



Mutual expectations agreement between public contributors and staff of the Nuffield Department of Primary Care Health Sciences

This agreement has been developed to help both our public contributors and staff at the Nuffield Department of Primary Care Health Sciences, University of Oxford (the Department), understand the expectations we have of our culture of how we work and behave. They are in line with the Department's [values](#) around what we do and what we aspire to. We hope that this agreement will help foster a friendly atmosphere and effective relationships for working together.

What you can expect from us:

- Being respectful and courteous to you, listening and learning from what you have to say, and giving you the opportunity to ask questions.
- To always ask about accessibility needs in all areas of your work.
- A named contact person to answer questions, and to support you.
- Clear communication avoiding jargon and explaining acronyms.
- Provision of information and support as far in advance as possible, which includes:
 - why your input is being asked for
 - whether there is payment associated with an activity and how much
 - dates for meetings and involvement activities with agendas and pre-reading
 - information about any additional opportunities as and when they arise
 - a summary or minutes of meetings
- Feedback to you about how your input influenced a project or application.
- Opportunities for you to give feedback, encouraging two-way communication so we can continually improve our work and how we support you and other public contributors. This can be through your contact person or the PPI Manager (ppi@phc.ox.ac.uk).
- Advance booking of travel and accommodation where possible, and if requested.
- Prompt payment for agreed time spent on Department activities, and of agreed expenses, usually within six weeks of receiving your claim.
- Safe storage of your personal data in line with the University of Oxford privacy policy.

What we expect from you:

- Always acting in a professional, kind and inclusive manner and with respect and courtesy for everyone you interact with at the Department, in line with the University's [harassment policy](#).
- Arriving promptly to meetings that you are attending or making contact if you are unavoidably delayed.
- Adequately preparing for meetings, taking the time to read and absorb all pre-read material and emails.
- Asking questions whenever you need clarification.
- Providing responses to input and consultation requests by the due date.
- Contributing constructively at meetings and with respect for all levels of experience.
- Supporting and listening to your fellow public contributors.
- Co-operating with your named contact person and other staff members, being respectful, flexible and mindful of any limitations they are working within.
- Being realistic about what you can achieve and informing us of any change in circumstances and support you may need.
- Giving as much notice as possible if you are unable to attend meetings or meet commitments.
- Promoting a culture of honesty and sharing by raising concerns, issues or suggestions with your named contact at the time that they arise.
- Being open to feedback from us and other public contributors.
- Listening to and learning from feedback.
- Maintaining confidentiality regarding information that you receive as part of your role, which should not be shared outside of the Department unless otherwise stated.

If you have any questions, or at any time believe the terms of this agreement are not being met, you may find the guidance on '[Raising difficult issues](#)' helpful. It's a good idea to address any issues sooner rather than later, either with your named contact person or the PPI Manager (ppi@phc.ox.ac.uk).

Acknowledgement

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