

**Becoming an Expert by Experience in the School of
Health and Social Work**

A Very Warm Welcome to the School of Health and Social Work

Thank you for your interest in wanting to become an Expert by Experience within the School of Health and Social Work. We hope you find this guide useful and informative. We believe that the involvement of service users and carers is central to the development and quality of our courses and research.

We define Service Users and Carers as people who have experience of using health and social care services or have caring responsibility for those who have. By working alongside those that have everyday experience of health care issues, our students are given a real opportunity to fully understand the needs and expectations of the patients, service users and carers they will be working with.

This is why we frequently refer to Service users and carers as 'experts by experience' as this is exactly what you are. We recognise the value you bring and want your experiences to be intrinsic to the shaping and forming of future practice and be mutually beneficial to both you and our students. Our ['making a difference'](#) film created in partnership with service users illustrates this further.

In this guide, we will tell you about:

- The University of Hertfordshire and where the School of Health and Social Work fits
- What the School of Health and Social Work does
- The Service User and Public Involvement (SUPI) Core group
- Activities you can be involved in and what to expect
- Our recruitment, payment and expenses policies
- Visiting the University and useful contacts
- A Glossary, explaining different terms and abbreviations you might hear or see if you were to become an Expert by Experience

Feedback from EbE after a session

I would be very happy to do this session again the groups were very attentive and asked appropriate questions. Doing the training makes me feel worthwhile.

I appreciate the response I get from the course participants.

It gave me hope for the future. Very reassuring to know that the next generation are passionate about patient care as a holistic approach.

Feedback from students

Thank you for sharing your experiences. It has opened my eyes and it will always stay with me.

It will change the way I deliver care in the future.

This will help me to be a better nurse.

Made me reflect on the support that we give to relatives/carers in professional practice

The University of Hertfordshire and where the School of Health and Social Work fits

The University of Hertfordshire has a student community more than 24,000 and is considered one of the region's largest employers employing over 2,000 staff. Through the delivery of our [Strategic Plan 2015-2020](#), our vision is to be internationally renowned as the UK's leading business facing university, working with innovative businesses, public sector organisations and professional bodies to help shape our courses and research enabling our students to have the necessary skills and experiences required by today's employers. Central to our vision is aspiring to our core values of Friendly, Ambitious, Collegiate, Enterprising and Student Focused (FACES).

The Board of Governors has overall responsibility of the University whilst the day to day running of the University is the responsibility of the Office of the Vice Chancellor. The University is organised across 10 Schools of Study, Six Research themes and a number of administrative professional Strategic Business Units (SBUs). The 10 schools are:

- Computer Science
- Creative Arts
- Education
- Engineering and Technology
- Health and Social Work
- Hertfordshire Business School
- Humanities
- Law, Criminology and Political Science
- Life and Medical Sciences
- Physics, Astronomy and Mathematics

Our Six Research themes are:

- Food
- Global Economy
- Health and Wellbeing
- Heritage, Cultures and Communities
- Information and Security
- Space

Further information on the Research themes can be found on the [University's website](#).

The School of Health and Social Work was established in 2012 following the merger of the School of Health and Emergency Professions and the School of Nursing, Midwifery and Social Work.

What the School of Health and Social Work does

The structure of the School is formed of three departments, composed of the following professional groups,

Nursing Health and Wellbeing (NHW)

- Adult Nursing
- Children's Nursing
- Learning Disability Nursing
- Mental Health Nursing
- Primary Care

Allied Health Professions, Midwifery and Social Work (AMS)

- Midwifery
- Paramedics
- Physiotherapy
- Postgraduate framework
- Radiography
- Radiotherapy
- Social Work

The Centre for Research in Public Health and Community Care (CRIPACC) research units:

- Family and Community Health
- Older People's Health and Complex Conditions
- Patient Experience and Public Involvement

The School of Health and Social Work is one of the country's largest providers of health and social work education. In 20 years of educating health professionals we were the first UK University to offer paramedic degrees and the country's largest provider of radiography education.

