



Manchester Health & Care  
Commissioning

A partnership between  
Manchester City Council  
and NHS Manchester CCG



MANCHESTER  
CITY COUNCIL

**NHS**

**Manchester**

Clinical Commissioning Group

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# Manchester Health & Care Commissioning

## Volunteer Policy

Date Approved: 21 May 2018

Version:	3
Author:	Val Bayliss-Brideaux, Senior Engagement Manager Deborah Grimshaw, Communications and Engagement Manager
Approved by:	Governance Committee
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Review date:	May 2021
Target audience:	Patients, carers and members of the public who are involved with NHS Manchester CCG/ Manchester Health and Care Commissioning in engagement activities on a voluntary basis.

## Contents

- Volunteer Policy .....	1
- Document Control Sheet .....	2
- Contents Page.....	3
1.0 Introduction.....	5
2.0 Purpose .....	6
3.0 Responsibilities .....	6
4.0 Definitions of Terms Used .....	7
5.0 Recruitment and Selection of Volunteers .....	7
6.0 Volunteer Checks .....	8
7.0 Volunteer Agreement .....	8
8.0 Liability and Insurance .....	9
9.0 Confidentiality .....	9
10.0 Induction, Training and Support .....	9
11.0 Identity Badges .....	10
12.0 Volunteer Complaints .....	10
13.0 Reimbursement of Expenses .....	10
14.0 Reward and Recognition .....	11
15.0 Incentives .....	12
16.0 Termination of service .....	13
17.0 Information Governance .....	13
18.0 Process for Approval and Ratification .....	14
19.0 Dissemination, Training and Advice .....	14
20.0 Review, Monitoring and Compliance .....	14
21.0 References .....	15
Version Control .....	15

Appendices

Appendix A - PPAG Induction Information .....16

Appendix B - Volunteer Expenses Form .....17

Appendix C - Volunteer Confidentiality Form .....19

Equality and Diversity – Equality Impact Assessment.....20

<b>1.0</b>	Introduction
1.1	<p>Manchester Health and Care Commissioning (MHCC) is a partnership between NHS Manchester Clinical Commissioning Group (CCG) and Manchester City Council. MHCC are responsible for the planning and buying of health and adult care services in Manchester.</p> <p>As NHS Manchester CCG is a statutory body, the governance arrangements for volunteers sit within the CCG and not Manchester Health and Care Commissioning. However, volunteering opportunities are promoted through Manchester Health and Care Commissioning.</p> <p>Under the National Health Service Act 2006 (as amended by the Health and Social Care Act 2012), NHS Manchester CCG has a duty to involve the public in commissioning, (under sections 14Z2 and 13Q respectively). We are committed to involving patients, carers and members of the public in helping us to shape the future of health and care services and ensuring that our plans for the future meet the needs of local people. Volunteering is one way in which people can be involved.</p>
1.2	<p>This policy sets out how the CCG will recruit, place and manage volunteers. The involvement of volunteers requires careful planning to ensure a worthwhile experience for the volunteer and CCG. This policy ensures a framework is in place to support this.</p>
1.3	<p>A volunteer is not an employee and will not have a contract of employment with the CCG. Their role is complementary and is not a substitute for paid staff and they will not, in any circumstances, undertake the duties associated with vacant posts.</p>
1.4	<p>The CCG is committed to making equal opportunities a natural and integral part of its practices and policies, thereby ensuring that no volunteer or potential volunteer suffers less favourable treatment on the grounds of age, sex, sexual orientation, gender reassignment, disability, HIV status, marital status, ethnicity or religion.</p>
1.5	<p>There are currently three volunteer roles that are offered to patients, carers and the public and these are:</p> <ul style="list-style-type: none"> <li>• Patient and Public Advisory Group (PPAG) member</li> <li>• Expert Panel member</li> <li>• Macmillan Cancer Voices (new from May 2018)</li> </ul> <p>People are also offered the opportunity to join a mailing list to receive</p>

