

## East of England Neonatal Operational Delivery Network (EOE ODN) Parent Advisory Group (PAG) Member Role Description

<b>Title:</b>	Parent Advisory Group member
<b>Required commitment:</b>	Attendance at quarterly PAG meetings & regular communication with PAG members via email, WhatsApp, telephone
<b>Supported by:</b>	East of England Neonatal Network
<b>Expenses:</b>	Reimbursement of travel expenses paid by the EOE ODN

### Main purpose of the role:

The role of a volunteer PAG member is to represent the views and experiences of parents and families whose babies have been cared for in a neonatal unit. PAG members play a vital role in driving forward improvements and changes in neonatal care that provide the best quality service for the babies and their families.

### Key responsibilities:

- Attendance at quarterly PAG meetings (in person or virtually)
- Represent the views and experiences of parents and babies to inform changes within the neonatal service
- Ensure parent voice is heard in the East of England
- Encourage the EOE ODN to regularly review parent and family experiences of neonatal services
- Ensure the EOE ODN seeks the views and experiences of all parents and families who have used a neonatal service
- Liaise with Care Coordinator team to maintain up to date information on PAG activities and progress on projects in the EOE.
- Maintain confidentiality

### Skills and abilities:

- Ability to represent the views of other families who have had a neonatal journey
- Confident verbal communication skills and ability to contribute to PAG meetings
- Ability to work closely with other members and parent/family representatives within the network

### Experience:

- Personal experience of a neonatal journey

### Other requirements:

- You may also be invited, on occasion, to attend EOE ODN meetings (in person / virtually)
- Commitment to the role for a minimum of one year
- To be open and honest with respect to any ongoing disputes or unresolved complaints within the network/unit you are working with.
  - The network will discuss this on an individual basis to understand the impact which may result in a deferral of the process until the matter is resolved.

### Next steps:

If you are interested in this role contact us via [Jemima.morroll@nhs.net](mailto:Jemima.morroll@nhs.net)  
Jemima Morroll, EOE ODN Care Coordinator Administrator

**Thank you for your support**