Patient Experience Group of the Council of Governors
Terms of Reference

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<th>KEY DETAILS:</th>
<th>Group terms of reference</th>
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<td>1 April 2013</td>
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Details of most recent review:
(Outline main changes made to document)

Signature of Chairman of Group:

Print Name: Margaret Wheatcroft
Post Held: Governor
Date:  

Page 1 of 4
Patient experience Group

Terms of Reference

1. **Aims and objectives**
   1.1 As a Foundation Trust, the council of governors is responsible for regularly feeding back information about the Trust, its vision and performance to the constituencies/classes and stakeholder organisations. One of the Trust’s key goals is to establish and deliver a valued based customer focused organisation and to put patients’ needs first. At the heart of this goal is a strategy for developing a high quality patient experience so patients choose to be treated at the Trust.

   1.2 The patient experience group provides a mechanism for ensuring that the council of governors is able to provide the Trust with independent and objective recommendations and support for enhancing the patient experience.

   1.3 The group will use information obtained from the governor visits to clinical service areas within the Trust to assist them gain the knowledge of the workings of the Trust in the provision of clinical services to patients. Through this group members will develop an understanding of the quality and standard of patient care, and overall view of the hospital environment, atmosphere and state of repair as experienced by patients and visitors.

2. **Membership**

   2.1 The group comprises council members who have volunteered to participate in this group.

   2.2 At least three elected members of whom two should be a public governor.

   2.3 The Group shall be free to request the attendance at meetings any Director or deputy relevant to the agenda business.

   2.4 The chair of the group will be elected by the group membership. This will be ratified by the full council of governors.

   2.5 The group is accountable to the council of governors.

   2.6 The group will report on activity to each council of governors meeting which are held at least four times a year.

3. **Quorum:**

   3.1 The quorum for the meeting shall be at least three governors (one of whom must be a public governor).

   3.2 The group chair can be included in the quorum.

4. **Frequency of Meetings:**

   4.1 The group shall meet at least quarterly but may meet more frequently if it wishes.

   4.2 It is expected that all members will attend every meeting or give timely apologies if absence is unavoidable.

   4.3 Poor attendance will be followed up by the chair.

5. **Administration**

   5.1 It is the duty of the group chair to ensure that:
   
   • the administration of the group is managed efficiently and effectively
   • the group undertakes the duties assigned to it
• reports to the group and actions arising from meetings are completed in a timely manner
• meeting papers are circulated at least three days in advance of the meeting by the administrator
• a note-taker from within the group is appointed
• The notes of the meeting will be circulated to all group members and the head of corporate affairs (for filing).

5.2 The head of corporate affairs will facilitate:
• the organisation of venues and papers plus guest speakers on request.

6. Duties
6.1 The group will:
• gain an understanding of the current activity and initiatives to improve the patient experience underway both at corporate and divisional level
• gain an understanding of the services provided by the Trust and the issues affecting its users. A non exhaustive list of patient experiences includes:
  ❖ the patient’s individual needs e.g. respect, privacy;
  ❖ choice of treatment offered to patients;
  ❖ ease of access to services;
  ❖ the Trust’s approach and performance in relation to infection control, standard of cleanliness, same sex wards, bereavement, and complaints procedure
  ❖ waiting times for both in-patient and out-patient services
• contribute to the initiatives to enhance patients’ experience and assist in identifying areas where improvements can be made.
• be involved in discussion on improvement of the patient experience as a result of feedback from the membership and stakeholders
• be aware of government or Monitor-based initiatives for improvement of the patient experience.
• be aware of any issues /concerns raised by CQC relating to patient experience and Trust action plans to address these
• be involved in discussions to help the Trust identify what factors patients take into account when choosing UHS as opposed to other service providers.
• advise on the development and implementation of the Trust’s patient and public involvement plan and review its implementation
• the group reserves the right to include any aspect of service which is raising concerns with patients and the public.

7. Authority:
7.1 The patient experience group is a sub-group of the council of governors of the University Hospital Southampton NHS Foundation Trust (UHS). The group will conduct business in accordance with the council of governors’ standing orders (annex 6, section 5. of the UHS Constitution).
7.2 The group has delegated authority from the council of governors and is authorised to investigate any activity within its terms of reference. It may seek and secure the information it requires from any employee and all employees are directed to co-operate with any request made by the group.

7.3 The group can seek external advice from any source if necessary, taking into consideration issues of confidentiality and Standing Financial Instructions.

7.4 The group reserves the right to include any aspect of service which is raising concerns with patients and the public.

8. Monitoring Compliance and Effectiveness

8.1 In order to support the continual improvement of governance standards, sub-groups of the council of governors are required to annually:

- complete a self-assessment of the effectiveness of the group
- review the terms of reference for the group, reaffirming the purpose and objectives.

9. Confidentiality

9.1 Each member acknowledges that all proceedings of the group are confidential and must not be disclosed or discussed with anyone other than other governors.