	information on events, focus groups, knowledge briefings that may interest them to be involved in the work of the organisation.
<b>2.0 Purpose</b>	
2.1	<p>The development of this policy will:</p> <ul style="list-style-type: none"> <li>▪ Ensure that volunteers are given the same respect and care as a directly employed member of staff.</li> <li>▪ Ensure that volunteers are covered by wider policies and procedures that safeguard welfare at work.</li> <li>▪ Ensure volunteers are not used to replace paid employment but to improve and enhance the service provided by the CCG.</li> <li>▪ Ensure all volunteers are provided with a role description that clarifies expectations of them and the support they can expect to receive.</li> </ul>
<b>3.0 Responsibilities</b>	
3.1	The <b>Director of Corporate Affairs</b> has responsibility for maintaining an overview of the corporate ratification and governance process associated with the policy.
3.2	<p>The <b>Senior Engagement manager</b> has responsibility for:</p> <ul style="list-style-type: none"> <li>▪ Ensuring that each volunteer completes an induction before taking part in any CCG activity</li> <li>▪ Ensuring that risk assessments for volunteer duties are carried out prior to the volunteer starting</li> <li>▪ Ensuring appropriate recruitment of volunteers, seeking advice from Human Resources when necessary</li> <li>▪ Support and advise the responsible managers (see below)</li> </ul>
3.3	Each volunteer working for the CCG will have a named <b>Responsible Manager</b> who will ensure that the volunteer has a clear role description, is supported appropriately to carry out their role and is a contact point for the volunteer during the time of their engagement with the CCG.
3.4	<b>All staffs</b> have delegated responsibility for supporting any volunteers working for the CCG.
3.5	<p>All <b>volunteers</b> have responsibility for:</p> <ul style="list-style-type: none"> <li>▪ Ensuring they adhere to relevant CCG policies and procedures.</li> <li>▪ Undertaking the training and development required for the role.</li> <li>▪ Ensuring they do not undertake any duties that are not specified on the</li> </ul>

	<p>role description.</p> <ul style="list-style-type: none"> <li>▪ Ensuring they adhere to relevant CCG confidentiality procedures as and when requested to.</li> </ul>
<b>4.0 Definitions of Terms Used</b>	
4.1	<p>The CCG will use the Department of Health’s definition of a volunteer:</p> <p>“Someone who commits time and energy for the benefit of others, who does so freely, through personal choice and without expectation of financial reward, except for payment of actual out of pocket expenses”</p>
<b>5.0 Recruitment and Selection of Volunteers</b>	
5.1	<p>Whilst there is no employment relationship between a volunteer and the CCG, the recruitment and selection process will comply with the NHS Employment Check Standards.</p>
5.2	<p>In circumstances where the role of the volunteer will be for an isolated event, for example participating in a meeting or attending a focus group, the procedures outlined in the Recruitment and Selection Policy may not apply provided the volunteer is fully supervised.</p> <p>There is formal supervision in place for all Patient and Public Advisory Group members.</p>
5.3	<p>Before a volunteer may be recruited consideration should be given to the following:</p> <ul style="list-style-type: none"> <li>▪ Can adequate support and supervision be provided to the volunteer?</li> <li>▪ What level of training will be applicable and how will this be facilitated?</li> <li>▪ Is funding available to reimburse the volunteer for out of pocket expenses?</li> <li>▪ Is the role suitable for a volunteer rather than a paid employee?</li> <li>▪ Are facilities such as a desk, laptop etc required or could be made available for the volunteer role?</li> </ul>
5.4	<p>NHS Manchester CCG and MHCC members of staff are not covered by this policy as there is a separate MHCC staff volunteering policy in place.</p>
5.5	<p>Exclusions in place to become a volunteer only relate to becoming a PPAG member where NHS employees are not permitted or employees of organisations that are commissioned by NHS Manchester CCG.</p> <p>In this instance, volunteering offers are made to become an Expert Panel</p>

