

EACH Family Forum

Terms of Reference

Family Forums provide the opportunity for family members to directly engage with the CEO and Director of Care to share their experience of services, help shape future service delivery and help raise public understanding and awareness of the needs of families and the role of children's hospice services such as EACH.

This could include:

- EACH providing an update on current plans and key issues
- Providing feedback on the quality and design of current EACH care services
- Inputting into EACH service development plans and activities
- Providing insight about families' experiences of care
- Helping to improve communications between EACH and families
- Participating in media awareness campaigns & providing advice and support to EACH's Marketing and Communications Department, e.g. talking about their family's experience, reviewing materials

Family Forums will be held every two months via Microsoft Teams at a time to suit the family participants.

EACH staff will maintain professional relationships at all times. Participation in the Family Forum will not affect the services provided to a family.

Confidentiality

Participants may have access to commercially sensitive or confidential information and are required to maintain confidentiality at all times.

Travel Expenses

If face to face meetings take place, participants will be able to claim expenses to cover the costs of travel to the Forum meetings

Review

The Family Forum Terms of Reference will be reviewed every two years.