

Patient and Service User Experience Committee - Core Work Programme 2025

Objective	Item	Lead Person	Frequency	Committee Meeting
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.	Working Together Strategy - Key Performance Indicators	Lead Director for Patient and Service User Experience	Quarterly	March/June/September/November
	Patient and Public Involvement (PPI) Framework - Consider PPI Corporate Action Plan	Lead Director for PPI/Assistant Director Promoting Wellbeing	Quarterly	March/June/September/November
	- Receive PPI Panel update	Chair, PPI Panel	Quarterly	March/June/September/November
	- Approve Promoting Wellbeing Division Annual Report 2024/25	Lead Director for PPI/Assistant Director Promoting Wellbeing	Annually	September
	Patient and Client Experience Standards - Review Patient and Service User Report	Lead Director for Patient & Service User Experience/Assistant Director with responsibility for PSUE	Quarterly	March/June/September/November

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.	Review Service User feedback report <ul style="list-style-type: none"> - Compliments - Complaints to include the Healthcare Complaints analysis tool 	Assistant Director of C&SCG	Quarterly	March/June/September/November
	Approve Service User feedback Annual report	Assistant Director of C&SCG	Annually	September
	Receive update from 'Always Events' as part of the Patient and Service User Experience Report	Lead Director for Patient & Service User Experience/ Assistant Director with responsibility for PSUE	Quarterly	March/June/September/November
	Receive written update from Patient and Client Council	Patient and Client Council representative	Quarterly	March/June/September/November
3. Assess the evidence that effective learning and improvement is occurring in relation to the user and carer experience.	Review Patient and Service User Experience Report	Lead Director for Patient & Service User Experience/ Assistant Director with responsibility for PSUE	Quarterly	March/June/September/November
4. To receive assurances of the quality and breadth of the training and development provided to staff.	Receive update on engaging Service Users and staff in Quality Improvement	Lead Director for Quality Improvement/ Assistant Director with responsibility for Quality Improvement	Quarterly	March/June/September/November

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 Adult Community Services	Six monthly	March/September
7. To receive updates on the development of the Trust's approach to learning from the patient and service user experience.	Review Patient and Service User Experience Report	Lead Director for Patient & Service User Experience/ Assistant Director with responsibility for PSUE	Quarterly	March/June/September/ November
	Review Integrated Patient and Service User Experience Action Plan	Lead Director for Patient & Service User Experience/ Assistant Director with responsibility for PSUE	Quarterly	March/June/September/ November
8. Make recommendations to Trust Board for consideration.	Committee Chair report to Trust Board summarising key issues and any recommendations made.	PSUE Chair	As required	

<p>9. Produce an Annual Report on the work of the Committee to Trust Board</p>	<p>Agree Annual Report to Trust Board on the work and effectiveness of the Committee which includes outcome of annual self-assessment.</p>	<p>PSUE Chair/ Board Assurance Manager</p>	<p>Annually</p>	<p>June</p>
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