	member or join Macmillan Cancer Voices.
5.6	All Manchester residents are eligible for the volunteering opportunities on offer, bearing in mind the above exclusions. Greater Manchester residents are also eligible if their experience is of using Manchester services.
5.7	For each volunteering offer the recruitment process is as follows: <ul style="list-style-type: none"> <li>• PPAG member – Apply and informal interview with the Chair and Senior Engagement Manager</li> <li>• Expert Panel member – Apply and accepted – volunteering based on area of interest.</li> <li>• Macmillan Cancer Voices – Apply and accepted if there are opportunities that meet the volunteer’s needs. If not, volunteers will be signposted to Macmillan Manchester or other appropriate organisations.</li> </ul>
<b>6.0 Volunteer Checks</b>	
6.1	If a volunteer is interested in taking part in Quality Walk-rounds or one to one engagement work with a vulnerable adult or young person, a Disclosure and Barring Service (DBS) check is required. There will be no charge applicable for undertaking a DBS check for a volunteer within the CCG.
6.2	Eligibility to volunteer in the UK under the Immigration, Asylum and Nationality Act 2006 will also be checked and volunteers will be asked to provide the relevant documentary evidence. If potential volunteers are unsure if they are eligible to volunteer they should contact the UK Border Agency.
6.3	It is the responsibility of the relevant HR assistant to arrange these checks on instruction from the recruiting manager.
<b>7.0 Volunteer Agreement</b>	
7.1	The recruiting manager will issue the volunteer with either a: <ul style="list-style-type: none"> <li>• Patient and Public Advisory Group induction pack</li> <li>• Expert Panel induction briefing</li> <li>• Macmillan Voices induction pack</li> </ul> <p>The information above sets out mutual expectations of the varying roles available in the CCG.</p>
7.2	The CCG will agree a role with the volunteer and there will be an expectation that the volunteer will meet the role’s requirements.



<b>8.0 Liability and Insurance</b>	
8.1	In accordance with the requirements of the NHS Litigation Authority, all volunteers will be indemnified through the CCG insurance arrangements at all times when carrying out their duties as a volunteer.
8.2	<p>Volunteers who are required to use their car as part of their role must ensure that their car insurance covers them for driving as part of a volunteer scheme. Insurance companies do not normally make additional charges for their cover. The CCG, as with paid employees, will not pay if a charge is made.</p> <p>Prior to using their car, the volunteer will be expected to provide:</p> <ul style="list-style-type: none"> <li>• A valid driving licence and insurance document (any changes to either of the aforementioned should be immediately notified to the manager).</li> <li>• Confirmation from the insurance company that the car can be used for volunteer activities.</li> </ul>
<b>9.0 Confidentiality</b>	
9.1	<p>All volunteers will be required to sign a confidentiality form thereby committing to their responsibility not to divulge information on staff, patients, their relatives or carers or the business of the CCG that they might have access to during their involvement. [Appendix C]</p> <p>Confidentiality “ training will be provided as part of induction and those required to sit on specific committees /procurement where particularly sensitive information is shared will be provided additional briefing and support on their role and confidentiality .</p> <p>It must be recognised that not all volunteering work will be confidential and volunteers will be informed if there is information that cannot be shared explicitly.</p>
<b>10.0 Induction, Training and Support</b>	
10.1	The recruiting manager should ensure volunteers are recruited only when adequate induction, training and supervision mechanisms are in place to support the volunteer in their role.
10.2	Volunteers will be expected to attend an induction session before any formal representation on committees/working groups commence. [Appendix A].
10.3	NHS Manchester CCG will provide any training required for the role, including safeguarding, understanding patient experience in quality and manual handling.
10.4	A volunteer training booklet will be available to all volunteers to access from July 2018. This will include training opportunities from both the CCG and

	external partners.
10.5	<p>Each PPAG member will receive quarterly supervision sessions with their responsible manager. The format of the session is decided by the PPAG member (face to face or telephone).</p> <p>Each PPAG member will receive a yearly face to face meeting with the Lay Member for Patient and Public Involvement as part of the support for their volunteer role.</p> <p>A yearly survey with Expert Panel members will take place to learn from their experiences and inform development of this role.</p> <p>Each person affected by cancer will receive quarterly supervision through the relevant User Involvement Facilitator for the programme of work.</p>
<b>11.0 Identity Badges</b>	
11.1	All volunteers will be issued with a volunteer identity badge and will be required to wear it at all times when working in their capacity as a CCG volunteer. The badge will be arranged by the Communications and Engagement Team.
<b>12.0 Volunteer Complaints</b>	
12.1	<p>All complaints should be resolved openly, fairly and quickly to:</p> <ul style="list-style-type: none"> <li>• Protect our volunteers</li> <li>• Minimise any disruption to other volunteers and staff</li> <li>• Demonstrate that our organisation respects volunteers</li> <li>• Protect the reputation of the CCG</li> </ul>
12.2	A volunteer has a right to complain if they feel they have been treated unfairly. If the complaint is against a volunteer, their point of contact should first be the recruitment manager. If the volunteer has a complaint against the recruitment manager, then first point of contact should be the Lay Member for Patient and Public Involvement.
12.3	At the first stage the aim should be to resolve the issue through informal discussion. If informal measures are not successful, the second stage is for the volunteer to put their concerns in writing to the next line of management. This will be responded to within ten working days wherever possible. Their decision will be final.
<b>13.0 Reimbursement of Expenses</b>	
13.1	Volunteers will be reimbursed for all reasonable out of pocket expenses.

