

### Patient and Client Experience Committee Core Work Programme 2020

Objective	Item	Lead Person	Frequency	Committee Meeting
<p>1. Seek assurance that the Trust has effective and regularly reviewed mechanisms and systems in place to capture the views and experiences of service users and carers and is continuously improving on these.</p>	<p><b>Patient and Public Involvement (PPI) Framework</b></p> <ul style="list-style-type: none"> <li>- Consider PPI Corporate Action Plan</li> <li>- Receive PPI Panel update</li> <li>- Receive Annual Report to encompass PPI, Health Improvement and Wellbeing; Community Development, Volunteers and Carers</li> </ul>	<p>Lead Director for PPI/Assistant Director Promoting Wellbeing</p>	<p>Quarterly</p>	<p>March/June/September/December</p>
		<p>Chair, PPI Panel</p>	<p>Quarterly</p>	<p>March/June/September/December</p>
		<p>Lead Director for PPI/Assistant Director Promoting Wellbeing</p>	<p>Annually</p>	<p>September</p>
	<p><b>Patient and Client Experience Standards</b></p> <ul style="list-style-type: none"> <li>- Receive update from Patient Client Experience Steering Group</li> </ul>	<p>Lead Director for Patient Client Experience/Assistant Director with responsibility for PCE</p>	<p>Quarterly</p>	<p>March/June/September/December</p>

<p>2. Review and analyse trends emerging from users' feedback on their experience of care. Reviews and analysis of trends will focus on themes, service areas and professional matters.</p>	<p>Review Service User feedback report</p> <ul style="list-style-type: none"> <li>- Compliments</li> <li>- Complaints to include the Healthcare Complaints analysis tool</li> </ul> <p>Receive report from Always Events</p> <p>Receive update from Patient and Client Council</p>	<p>Assistant Director of C&amp;SCG</p> <p>Lead Director for Patient Client Experience/Assistant Director with responsibility for PCE</p> <p>Patient and Client Council representative</p>	<p>Quarterly</p> <p>Annually</p> <p>Quarterly</p>	<p>March/June/September/December</p> <p>September</p> <p>March/June/September/December</p>
<p>3. Assess the evidence that effective learning and improvement is occurring in relation to the user and carer experience.</p>	<p>Receive update from Patient Client Experience Steering Group</p>	<p>Lead Director for Patient Client Experience/Assistant Director with responsibility for PCE</p>	<p>Quarterly</p>	<p>March/June/September/December</p>
<p>4. To receive assurances of the quality and breadth of the training and development provided to staff.</p>	<p>Receive update on engaging Service Users and staff in Quality Improvement</p>	<p>Lead Director for Quality Improvement/Assistant Director with responsibility for Quality Improvement</p>	<p>Quarterly</p>	<p>March/June/September/December</p>

5. Review progress of the Trust's Quality Improvement Strategy.	Quality Improvement Highlight Report	Lead Director for Quality Improvement/ Assistant Director with responsibility for Quality Improvement	Six monthly	March/September
6. Review progress of the Trust's Carers Action Plan.	Review Carers Action Plan	Director of Older People and Primary Care	Six monthly	June/December
7. To receive updates on the development of the Trust's approach to learning from the patient, client and user experience.	Receive update from Patient Client Experience Steering Group	Lead Director for Patient Client Experience/Assistant Director with responsibility for PCE	Quarterly	March/June/September/December
8. Make recommendations to Trust Board for consideration.	Committee Chair report to Trust Board summarising key issues and any recommendations made.	PCEC Chair	As required	
9. Produce an Annual Report on the work of the Committee to Trust Board	Agree Annual Report to Trust Board on the work and effectiveness of the Committee which includes outcome of annual self-assessment	PCEC Chair/ Board Assurance Manager		June