

Sub-Group of the Quality and Performance Committee

Terms of Reference

Group Name: Trustwide Patient and Carer Involvement and Experience Group
Committee Type: Governance Standing Sub-group of Trust Quality and Performance Committee
Timing & Frequency: Bi-monthly for a maximum of 3 hours Extraordinary meetings will be convened if necessary
Committee Secretary: Admin to Patient and Carer Involvement Team
Reporting Arrangements: Trust Quality and Performance Committee

Membership:	
Chair:	Group Nurse Director
Deputy Chair:	Deputy Director of Commissioning and Quality Assurance
Members:	Head of Patient and Carer Involvement CBU Patient and Carer Involvement Leads Head of Clinical Risk and Investigations Communications Representative PALS (North/Central) Representative PALS (South) Representative Chaplaincy Representative Library and Knowledge Service Representative Patient Information Representative Freedom to Speak Up Guardian Voluntary Services Manager Trust-wide Service User and Carer Reference Group Chair Commissioning and Quality Assurance Representative Patient and Carer Involvement Facilitators Governors Equality and Diversity Lead Clinical Development Lead for Learning Disabilities Carer Centre Representatives Service User and Carer Representative(s) Trust Family Therapy Representative NTW Solutions Representative

Deputies:	Deputies required for all members
Quorum:	A minimum of 12 members (or deputies) must be present to be quorate, including representation from each locality

Purpose:

- To provide assurance that the Trust has effective systems and processes in place for the management of Patient and Carer Involvement and Experience;
- To monitor and support the implementation of the Triangle of Care requirements and provide assurance of the implementation and adherence to the national scheme;
- To have a Trust-wide overview identifying any relevant emerging themes from across the Trust that require escalation and/or action;
- Identify and share good practice, both internally and externally as appropriate;
- Ensure all service users and carers are listened to, heard and appropriate actions are taken in response providing feedback on actions taken.

Scope:

- To consider emerging themes and learning from comments, suggestions, Serious Incidents, complaints, Points of You etc.;
- To Identify key priorities for the Trust that reflect the needs of carers across the organisation;
- To receive and share information on progress from the Triangle of Care Locality Groups;
- To receive and share updates from National Triangle of Care Steering Group;
- Support Triangle of Care Leads in developing partnership working locally, regionally and nationally with organisations relevant to carers;
- Encourage and support further embedding of Triangle of Care by promoting it at internal and external meetings and events with carers, service users and professionals;
- To demonstrate that the Trust is acting on learning and ensuring that feedback mechanisms are robust;
- To utilise learning through national and local best practice and guidance, to recommend changes and improvements to care delivery to enhance experience;
- To provide strategic oversight, guidance and support to Locality Patient and Carer Involvement and Experience Groups;
- To respond to feedback requests;
- To ratify Trustwide Patient Information Leaflets.

Authority:

To act on behalf of the Quality and Performance Committee to receive assurance that effective systems and processes to support a robust service user and carer involvement and experience.

Deliverables

- Providing assurance that the Trust has robust systems in place to review and action service user and carer involvement and experience;
- Authorising necessary changes to care delivery to positively impact on service user and carer experience;
- Reviewing national and local best practice guidance and advising ways of implementation and dissemination through the Trust.

Standing Agenda items include:

- Apologies
- Minutes of Previous Meeting
- Action Record
- Matters Arising
- Good Practice Presentation
- Triangle of Care
- Involvement Service Update Report
- Locality Update Reports
- Safer Care Update Report
- Service User and Carer Experience Report
- PALS Update Reports
- Quality Priorities Report
- Service User and Carer Reference Group Update
- Trustwide Patient Information Leaflets Update Report
- Governor Updates
- Trustwide Volunteer Update
- Freedom To Speak Up Guardian Update
- Any Other Business

Review: Trustwide Patient and Carer Involvement and Experience Group
Date of Last Review: 23 July 2019