We offer an extensive range of courses at undergraduate level and postgraduate level and we work closely with professional bodies to ensure the content of the courses is consistently relevant and current. At undergraduate level, our programmes are approved by professional bodies and importantly by a regulator. Nursing and midwifery programmes are approved by the Nursing and Midwifery Council (NMC) and allied health professions (AHP) and social work programmes are approved by the Health and Care Professions Council (HCPC).

We work closely with the National Health Service (NHS) and local authorities who provide placements for our students and in a number of cases collaborate with us in research. Our NHS partners support and collaborate with us to educate nurses, midwives and AHP. On graduation, students are eligible to apply for registration with either the NMC or the HCPC.

In social work we interface with local authorities and a wide range of statutory and voluntary agencies.

The Service User and Public Involvement (SUPI) Core group

The School's Service User and Public Involvement Core Group (SUPI) was established in October 2014 and aims to support public involvement in the School of Health and Social Work. SUPI, together with members of teaching staff, are working together to ensure that the views and opinions of service users are represented as much as possible. It works with existing SUPI groups in the School such as the Public Involvement in Research Group (PIRg), established within the Centre for Research in Public Health and Community Care (CRIPACC) in 2005.

The core SUPI group comprises service user/public representatives, two members of the public involvement research group (PIRg), academic staff from the three departments and a senior management representative of the school. The group meets five times a year, and the meetings are chaired by our Reader in Patient Experience and Public Involvement and co-ordinated by our Public Involvement Co-ordinator.

We have 64 EbE's who are directly involved with the School's activities, their experiences vary from caring to living with health conditions to experiences of hospital treatment.

The School also works closely with several charities and organisations for example ViewPoint Hertfordshire, Carers in Hertfordshire, Healthwatch Hertfordshire, Welwyn and Hatfield Day Services and two local schools.

Activities you can be involved in and what to expect

As an Expert by Experience (EbE) you can be involved in a range of activities including:

- To share experiences with students and teaching staff
- Involvement in student recruitment
- Involvement in teaching sessions
- Involvement in Focus Groups, meetings and committees
- Curriculum development
- Providing advice on research strategies and project outlines
- Helping to develop learning resources for individual sessions
- Simulation activities
- Student assessments
- Attend external conferences at the request of the School of Health and Social Work

Please be aware that some of these roles may involve additional briefing/training

What to expect as an EbE

Before the session	During the session	After the session
You will have the opportunity to have a discussion with the member of staff, discuss ideas and be fully informed of the content, format and objective of the session	At the start of the session you will be introduced by the member of staff to the group and your role within the session will be explained to the participants	The member of staff will thank you for your contribution to the session
If, after understanding the content and objective of the session, you feel it is not appropriate or you are unable to do the session, you can express these feelings to the member of staff as it is important the session is mutually beneficial.	You will be notified of any emergency procedures (fire exits) etc.	The member of staff will provide you with constructive and honest feedback, further feedback might also be provided later if received from participants
You will have the contact details of the member of staff and have been informed of the arrangements for the day		Be mindful of the impact of the session on yourself and consider accessing support if you need it
You will have been made aware of the room, floor and building location of where your session is taking place, the transport options and parking guidelines.		You will be given the pay claim form (if paid) or the reimbursement form for claiming expenses (if volunteer)

Our Recruitment, Payment and Expenses policies

As an Expert by Experience you can choose to be a paid member or act in a voluntary capacity.

Regardless of whether you choose to be paid or volunteer, as part of the recruitment process we will need to complete either a right to work check (if paid) or an identity check (if volunteer) and this is done by validating a form of identification for example a passport. This is a requirement from the University for anyone involved in University activities and attending regular meetings on campus.

If you wish to be a paid member, you will be required to follow our HR hourly paid recruitment process and we will provide this information to you. All payment for work made to you as a paid member will be subject to Income Tax and National Insurance rules and regulations.

If you are on benefits, you will need to liaise with your Benefits Office or with the Citizen's Advice Bureau to check if accepting payment from the University will affect your benefits.

