

HEALTH CARE SUPPORT WORKER (HCSW) NETWORK

TERMS OF REFERENCE 2026

A local support network for all HCSWs working in general practice.



PURPOSE

- To strengthen collaboration and connection between HCSW colleagues working in general practice.
- To provide a dedicated forum for discussion, shared learning, and peer support relating to nursing practice.
- To offer a supportive and psychologically safe environment where members can share experiences and examples of best practice.
- To provide CPD and training opportunities informed by member feedback and identified development needs.
- To create a platform for open, professional discussion and networking while maintaining strict adherence to confidentiality, safeguarding responsibilities, and NHS information governance standards.
- To ensure the network's focus and activities are guided by members' expressed interests, including topics for discussion and CPD priorities.
- To share relevant national and regional updates, guidance, and resources from the Training Hub as appropriate.

MEMBERSHIP

- Open to all HCSWs working in general practice roles within GP surgeries and PCNs.
- Members may be employed directly by a practice/PCN or via a third-party organisation.
- Individuals can join by contacting the Training Hub training.hub@snee.nhs.uk or by completing this [form](#).
- Members may engage with the network in a way that suits their preferences and level of involvement.
- Membership includes access to an MS Teams channel and/or a WhatsApp group within the Training Hub Community. To read more about WhatsApp communities, please see [here](#).
- Members may choose which communication channels they wish to join.
- Members may also select which networks within the wider community they wish to participate in.
- Members can choose which networks they would like to be part of within the community.

CONFIDENTIALLY, SAFEGUARDING & LEGAL RESPONSIBILITIES

- The network operates as a *professional safe space* for discussion. All members must uphold confidentiality, respect, and professional conduct at all times.
- No patient-identifiable, sensitive, or confidential information may be shared under any circumstances. This includes names, dates of birth, identifiable case details, or any information that could reasonably lead to patient identification.
- Members must comply with NHS information governance standards, the Data Protection Act 2018, and UK GDPR.
- Discussions should focus on themes, learning, and professional experiences rather than specific cases.
- If safeguarding concerns arise, members must follow their organisation's safeguarding policies and escalation routes. The safe-space principle does **not** override statutory safeguarding duties.
- Members are responsible for ensuring that anything they share is appropriate, anonymised, and professionally suitable for a multi-organisational forum.
- The network chair reserves the right to intervene or redirect discussion if confidentiality, safety, or professional boundaries are at risk.

ACCOUNTABILITY

- Lisa Booth, Clinical Education Lead is currently the standing chair for this network.
- The chair is responsible for recording minutes (where applicable) and monitoring actions arising from meetings.
- Members are responsible for their own contributions and must uphold confidentiality, professionalism, and respect for peers and the chair.
- Members may be invited to support sessions or contribute to discussions where they have relevant expertise or interest.
- Breaches of confidentiality, inappropriate conduct, or misuse of communication channels may result in removal from the network.

REVIEW

- The network and its Terms of Reference will be reviewed every six months, or sooner if required, to ensure continued relevance, safety, and effectiveness.

WORKING METHODS

- Communication and peer support will be facilitated through the MS Teams channel and WhatsApp group.
- Both platforms may be used for informal peer discussion as well as official updates from the network chair.
- Members must use these platforms responsibly and in line with NHS digital communication standards.
- Formal network meetings, where held, will primarily take place online via MS Teams on an ad hoc basis.

- CPD sessions may be delivered face-to-face or virtually, depending on member preference.
- CPD opportunities may also be offered through external partners, including NHSE.
- Topics for CPD sessions will be shaped by member requests and identified needs.
- An NHS Futures Workspace is currently in development and will be made available to all members as a free resource hub once completed.