	<p>Receipts must accompany any expenses submitted, other than mileage claims. Volunteers are encouraged to submit an expenses claim form regularly, within three months of the date the expenses they are claiming for. The amount should then be reimbursed from the petty cash float within the department or payment can be made by BACS if requested. [Appendix B]</p>
13.2	<p>Information regarding expenses that may be payable and the rate of reimbursement is contained in the Travel &amp; Subsistence Policy.</p>
13.3	<p>NHS Manchester CCG aims to promote community inclusion at all levels of its decision making and works to remove barriers to inclusion wherever they exist.</p> <p>Having regard to the Equality Act 2010, this includes the duty on public bodies to remove barriers to inclusion based on socio-economic circumstance and as part of this the CCG is committed to reimbursing pre-agreed out of pocket expenses for volunteering and participation in engagement and consultation events.</p> <p>Expenses will not routinely be reimbursed where an individual chooses to attend a CCG open public meeting.</p>
<b>14.0</b>	<b>Reward and Recognition</b>
14.1	<p>Where possible, a group rather than an individual should be rewarded. This is in recognition of the hard work that goes into achieving change through collective effort.</p> <p>Individuals should not be rewarded for attendance at meetings where they represent their group or community of interest. However, full support is given to individuals to develop and enable them to participate in their volunteering role and this may include for example, specific training opportunities, attendance at networking events or the provision of stationery.</p> <p>The CCG should consider rewarding people for specific achievements, when individuals/groups have:</p> <ul style="list-style-type: none"> <li>• Achieved change in a particular service area or community</li> <li>• Demonstrated personal growth and achievement</li> <li>• Produced discrete pieces of work, for example outcomes from community research or participation in a mystery shopping exercise</li> </ul>
14.2	<p>Rewards should not include any form of cash payment and must be linked to involvement activity.</p> <p>A reward of gift vouchers in recognition of specific areas of work may be given or an award of an appropriate gift.</p>

	<p>As part of volunteering for the CCG, members will be able to log their volunteering hours and there will be incentives that may be provided using the TeamKinetic volunteering database.</p>
14.3	<p>Volunteers will be routinely recognised for their contributions and the CCG will be clear what impact volunteers have made to improving services, developing staff and changing ways of working. It is also important that we recognise the skills and expertise that volunteers bring to the CCG.</p> <p>Examples of recognition would include:</p> <ul style="list-style-type: none"> <li>• Prompt feedback to volunteers</li> <li>• Opportunities to learn new skills (access to internal CCG staff training and learning events where appropriate and relevant)</li> <li>• Information to support learning about decision-making processes and the structure of the NHS, democracy, participation and citizenship</li> <li>• Holding an annual volunteer celebration event</li> <li>• Media coverage of success stories and good practice</li> <li>• Nominating volunteers for national awards in patient and public involvement and other appropriate schemes</li> <li>• A thank you in person or in writing</li> <li>• Providing character references to support job and volunteering applications</li> <li>• Certificates of attendance at training days</li> <li>• Listing volunteers who have contributed to work in CCG publications</li> </ul> <p>There is also a growing body of evidence that shows volunteering has a positive impact on wellbeing and giving is identified as one of the five ways to mental wellbeing and so as an activity in itself, volunteering is of value to the individual and the NHS.</p>
<b>15.0</b>	<b>Incentives</b>
15.1	<p>It is important to understand the reasons why people get involved. This can help CCG staff to plan patient and public involvement activity and encourage more people to take part and volunteer.</p> <p>Anyone who gives their time and skills to the CCG or supports others in their involvement should be incentivised if needed and appropriate after discussion with them in recognition of their contribution.</p> <p>Examples of incentives could include:</p> <ul style="list-style-type: none"> <li>• Provide opportunities for members of the public to meet with senior staff</li> <li>• Use accessible venues in local communities</li> <li>• Use of a meeting room at Parkway 3. This is subject to availability of</li> </ul>

