



## X-PERT Participant Forum Community Guidelines

### Welcome to our community

The X-PERT Participant Forum is a space for participants to connect, ask questions, share experiences and support one another beyond their course.

We want everyone to feel comfortable taking part. To help us keep the Forum safe, friendly and useful, we ask everyone to follow these Community Guidelines.

### 1. Be kind and respectful

We welcome different experiences, opinions and approaches.

Please:

- Be respectful of other participants and their views.
- Be supportive and constructive when replying to others.
- Remember that what works for you may not work for somebody else.
- Avoid language that could be offensive, discriminatory, threatening or upsetting.

It's fine to disagree – just do so respectfully.

### 2. Share your experience, not individual medical advice

One of the benefits of the Forum is being able to hear what other participants have tried and what has worked for them.

Please feel free to share your **own experiences** but remember that everyone's health and circumstances are different.

Information shared by other participants should not be considered individual medical or clinical advice and should not replace advice from an appropriate healthcare professional.

Please do not advise another participant to start, stop or change their medication or treatment.

If you have concerns about your own health, medication or treatment, please speak to an appropriate healthcare professional.

### 3. Protect your privacy – and other people's

Your posts and replies can be seen by other registered Forum users, so please think carefully about the information you share.

Please don't post sensitive personal information such as:

**X-PERT5692AUG26**

X-PERT Health Group Limited. Registered in England and Wales no. 17272987

Part of the Spirit Health Group family of companies.

[admin@xperthealth.org.uk](mailto:admin@xperthealth.org.uk) 01422 847871 [www.xperthealth.org.uk](http://www.xperthealth.org.uk)



Correspondence Address: Linden Mill, Linden Road, Hebden Bridge, HX7 7DP



- Your home address or personal contact details.
- Personal email addresses or telephone numbers.
- NHS or other identification numbers.
- Detailed medical information that you wouldn't be comfortable sharing with other Forum members.
- Personal or private information about somebody else.

Your email address is **not displayed publicly on the Forum**. Other participants will only see your chosen display name.

#### **4. Product and food recommendations**

We know that sharing food ideas, products and shopping recommendations can be really helpful, and we are happy for participants to share things they have personally found useful.

When making a recommendation, please make it clear that you are sharing **your own experience or opinion**.

Please don't use the Forum to advertise or promote products, businesses or services in which you have a commercial or financial interest.

The inclusion of a product, brand, service or recommendation in a participant's post does not mean that it is endorsed or recommended by X-PERT Health.

#### **5. Keep information appropriate and reliable**

We want the Forum to be a useful source of peer support, but we also have a responsibility to help prevent potentially harmful or misleading information from being shared.

Please don't knowingly post information that is false, misleading or potentially harmful.

Where appropriate, the X-PERT Team may add information or direct participants to trusted resources to provide additional context.

#### **6. All posts and replies are moderated**

All participant-generated posts and replies are **reviewed by the X-PERT Team before they appear on the Forum**.

This means there may be a short delay between submitting something and seeing it published.

As part of the moderation process, the X-PERT Team may:

- Approve a post or reply.
- Make minor edits where appropriate, for example to remove personal information.

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- Ask you to clarify or amend something before it is published.
- Decline to publish content that does not meet these Community Guidelines.
- Remove content if a concern becomes apparent after publication.

Moderation is intended to help keep the Forum safe, appropriate and supportive. Approval of a participant's post does **not** mean that X-PERT has clinically verified or endorsed every statement, opinion, product or recommendation within it.

## 7. Know when the Forum isn't the right place

The Participant Forum is intended for general discussion, shared experiences and peer support. It is **not an emergency, medical advice or urgent support service**.

Please don't use the Forum to seek help for an urgent medical problem or emergency.

If you need individual advice about your health, medication or treatment, please contact an appropriate healthcare professional.

## 8. Help us look after the community

If you see something on the Forum that concerns you, please let the X-PERT Team know by contacting [admin@xperthealth.org.uk](mailto:admin@xperthealth.org.uk)

We may update these Community Guidelines from time to time as the Forum develops and we learn more about how participants use it.

## Most importantly...

**Be kind, share your experiences, respect other people's experiences and help us create a community where everyone feels welcome.**

Thank you for being part of the X-PERT Participant Forum.

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