



Professional Advisory Community (PAC)

Community Expectations

Arthritis UK's commitment to PAC members:

- **Provide a shared space for community members to connect with other members and share MSK learning and insight.** We will manage and maintain the WhatsApp community in line with our community expectations. There will be spaces for members to engage and interact with each other and you can share documents and links within this community.
- **Be clear about how and when we will disseminate information shared in the community.** We will review discussion topics in the thread and use the learning to inform future actions and priorities for the organisation. If we report any of this to an audience outside of the community we would only report on broad themes which would not include any information which could identify individuals or the organisations that they work for. If we would like to use any of the information you share directly or in an attributable way, we would only do this once we had sought specific consent.
- **Be open and transparent about what we, Arthritis UK, are sharing with the community.** We will regularly ask members of the Professional Advisory Community to support pieces of work that will help us to deliver our Arthritis UK strategy. This could include (but is not limited to) supporting with Policy and Campaigns work, service development and promotion or Research activity. When we do this we will be clear about the purpose of the ask; the time commitment involved and what will happen to the information you provide to us.
- **Continue to review and respond to community needs.** We will regularly seek feedback on how the PAC is meeting the needs of its members and continue to evolve the community as required.
- **Keep members safe.**
We will have dedicated Arthritis UK staff who will be responsible for reviewing and removing any posts which do not adhere to the community expectations. We will also enlist the help of volunteer moderators from within the community.

Please note, Arthritis UK is not endorsing any clinical information shared by PAC members and members are advised to use professional judgement and carry out further research if required before implementing any learning shared.

Our expectations of PAC members are:

- **Be committed to improving care for people with arthritis and other MSK conditions.** This may take many forms including, but not limited to: leading change at a systemic level; implementing evidenced-based good quality care at any stage of the healthcare journey; advocating as or on the behalf of people with lived experience of arthritis as well as undertaking research into better treatment and care.
- **To actively engage with the PAC.** We know everyone involved in health and care are facing unprecedented demand and challenge, however, this community only works if members contribute insight and learning as well derive benefit from it. This could be as simple as a quick reply to another members' question, or you could share relevant studies or findings from your own work or join one of Arthritis UK's working groups.
- **Remain mindful that this is a professional online space.** This is a professional community for sharing learning and support and so the expectation is that the majority of posts are work related. We're very keen to hear about emerging practice but please be transparent about the level of evidence currently supporting the work. Equally, we're keen for members to express views on policy positions but ask members to avoid party political dogma.
- **Respect views of all members, even when you don't agree with them.** We actively encourage healthy debate but all posts should remain professional and respectful and uphold the [Arthritis UK values](#).
- **Be open about any conflicts of interest and avoid using the community to promote paid for services.** Your association with other personal and professional groups may in some cases present a conflict of interest – please disclose this as appropriate. We recognise that in some cases this may involve the recommendation of paid for goods or services which, if relevant to the discussion and your involvement is made clear, is acceptable. The unsolicited promotion of goods or services is not acceptable.
- **Do not share personal or professional information about individuals or organisations without consent.**
We recognise that the Arthritis UK PAC is part of a much larger MSK ecosystem and there is value in sharing information and building connections with other organisation and individuals. Please seek appropriate consent before sharing any information which is not publicly available.
- **Support our evaluation.**
We can only continue to support and develop the Arthritis UK PAC if we can evidence the impact of the resources that go into maintaining it. Where you have capacity, please support any requests to provide feedback
- **Help to keep the community safe.**
If you see any posts that you are concerned about please flag these to one of the Arthritis UK administrators to review and take appropriate action. If you have serious concerns about the content of any posts or it is out of the VA moderator hours (08:30 – 16:30 Monday – Friday), you can report these directly to WhatsApp.