

## **The Code of Conduct for Ward Rounds and similar meetings and User involvement in staff recruitment**

These initiatives are described in more detail elsewhere on this web-site but also of course belong under the heading of user consultation.



The ward round code has been commended twice by the Department of Health, which has offered help in promoting the code nationally. The staff recruitment model was commended by the Commission for Health Improvement (now disbanded). Earlier this year this model was used with real success in the interviews of organisations tendering for a local Housing Support service (see picture). It is also used

regularly in interviews for the post of consultant psychiatrist (assessing candidates specifically on their accurate empathy, warmth and genuineness). Following a recent example of one of these interviews, candidates both successful and unsuccessful gave the following feed-back (unsolicited) :

"They asked such good questions"

"They really made me think"

"I am going to take this idea back to my Trust"

"We just don't have such well developed user participation in our Trust processes"

"They were great. Please thank them from me"

Surely the main points common to both the ward round code and the separate user panel model for staff recruitment are that:

- neither of them came from a service agenda - they were initiated by the service user groups.
- they are about action, real changes in service provision and/or policy.