

Patient and Service User Experience Committee

Committee Chair Report for Trust Board Meeting on 27th November 2025

The following is a summary of the areas considered at the PSUE Committee meeting on 11th September. The formal record of the meeting remains the approved minutes.

1. Summary of areas considered

Committee future and membership

- Some changes to the Committee are likely within 3 or 4 months due to work on the Board Assurance Plan
- Members stressed the need to retain the voice of advocacy and to reinforce PPI
- Appointment of a replacement Lived Experience Rep has been paused until the way ahead is clear

Quality Improvement

- DOH have launched an initiative to measure the value of QIP projects

Patient and Service User feedback Experience

- Various reports presented for information and assurance
- A new regional complaints procedure was launched in July 2025 but won't be implemented until January 2026 following necessary training
- Removing barriers that cause complaints handling delays is being given much more focus

PPI and Wellbeing

- The Promoting Wellbeing Annual Report contains many examples of excellent work and is recommended reading for the Board

<https://hcsnisoutherntrust.pagetiger.com/pwb-ar-24-25>

Service user Feedback Annual Report 2024/25

- Approved

Patient & Client Council Update

- Continue to be absent from meetings and will again be engaged about this

2. Issues for escalation to Trust Board

- None

3. Action(s) requested / required of Trust Board

The Board is asked to:

- a) Note minutes of meeting held on 11 September 2025
- b) Note the PSUE Annual Report

Rob Lynas

Chair PSUE Committee. Date: 23 September 2025