



PATIENT AND SERVICE USER EXPERIENCE COMMITTEE

'WORKING TOGETHER TO ENHANCE PEOPLE'S EXPERIENCE'

TERMS OF REFERENCE

VERSION	0.2
ASSURANCE	SECOND LINE ASSURANCE
CONSTITUTION	The Trust Board (The Board) hereby resolves to establish a Committee of the Board to be known as the Patient and Service User Experience Committee (The Committee). The Committee is a Non-Executive and Executive Director led committee of the Board and has no executive powers, other than those specifically delegated in these Terms of Reference.
PURPOSE	The Trust is committed to continuous improvement of the service user/carer experience through quality improvement and involvement is a key priority of the Trust to deliver safe high-quality care. To support this aim the Trust has established a Patient and Service User Experience Committee to ensure the highest level of organisational focus on this issue.
MEMBERSHIP	<p>Membership:</p> <ul style="list-style-type: none"> • Chair of Patient and Service User Experience Committee (Non-Executive Director) • 2 Non-Executive Directors, following recommendation from the Trust Chair • Executive Director of Nursing, Midwifery and Allied Health Professions • Director of Children and Young People/Executive Director of Social Work • A minimum of 3 service users/carer representatives to be identified through existing structures for involvement in the Trust for a 3-year term up to a maximum of 2 terms (i.e. 6 years) <p>In exceptional circumstances:-</p> <p>In the absence of the Chair, a Non-Executive Director shall Chair the Committee.</p> <p>Where a Director is unavailable, a deputy (Assistant Director) will be required to attend.</p> <p>In attendance for the full meeting:</p> <ul style="list-style-type: none"> • Director of Adult Community Services • Assistant Director, Nursing, Patient Safety, Quality and Experience • Assistant Director, Promoting Wellbeing • Assistant Director, Quality Improvement • Assistant Director, Clinical & Social Care Governance <p>Attendance for specific agenda items: Requirement that a Director / Assistant Director will be requested to attend when a report pertinent to their area of responsibility is being discussed.</p> <p>Secretary: Mrs Sandra Judt, Board Assurance Manager, supported by the PA in the Office of Chair and Chief Executive Office.</p>

DUTIES	<p>The remit of the Committee is to:-</p> <ol style="list-style-type: none"> 1. Provide assurance to the Trust Board that the Trust’s services, systems and processes provide effective measures of patient, service user and carer experience and involvement; 2. Identify gaps and areas of opportunity for development to ensure continuous, positive improvement to the patient, service user and carer experience; 3. Ensure that patient, service user and carer experience improvement initiatives are in place to address identified shortcomings and that these are monitored. <p>To fulfil this remit the Committee will:</p> <ol style="list-style-type: none"> a) Provide oversight of the Trust’s Working Together Strategy b) Review in detail the associated action plan and key performance indicators to seek assurance that the Trust has effective and regularly reviewed mechanisms and systems in place to capture the views and experiences of patients, service users and carers and is continuously improving on these. <p>In carrying out its work, the Committee will utilise information from the following four strands of work which underpin the Working Together Strategy:</p> <ol style="list-style-type: none"> c) Patient and Service User Experience - 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. d) Quality Improvement - Assess the evidence that effective learning and Quality Improvement approaches are delivered in relation to the user and carer experience. e) Personal and Public Involvement - To ensure service users and carers inform and drive change f) Clinical and social care governance - Review data on incidents and complaints and identify areas for changes g) Review progress of the Trust’s Carers Action Plan. h) Receive update from Patient and Client Council i) Agree service improvement/learning from staff and service user experience item for Trust Board meetings j) Make recommendations to Trust Board for consideration. k) Produce an Annual Report on the work of the Committee to Trust Board
AUTHORITY	The Committee is authorised by the Board to undertake any activity within its

	<p>terms of reference.</p>
<p>MEETINGS</p>	<p>Quorum: A quorum shall be three members, two of which must be Non-Executive Directors and one PPI Panel member.</p> <p>Frequency of Meetings: Meetings shall be held on a quarterly basis. The Chair can convene a meeting for a special purpose at any time.</p> <p>Papers: Meeting agenda and papers will be disseminated no later than 5 working days prior to the meeting date.</p> <p>Meeting Arrangements: All meetings will be held in person. At the Chair’s discretion, a virtual meeting may be held.</p> <p>Withdrawal of individuals in attendance: During the course of a meeting, if a Conflict of Interest is established, the member concerned should withdraw from the discussion / meeting and play no part in the relevant discussion or decision. The Conflict of Interest should be recorded in the minutes.</p>
<p>REPORTING</p>	<p>The minutes of the Patient and Service User Experience Committee shall be formally recorded by the PA in the Office of Chair and Chief Executive Office and submitted to the Trust Board following approval of the Patient and Service User Experience Committee.</p> <p>Following each Committee meeting, the Committee Chair will present a written summary report on the meeting to the next Board meeting, drawing to the attention of the Board any issues that require executive action</p> <p>The Committee will report to the Board annually on its work in discharging its responsibilities in support of the annual Governance Statement.</p>
<p>OTHER MATTERS</p>	<p>The Committee shall be supported administratively by the Board Assurance Manager and the PA in the Office of Chair and Chief Executive Office , whose duties in this respect will include:</p> <ul style="list-style-type: none"> • Agreement of agenda with the Chair • Collation and distribution of papers no less than 5 working days in advance of the meeting • Ensuring appropriate arrangements are in place for the servicing of the Committee including taking and producing draft minutes of the meeting for the Committee’s approval • Taking forward matters arising and issues to be carried forward • Assisting the Committee Chair in ensuring the effective operation of the Committee • Advising the Committee on pertinent issues



	<ul style="list-style-type: none"> • Development and maintenance of the Committee work-plan for the calendar year • Production of the Committee Annual Report in conjunction with the Committee Chair • Ensuring that new members receive appropriate induction training and that all members are supported in identifying and participating in ongoing training
<p>CONFLICT/ DECLARATION OF INTEREST</p>	<p>The Chair of the Committee shall seek any declaration or conflict of interest on any matter at the outset of each meeting. All stated declarations of interest made shall be formally recorded in the minutes.</p>
<p>REVIEW</p>	<p>The Committee will review its Terms of Reference on an annual basis for Trust Board approval.</p>