	staff on the premises.
<b>16.0 Termination of Service</b>	
16.1	If the volunteer decides to leave their volunteering role or the CCG no longer has a need for the volunteer's services neither party are obliged to give formal notice. However, to minimise disruption to the service it is expected that both parties will give as much notice as possible if unable to continue the volunteering arrangement.
16.2	The CCG reserves the right to cease the placement of a volunteer for organisational reasons or where there are concerns regarding the conduct or the capability of the volunteer.
<b>17.0 Information Governance</b>	
17.1	NHS Manchester Clinical Commissioning Group as a public body has a statutory duty to safeguard the confidential information it holds.  All staff working in the CCG is bound by a legal duty of confidence to protect personal information they may come into contact with during the course of their work. This is not just a requirement of their contractual responsibilities but also a requirement within the Data Protection Act 1998 (to be superseded by the General Data Protection Regulation (GDPR) on 25 May 2018) and, for health and other professionals, through their own professions Codes of Conduct.
17.2	The CCG places great emphasis on the need for the strictest confidentiality in respect of person identifiable and sensitive data. This applies to manual and computer records and conversations about volunteers. Everyone working for the CCG is under a legal duty to keep volunteer information, held in whatever form, confidential. Volunteers who feel that confidence has been breached may issue a complaint under the CCG complaints procedure.
17.3	The CCG is committed to the delivery of a first class confidential service. This means ensuring that all personal volunteer information is processed fairly, lawfully and as transparently as possible so that they can <ul style="list-style-type: none"> <li>• understand the reasons for processing personal information</li> <li>• give their consent for the disclosure and use of their personal information where necessary</li> <li>• gain trust in the way the CCG handles information; and understand their rights to access information held about them.</li> </ul>
<b>18.0 Process for Approval and Ratification</b>	
18.1	This policy has been consulted with both Patient and Public Advisory Group

	members and our Expert Panel Members volunteers over a three week period during April 2018.
18.2	This policy will be given final approval by the MHCC Governance Committee on Monday 21 May 2018.
<b>19.0</b>	<b>Dissemination, Training &amp; Advice</b>
19.1	<p>All staff, volunteers and stakeholders will have access to a copy of this procedural document via the CCG website and MHCC intranet. A description of, and link to, the policy will be included in Commissioning Matters.</p> <p>Key messages about volunteers will be communicated and how they make a difference will be disseminated:</p> <ul style="list-style-type: none"> <li>• Enhances patient experience and outcomes</li> <li>• Enables people to take control and manage their own health and wellbeing</li> <li>• Adds value to service redesign that is based on lived experience</li> <li>• Helps change the culture of organisations and the way they operate</li> <li>• Supports governance and accountability</li> <li>• Brings unique perspectives and credibility</li> <li>• Supports health and wellbeing of the volunteer</li> <li>• Develops skills and experience through volunteering</li> </ul>
19.2	Advice about the policy can be obtained from the Engagement Team.
<b>20.0</b>	<b>Review, Monitoring and Compliance</b>
20.1	<p>This volunteer policy will be reviewed every three years, and in accordance with the following on an as and when required basis:</p> <ul style="list-style-type: none"> <li>• Legislative changes</li> <li>• Good practice guidelines</li> <li>• Case Law</li> <li>• Significant incidents reported</li> <li>• New vulnerabilities identified</li> <li>• Changes to organisational infrastructure</li> <li>• Changes in practice</li> </ul> <p>Volunteer activity and feedback is reported through the MHCC board on a bi-monthly basis as part of the Co-production, Engagement and Involvement paper.</p> <p>The TeamKinetic volunteering database will allow data to be collected to allow the organisation to measure the impact of volunteering for the organisation. This information will be shared on a quarterly basis and will be included in the above board report.</p>
<b>21.0</b>	<b>References</b>
21.1	<b>Legislation</b>

	<ul style="list-style-type: none"> <li>NHS Litigation Authority Indemnity Insurance Scheme</li> </ul>
21.2	<p><b>Guidance</b></p> <ul style="list-style-type: none"> <li>Travel &amp; Subsistence Policy</li> <li>Equality and Diversity Policy</li> <li>Records Management Policy</li> <li>Information Governance Policy</li> </ul>

### Version Control

Version	Date	Brief description of change
1	16/11/15	Volunteer policy updated by Val Bayliss-Brideaux, Senior Engagement Manager.
2	04/12/15	Volunteer policy updated following feedback from all PPAG members and CCG lay board members.
3	30/01/18	Reviewed and updated by Deborah Grimshaw to include organisational changes and updates.
4	16/03/18	Reviewed and updated by Val Bayliss-Brideaux to include additional information on TeamKinetic database and updates.
5	April 18	Volunteer policy updated following feedback from PPAG members and Expert Panel Members.
6	May 18	Final review by Val Bayliss-Brideaux, Senior Engagement Manager.

