Ashford and St. Peter's Hospitals NHS
NHS Foundation Trust

COUNCIL OF GOVERNORS
18th May 2011

TITLE	**Patient Experience Group of the Council of Governors Terms of Reference**
EXECUTIVE SUMMARY	Initial terms of reference for a Patient Experience Group are attached.
	Agree the initial Terms of Reference for a one-year period. Over the first year the Committee will review the Terms of Reference and make recommendations to the Council in respect of their renewal or updating.
The Council is asked to:	
	Agree the membership of the Committee.
Submitted by:	Jane Gear Head of Corporate Affairs
Date:	23rd April 2011
Decision:	For Decision

Ashford and St. Peter's Hospitals NHS
NHS Trust

Patient Experience Group of the Council of Governors
Terms of Reference

1. Authority

The Group is authorised by the Council of Governors to undertake any activity within its terms of reference and report back to the Council of Governors.

2. Membership

The Committee will be appointed by the Council and shall consist of no less than 6 members and no more than 10 members who must all be Governors.

At least six Governors to include at least 3 public Governors. Appointments to the Committee will be for an initial one year period while the initial Terms of Reference are reviewed. Thereafter appointments would normally be for a period of up to three years, which may be extended for one further one-year period.

Where specific areas have been identified for scrutiny or as a project the Group may co-opt other Governors with a special interest in that topic.

Co-opted members may include
Head of Customer Affairs
Chief Nurse or Deputy Chief Nurse
Voluntary Services Manager
Head of Facilities
Head of Service Improvement
Membership Manager/Head of Corporate Affairs

Other Executive and Non Executive Directors will attend as required.

3. Chair

The meeting will be chaired by a Public Governor.

4. Attendance

Members of the Group should attend a minimum of 50% of the meetings.

Other managers may be invited to attend meetings for specific items.

5. Quorum

The quorum will be 4 members, 2 of whom must be a public governor

6. Frequency and Conduct

The Group should meet at least 4 times a year but no more than 6 weekly.

7. Secretary

The Membership Manager will act as Group secretary

Papers will be circulated 1 week in advance of meetings.

8. Duties

The Group 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 consider and make recommendations on to the Governors on enhancing the patient experience in the Trust.

In carrying out these tasks, the Group will ensure that the principles of equality and diversity are applied.

9. Specifically the Group will

9.1 Consider and make recommendations to the Council on appropriate projects for Governor involvement in enhancing the patient experience, possibly undertaking 'deep dives' into areas identified from sources such as members' feedback or complaints.

9.2 Recommend to the Council ways in which Governors can support the patient experience programme. This could include setting up first impressions projects.

9.3 Assist in ensuring that examples of good practice in relation to obtaining patients / carers and members views on the patient experience are spread across the Trust

9.4 Offer input to developing action plans aimed at improving the outcome of national and local patents surveys

9.5 Offer advice to the Council on the Trust's Quality Accounts and priorities relating to the patient experience.

9.6 Develop approaches to gather and harness feedback received from individual Governors in respect of the patient experience.

9.7 Review reports from LINKs or successor bodies (HealthWatch) in respect of the patient experience

9.8 Offer advice to the Council on formal input to the CQC Registration process and specifically be involved in working with the Trust on essential standards relating to the patient experience , specifically the outcomes related to Personalised Care, Treatment and Support.

9.9 Receive and consider feedback from the Patients Panel

9.10 The Group will produce an annual work plan and annual report for agreement by the Council.

10. Patients' panel

10.1 The Group will provide an umbrella for the Patients' Panel, working with Panel members to provide input into Trust groups related to monitoring the patient

experience e.g. PEAT, safety walkabouts.

11. Reporting lines

The Group will, at least once a year, review its own performance and Terms of Reference to ensure it is operating at maximum effectiveness and recommend any changes it considers necessary to the Council of Governors for approval.

The minutes of meetings will be formally recorded and submitted to the Council of Governors.

The Group will make whatever recommendations to the Council of Governors it deems appropriate on any area within its remit where action or improvement is needed.

12. Monitoring

The effectiveness of the Group will be monitored by the Council of Governors via the receipt and discussion of minutes

Approved by Council
Date