

Voice Box Online

Facebook Group - guidelines

Purpose / role of the Healthwatch Lancashire and Healthwatch Blackpool Voice Box Online Groups:

- Is for members of the public who do not have a mechanism to have their voices heard to have a forum to share their views and experiences of health and social care services through one of two Voice Box Online Groups (dedicated Facebook pages)
 1. Healthwatch Lancashire's Voice Box Online
 2. Healthwatch Blackpool's Voice Box Online
- Is for Healthwatch to have a link with people who are 'experts by experience' who through living with medical conditions, using health and social care services and/or by living and/or working in their own communities be best placed to inform Healthwatch of their own knowledge, experiences and provide links to others that do not currently have a voice when it comes to health and social care.

Membership:

- Membership of the Voice Box On-line Groups is open exclusively to members of the public who reside in the following areas:
 - Blackpool
 - Fylde & Wyre
 - West Lancashire
 - Burnley, Pendle, Rossendale, Ribble Valley and Hyndburn
 - Preston, Chorley and South Ribble
 - Lancaster and surrounding districts

Guidelines:

- Individuals who are interested in joining on of the Voice Box On-line groups is required to complete the entry questionnaire
- Healthwatch Lancashire and/or Blackpool reserves the right to decline any expression of interest which is not deemed suitable or does not meet the entry criteria (*see membership and purpose/roles of the on-line groups*)
- Polls/questions/information will be posted to the group on an ad-hoc basis as and when intelligence and/or discussions are required by Healthwatch Lancashire and/or Healthwatch Blackpool and its members.
- Posts will be managed by the on-line groups Administrator (Communications Team at Healthwatch)
- Post approval may take up to 5 working days
- Healthwatch admin reserve the right to remove any posts/comments that do not comply with the membership ground rules below.

The ground rules for members of our Voice Box Online groups:

- We welcome new members who meet and maintain the ethos of the membership
- We understand that the Voice Box Online group is not a platform for discussing and dealing with individual health and social care complaints (*these will be considered outside of the groups on an individual basis by contacting info@healthwatchlancashire.co.uk*)
- We respect each other's 'thinking' and value their contributions
- We acknowledge that it's OK to disagree without being disagreeable
- We will not tolerate the use of rude, abusive or offensive language or materials
- We will keep posts 'family friendly' recognising that our membership is made up of people of all ages, backgrounds who have individual beliefs and values
- We will not share personal information with regards to our contact details about ourselves or another member
- We will not use this forum to advertise, fundraise or for self-promotion
- We respect the role of the Voice Box Online Administrator in ensuring that the group upholds the purpose and role of the Voice Box Online Groups.

Note: Failure to adhere to the ground rules will result in removal from the group.