

## SUN (Service User Network) Frequently Asked Questions

### Is the information shared at SUN Groups confidential?

All members are asked to respect each other's confidentiality and to not discuss any content from the group outside of group time. This means ensuring you are not overheard when attending sessions virtually. There may be times when group facilitators need to share information with other professionals. This is if there is a concern about your safety or the safety of someone else, or if a crime has been committed. They will always aim to discuss this with you within the group and come to an agreement about what action is needed. If there are actions you can take, the group will aim to support you to do this. Otherwise, everything is kept confidential within SUN. Professionals working with you are not routinely informed of your attendance or what you talk about.

### What if professional visitors attend SUN Groups?

Occasionally professional visitors may ask to observe a SUN group to understand this model of support. If a visit is expected, members of that group will be notified in advance in case a person would prefer not to attend the group. Visitors will not participate in the group, they will only observe. They will not have access to members' personal details or care records and will be bound by the same confidentiality agreement as everyone else in the group.

If you arrive at a group and the visitor is someone you know, please advise the group if you have concerns about this.

### Can I invite someone to a SUN Group?

To attend a SUN group, a person has to register with SUN admin first. If they have not done this, they will not unfortunately be able to attend any groups.

If you know someone who may find SUN helpful, please ask them to contact us at [sun.admin@sabp.nhs.uk](mailto:sun.admin@sabp.nhs.uk). They can also find out more at: [www.sabp.nhs.uk/sun](http://www.sabp.nhs.uk/sun).

Please do not share group links with others, even if they are SUN members. Each person needs to directly book themselves in to a group.

### Leaving SUN

To stop being a member, you will need to ask SUN admin to remove your details from the SUN database. If you stop coming to groups, after 6 months your membership will be classed as "sleeper." If you want to return after this period, you will need to contact SUN to let them know you are returning after an absence. This is so the group knows you have been away for a while and things may be different for you. Your RASP will be reviewed when you return to see if anything has changed.

More information about SUN at:

[www.sabp.nhs.uk/sun](http://www.sabp.nhs.uk/sun)

Contact SUN admin at:

[sun.admin@sabp.nhs.uk](mailto:sun.admin@sabp.nhs.uk)

or 01372 216700

Community Connections Surrey

