

## **Patient and Service User Experience Committee (PSUE)**

### **Chair Report for Board Meeting on 30<sup>th</sup> January 2025**

The Patient and Service User Committee ('the Committee') met on 3<sup>rd</sup> December 2024. The following is a summary of the areas considered at the meeting to update the Board. The formal record of the meeting remains the approved minutes.

- **Summary of areas considered** Personal and Public Involvement (PPI)
- Corporate PPI Action Plan 2023 – 2025 update
- Service User Representatives update (*verbal*)
- Quality Improvement Summary Overview
- 'Working Together' Strategy
- Hubs and Indicator Report
- Patient and Service User Experience Report
- Service User Feedback Complaints and Compliments Quarterly Report
- Patient and Client Council Update
- Revised Committee Terms of Reference 2025
- Meeting dates for 2025

#### **1. Issues for escalation to Trust Board**

- None

#### **2. Action(s) requested/required of Trust Board**

- Note previous minutes 12<sup>th</sup> September 2024
- Note Committee Work Programme 2025
- Note Committee Terms of Reference 2025

Mrs Liz Ensor  
Non-Executive Director - Chair  
3<sup>rd</sup> December 2024