

TERMS OF REFERENCE

Name of Meeting	Patient Experience Forum
Trust/local Strategic Objectives (as applicable)	<p>To provide our patients and staff with a safe environment. To progressively improve the image and perception of the Trust.</p> <p>An NHS organisation that is striving continuously to improve patient experience and outcomes.</p> <p>Patients are at the Centre of all we do. We maintain a professional approach in all we do. We are open and honest at all times. We involve patients and their families and carers in decisions about their treatment and care.</p> <p>“The Patient must be first in everything that is done”... Robert Francis, QC.</p>
Meeting Purpose/Remit	<p>The Patient Experience Forum (PEF) will work in close co-operation with the Royal Wolverhampton NHS Trust (RWT), Healthwatch and other relevant bodies. This will provide advice and guidance from a service user perspective.</p> <p>Participation from all sectors of the community will be encouraged and involvement in RWT affairs amongst smaller and/or informal groups will be facilitated.</p> <p><u>Aims and Purpose</u></p> <p>The RWT PEF is a collective term, an entity that aims act as a patient/citizen group with a specific interest in current and future development of RWT. Its activities will not be restricted to on-site PEF meetings. It will seek to strengthen the voice of patients, carers, the public and voluntary groups by creating a network that will bring together the issues and concerns of RWT service users. It will be relevant to the representative population of RWT.</p> <p>A key function is to provide a joined up, Trust-wide advisory and consultative service on patient and public engagement supporting the Trust’s vision and values. It will seek to ensure the voice of patients, carers and the public is heard in the Trusts decision making processes, giving patient and carer perspectives on Trust policies, practices, plans and reports.</p> <p>It will provide an avenue for service users to have their concerns and compliments conveyed to RWT for action.</p> <p>Further specific aims are:</p> <ul style="list-style-type: none"> • To monitor the Trust against its aspirations set out in the Patient Experience Strategy.

	<ul style="list-style-type: none"> • To assist in disseminating relevant information among patient groups and in communities. • To work closely with RWT to provide meaningful patient and public involvement in order to review current service provision and discuss future service developments for the representative population. • To work in an independent capacity to help develop and support patients, carers and citizens to identify and promote areas for improvement to the quality of healthcare services that are available to them. • To be involved in the decision making processes that affect patients, carers and relatives at RWT. • To monitor services and inspect the facilities where services are provided. To report findings to the Trust and receive response to relevant issues raised. • To inform RWT annual plans of work.
Responsibilities	<p>RWT commits to:</p> <ul style="list-style-type: none"> • Consult the Patient Experience Forum allowing it to contribute to decision making and service developments. • Recognise PEF's role in an advisory capacity to the Trust. • Apologies should be received in advance of the meeting, the Chair will be present at all meetings to confirm the meeting is quorate.
Authority & Accountabilities	<p>What is the meeting accountable for and to what Parent Committee/Group? What authority does the meeting have/need to do its work?</p>
Membership	<p>PEF will seek to include a diverse range of people with the aim of reflecting the population as far as possible.</p> <p>The Head of Patient Experience will maintain a register of Members. Attendance is open to patients and residents of the RWT catchment area, who show an interest in participation, in particular, the support of Healthwatch is key in promoting access to the PEF from amongst a range of community interest groups. Representatives will be selected by the group they represent.</p> <p>Specifically, Governors will be encouraged to attend. The PEF will also be promoted through the Trust membership. PEF members may join specific working groups as interest or requirements dictate.</p> <p>In addition to membership and representation from patients, carers and the public, the PEF meetings will be attended by each of the below, or an appropriate representative.</p> <p>1 x Head of Nursing/Midwifery) 1 from Surgery 1 x Matron) and Medicine Division 1 x Estates and Finance representative 1 x Shadow Governors (minimum) 1 x Healthwatch representative 1 x Head of Patient Experience – Chair/Deputy</p>
Attendance	As above
Chair	The Forum will be chaired by the Head of Patient Experience or Deputy.
Quorum	For the PEF meeting to be quorate

	<ul style="list-style-type: none"> • at least 3 patients, carers or representatives of patient or carers and • 50% of the staff mentioned above <p>must be present.</p> <p>If a meeting is declared not quorate, the meeting will go ahead. Agenda items will be discussed by Members in attendance but no actions will be agreed unless a decision is required to meet statutory or regulatory deadlines.</p>
<p>Frequency of Meetings</p>	<p>Meetings will take place bi-monthly across Royal Wolverhampton NHS Trust sites, details of which will be published annually in advance. If required, extra-ordinary meetings may be called by the Chairperson or at the requirement of group members. PEF business however will not necessarily be restricted to quarterly or extra-ordinary meetings on RWT premises. RWT staff may be requested to undertake public engagement activity in the community or with specific groups.</p> <p>Members may be requested to attend working group meetings in addition to general meetings. The PEF may set up ad hoc groups as and when necessary to look into issues relevant to its remit.</p> <p>Healthwatch will provide a written report to the PEF, this will include information surrounding reports, consultations and issues relevant to both organisations.</p> <p>Meeting Conventions</p> <p>Attendees will arrive promptly for meetings. If mobile phones need to remain switched on any call received will be taken outside the room.</p> <p>An agenda will be distributed to all attendees in advance of the meeting. Attendees should keep to the agenda topic under discussion. Any items not on the agenda can be raised in the 'Any Other Business' section at the end of the meeting.</p> <p>Mutual respect will be shown to all Members of the Patient Experience Forum, RWT staff, patients, carers and visiting members of the public at all times with every member given the opportunity to contribute. One person will speak at any one time. Attendees should listen when other people are speaking without interrupting. The Chair's moderation of forum meetings must be respected at all times.</p> <p>Members must abide by the rules of confidentiality and the Data Protection Act.</p> <p>The PEF is NOT a Forum for individual complaints. PEF members must not table for discussion matters that affect individual patients. In the event that these arise, they can be dealt with appropriately outside the meeting in conjunction with the Head of Patient Experience/Deputy.</p> <p>However, the Forum may deliberate and analyse themes and trends evident in complaints and concerns.</p>

	A private session may be placed on the agenda to allow for confidential matters to be raised and discussed.
Administrative support	RWT will provide administrative support to PEF meetings and advise and inform without leading or influencing any work. RWT will provide accessible and convenient facilities for PEF meetings and provide minutes to be taken and distributed to members. RWT will identify learning and development opportunities for PEF members and provide support, mentoring and training as required.
Standards worked to	Patient experience in adult NHS services – http://www.nice.org.uk/guidance/index.jsap?action=byID&o=13259
Standard agenda	Apologies Minutes of Previous Meeting Matters Arising Guest Speaker PALS and Complaints Feedback Report from Healthwatch Feedback from Forum Members – Future Agenda Items Any Other Business Private Session
Subgroup reports	TBC
Date Approved	Tuesday 1 December 2015
Date Review	1 June 2016