

## **PATIENT EXPERIENCE – COMMITTEE**

### **TERMS OF REFERENCE**

**Reports to:** Council of Governors

#### **Membership:**

(10) Public and patient governors – representing the views of public and patient members

(2) Staff governors – representing the views of staff members

(1) Appointed governors – representing the views of partnership organisations

(5) governors to act as “satellite” members available upon request to volunteer for specific projects/meetings

The chairman of the committee is to be appointed by the Council of Governors.

#### **Attendance at meetings:**

In accordance with paragraph 5 of Standing Orders for the Council of Governors, the Council may appoint other persons who are not members of the Trust to serve on the committee.

The committee will be supported by the Company Secretary and/or other Trust staff.

#### **Purpose:**

The committee has no executive powers, and exists to advise and assist the Council in achieving its functions. On behalf of the Council of Governors, the committee will examine key aspects of the trust’s services in order to gain assurance that access and quality are of the highest standards and meet the expectations of the trust’s membership.

In carrying out these tasks, the committee will ensure that the principles of diversity and inclusivity, as described in the trust’s policies, will be applied.

#### **Responsibilities/duties/key tasks:**

1. The committee will provide external monitoring as requested e.g. Patient led Assessments of the Care Environment (PLACE) clean watch, mixed sex accommodation watch and any action plans arising.
2. The committee will consider the results of national and internal surveys of patient experience will be informed by the Trust’s PALS service and complaints handling service, and consider any other sources of comment on the Trust’s services.

3. At the request of the Board of Directors, the committee will consider and advise on areas where it feels that surveying of patients' views would assist in developing services.
4. At the request of the Board of Directors, the committee will support relevant elements of the Patients First programme.
5. The Committee will receive short presentations on relevant subjects by Trust staff.

The Trust chairman will take responsibility for the operation of the committee, in collaboration with the committee chairman. This will include an annual review of the committee's operation, and the agreement of a future work plan.

**The committee will:**

<b><i>Liaise with:</i></b>	Selected focus groups established within the Trust and other committees as necessary
<b><i>Meet :</i></b>	Every three months
<b><i>Be quorate with:</i></b>	Four