If you wish to be a member in a voluntary capacity, you will need to complete a new starter form which we will send to you. You will be required to scan and send a copy of identification in advance as well as bringing it with you on the day of your session/meeting.

For paid members you are paid for your contribution towards any involvement with individual study or course activities such as attending steering group meetings (plus travel expenses), sitting on interview panels, reviewing patient information sheets/letters etc. Payment is paid directly into your bank account through our payroll team.

Where **expenses as a paid member** are incurred, original receipts for the expenditure must be retained and provided with the completed **UH Staff Expense Claim Form (EX1)** which we will give to you.

If original receipts are not provided the reimbursement of expenses will be subject to tax and National Insurance. The only expense item that does not need a receipt is travel mileage in the claimants' own vehicle, all other expenditure requires a receipt.

Voluntary members are not paid a fee for their time. If you have chosen to be a member in a voluntary capacity, you are not able to claim payment at an hourly rate. As a voluntary member you can claim for expenses incurred, this includes travel and subsistence (if applicable).

Where **expenses as a voluntary member** are incurred, original receipts for the expenditure must be retained, reimbursement can be claimed using the Reimbursement Claim Form (for non-staff expenses). This claim form will be available to you for completion at the end of each meeting. Payment will be processed to you via the Accounts Payable Team (directly into your bank account).

Visiting the University, useful contacts and Glossary

Visiting the University

We have facilities on a few locations, these are De Havilland (AL10 9EU), College Lane (AL10 9AB) and Meridien House (AL10 0LU). The University is located off Junction 3 of the A1M or by rail approximately 20 minutes from London Kings Cross. From both Hatfield and St. Albans rail stations, [buses](#) frequently run to campus. If you are travelling by bus, please visit the [Uno website](#) for timetable information. Our [campus maps](#) provide further useful information.

Parking

If you are planning to drive to the University, please inform the member of staff whom you are coming to meet with your car registration details so that they can let reception know to avoid any parking penalties. If you require accessible parking, please ensure the member of staff whom you are meeting with is aware, so they can arrange this accordingly.

Cafes and Restaurants

There is a range of [food outlets](#) on campus and these are available to all.

Useful contacts

If you have any questions, please contact SUPI.hsk@herts.ac.uk or telephone 01707 285992.

Glossary

Acronym	Definition
EbE	Expert by Experience
SUPI	Service User and Public Involvement
CRIPACC	Centre for Research in Public Health and Community Care
SBU	Strategic Business Unit
HSK	School of Health and Social Work
LMS	School of Life and Medical Sciences
UH	University of Hertfordshire
PPI	Patient and Public Involvement
CORE	University's HR System
FACES	The University's core values – Friendly, Ambitious, Collegiate, Enterprising, Student-focused

Review

This information pack was approved in May 2019 and will be reviewed annually.

Appendix and full website links referenced in document

Making a difference film - <https://www.herts.ac.uk/study/schools-of-study/health-and-social-work/about-the-school/service-user-and-public-involvement>

Strategic Plan 2015 – 2020 - <https://www.herts.ac.uk/about-us/governance/vision>

University of Hertfordshire website (research themes) - <https://www.herts.ac.uk/research/themes>

Cafes and Restaurants – a full list is detailed on website link below, examples include:

<https://www.herts.ac.uk/life/student-life/food-catering>

College Lane campus

- Forum Restaurant
- Café Forum/Starbucks
- Café Forum/Subway
- Café Zest (Health Research Building)
- Rore (main reception area)

De Havilland campus

- Restaurant deHavilland
- Café Sport (Hertfordshire Sports Village)
- Club de Havilland
- Maclaurin Pod (Maclaurin building where HR team are based)
- Café Study (de Havilland Learning Resources Centre)

Maps and Directions

<https://www.herts.ac.uk/contact-us/where-to-find-us/college-lane-maps-and-directions>

<https://www.herts.ac.uk/contact-us/where-to-find-us/de-havilland-maps-and-directions>

Uno Bus timetable - <http://www.unobus.info/>