*PLEASE NOTE: the most recent version of this document is available on the CCG's website. Printed copies (or saved electronic copies) must be checked to ensure they match the most recent version.*

## Appendix A

All new PPAG members will be provided with an induction pack that will include the following:

### Contents:

- Welcome from CCG Chief Accountable Officer
- NHS Manchester CCG Patient and Public Advisory Group application form
- Role of Patient and Public Advisory Group member
- Why I got involved with PPAG – volunteer quotes/case study
- PPAG Citywide Terms of Reference
- Equality, Diversity and Humans Rights Information
- Support arrangements
- Code of conduct / Ground rules
- Confidentiality
- Education and Training
- Expenses claim form
- Safeguarding
- Dealing with conflict and difficulties
- Dealing with complaints
- MHCC Overview
- MHCC Organisational plan and priorities
- Manchester Locality Plan
- The Nolan Principles
- [How the NHS Works](#) video

An induction session will also take place that will provide additional information and resources on the above.

The induction session is mandatory for all volunteers to attend before any formal PPAG representation activities commence.



**Appendix B**

## Volunteer Expenses Form

Name .....

Claim Period: From ..... To .....

**Part 1: Car Mileage & Public Transport**

Date	Journey/Reason for journey	Evidence Attached (Yes/No)	Total Miles (£0.56 per mile)	Cost of mileage & fares
Total Car Miles / Cost of Fares				

**Part 2: Car Parking** (please attach tickets to the claim form)

Date	Location/Reason for journey	Evidence Attached (Yes/No)	Amount

Total Cost of Car Parking			

**Part 3: Other Expenditure** (please attach tickets to the claim form)

Date	Reason for Journey	Evidence Attached (Yes/No)	Amount
Total Cost of Other Expenditure			

**Part 4: Payment**

Total Amount Paid	£	Date
Claimant Signature*		
Authorised Signature**		

\* The volunteer confirms receipt of payment for expenses incurred only as a result of their agreed duties

\*\* The authorised signatory confirms that s/he has seen satisfactory evidence (tickets, receipts, signing-in sheets, etc) that these expenses were incurred only as a result of agreed duties

**Please return to:** Communications & Engagement Team  
 FREEPOST RTGX-CSJT-CTKT  
 Manchester CCGs, Parkway Three, Parkway Business Centre,  
 Manchester, M14 7LU

**Appendix C**

## Volunteer Confidentiality Form

**Patient and Public Advisory Group****Confidentiality Agreement**

As a Patient & Public Advisory Group member, you are required to maintain an appropriate standard of confidentiality and security. Any disclosures of personal, confidential or sensitive data (as defined by the Data Protection Act 1998), including personal information kept on computer or other media, made unlawfully outside the authorised proper course of duty or role may be treated as a serious disciplinary offence and may lead to termination of membership or other action.

Please read and sign the following.

- 
- I understand that within the course of my duties at the Patient & Public Advisory Group, I may have access to or hear confidential material about patients, members of staff or other business dealings or affairs of NHS Manchester Clinical Commissioning Group, Manchester Health and Care Commissioning, the wider National Health Service or other organisations.
  - I understand that no information of a personal or confidential nature concerning individuals, or about CCG business, may be divulged to anyone without proper authority having first been given.
  - I understand that I am personally responsible for ensuring that information shared with me in the course of my duties is stored safely and securely, either electronically (e.g. via password protected email account) or manually.
  - I understand that failure to comply with the above rules will be regarded as serious misconduct, which could result in action being taken against myself by my organisation, or from legal action by others.
  - I hereby confirm that I will maintain the confidentiality of the information with which I come into contact in the course of my duties with NHS Manchester Clinical Commissioning Group.

<i>Signature:</i>	
<i>Print Name:</i>	

<i>Date:</i>	
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## Appendix D

### Equality Analysis Form



NEW-Equality-Analysis-Template-2017.doc