 – 2013) which follows from the 'Your Service, Your Say' policy (2007) which encourages comments, complaints and service user feedback in the Health services. This is developed from a legislative framework set out in the Health Act (2004) which states that *'the executive may take such steps as it considers appropriate to consult with local communities or other groups about Health and Personal Social Services'*.

4.2 Relating to staff consultation processes, staff are entitled by law to be consulted by the organisation if any changes to their contracted terms and conditions are being considered. This is covered under legislation relating to employment protection and relate to basic employment rights of all employees. The Employers (provision of information and consultation) Act (2006) states further obligations on employers relating to organisations with more than 50 employees. However, it is best practice for all organisations, regardless of size, to operate good consultation and feedback structures for staff.

5. Scope

5.1 This policy covers all 'workers' in Epilepsy Ireland (staff and long term volunteers) and all 'service users' (members and non-members of Epilepsy Ireland).

5.2 Epilepsy Ireland recognises that not all organisational decisions are consultative and that many decisions are taken on behalf of staff and service users based on the constraints of the organisation. This policy outlines the methods used to gain consultation relating to aspects of the organisation – satisfaction, service delivery and future planning. Decisions and consultation processes relating to other aspects of running the organisation, for example, financial and human resources will be subject to legislation and best practice guidance.

6. Responsibilities

6.1 The CEO has responsibility to ensure the organisation operates with transparent and structured consultation mechanisms relating to the views of both workers and service users.

6.2 The Director of Services has responsibility to ensure the development of the Staff and Service User Consultation policy & procedure and ensuring that all workers are aware of the policy & procedures.

6.3 The Management and Staff Team has responsibility for ensuring that staff and service users are aware of our consultation processes and that they can understand mechanisms used to elicit views and opinions. A shorter version of this policy is available on our website and printed in our member's newsletter.

6.3 All workers have the responsibility of reading and understanding this policy and putting into practice the procedures outlined herein. Workers have the responsibility to voice their views relating to their experiences and suggestions and to bring forward their ideas to the management.

7. Further Resources

7.1 A useful resource for reading further is the HSE National Strategy for Service User involvement 2008-2013.

7.2 See also Service user involvement in primary care – Framework document 2011.
https://www.hse.ie/eng/services/yourhealthservice/Documentation/involve/sui_framework.pdf

STAFF AND SERVICE USER CONSULTATION PROCEDURES

8. Procedures for consultation with workers

- 8.1 Satisfaction Survey –The organisation will invite staff to participate in a satisfaction survey annually. This will be anonymous and utilise online survey programmes to ensure staff can express their views about the organisation.
- 8.2 Working Groups – The organisation will invite staff to participate in occasional working groups to ensure that their ideas and experiences are utilised in the day to day operations of the organisation.
- 8.3 Strategic Planning – The organisation will ensure that all staff are consulted in the development and planning of services through a consultative strategic planning process.
- 8.4 Supervision and Appraisal – The organisation will invite staff to engage their views and opinions relating to their own performance and the operations of their own role through utilising a consultative approach in supervision and appraisal processes.

9. Procedures for consultation with service users

- 9.1 Satisfaction Survey – The organisation will invite service users to participate in satisfaction survey which will be advertised and circulated on social media, on the website and in the member's newsletter.
- 9.2 Epilepsy Advisory Groups – The organisation will run consultative groups for service users to participate in and inform decisions relating to aspects of the organisation – communications, services, fundraising – as deemed appropriate.
- 9.3 Strategic Planning – service users will be consulted relating to the development and planning of our services using a number of approaches to include online consultation and focus groups nationally during the five year strategic planning process.
- 9.4 Evaluations – The organisation operates evaluation forms as a means of gaining feedback from participants who attend our conferences, seminars, Training for Success Programme, Buccal Midazolam training and self-management programmes. These evaluations are monitored and results collated to inform changes and development within the programmes that we offer.
- 9.5 Informal Consultation – The organisation encourages a culture whereby service user's opinions and views may be offered informally through discussions with our workers and through participation on our social media platforms. Many events are developed as a result of informal requests through local offices.
- 9.6 Complaints - The organisation operates a complaints policy for service users which is visible in each Epilepsy Ireland office and which encourages service users to voice any concerns or difficulties they have relating to the service.
- 9.7 Compliments and Suggestions – the organisation encourages service users to let us know if we have provided them with an excellent service. This is included on the poster to encourage positive feedback and suggestions.

9.8 A poster 'Have your Say' to encourage service users to voice their opinions within the organisation is visible in each office.

10. Appendices

Appendix One: Poster for Service User Consultation to be displayed in each office



Epilepsy Ireland welcomes the views and opinions of our service users. Here are the different ways that we will listen to you and consult with you about our work:

- **SATISFACTION SURVEYS**

We run satisfaction surveys online and via our newsletter and would encourage you to participate. You will be notified via the newsletter, website, e-zine and through our social media when we run a satisfaction survey.

- **EVALUATION FORMS**

If you have been at an event or course run by us, please fill in the evaluation form. Your views help us to improve our services and put the right programmes on for you

- **DEVELOPMENT OF SERVICES**

When we are considering strategic planning and service development, we would like to hear your views and we operate an online consultation and focus group meetings to allow you to contribute your views for the future development of our services.

- **COMPLAINTS PROCEDURES**

We have a complaints policy and procedure - if you are not happy with anything about us you can let us know informally or by using our complaints procedure.

- **COMPLIMENTS AND SUGGESTIONS**

Have you received a good service from us? Did we go the extra mile for you? If you want to comment on our work please email info@epilepsy.ie or write to us at head office and your compliment or suggestion will be fed back to the team.

- **EPILEPSY ADVISORY GROUPS**

From time to time, we will run a consultation group for service users to contribute to specific aspects of the service including educational materials development, communications and media and fundraising. We call for attendees via our website, newsletter and social media.

Everyone is welcome to have their say!