



## Patient Experience and Public Involvement Public Partners – Well-led governance review focus group

The Board of North West Anglia NHS Foundation Trust are responsible for all aspects of the leadership of the organisation.

As an organisation we are reviewed and held accountable by a number of regulatory organisations including the CQC. The role of the CQC (**Care Quality Commission**) as an independent regulator is to register health and adult social care service providers in England and to check, through inspection and ongoing monitoring, that standards are being met.

There are five questions the CQC ask of all care services.

- Are they safe? Safe: you are protected from abuse and avoidable harm.
- Are they effective? Effective: your care, treatment and support achieve good outcomes, helps you to maintain quality of life and is based on the best available evidence.
- Are they caring? Caring: staff involve and treat you with compassion, kindness, dignity, and respect.
- Are they responsive to people's needs? Responsive: services are organised so that they meet your needs.
- Are they well led? Well-led: the leadership, management, and governance of the organisation make sure it is providing high-quality care that's based around your individual needs, that it encourages learning and innovation, and that it promotes an open and fair culture.

As an organisation, we are committed to ensuring that public and patient voices are at the centre of shaping our healthcare services and are given the opportunity to understand and review our position under the five CQC KLOE.

We are looking to recruit patient partners to contribute and attend a focus group (remotely via MS Teams) to discuss and challenge the Trusts current position with regards to the **Well-led KLOE**. Your involvement will bring a wealth of insight, perspectives, expertise and experience to our discussions which will be transparent, open and honest.

As a successful applicant for the role of patient partners you must be able to attend a 1-2 hours focus group to be held over one day between the 5<sup>th</sup> – 16<sup>th</sup> October (TBC). Please read the full role description attached. Expressions of interest are to be submitted no later than 1<sup>st</sup> October 2020.

The focus group will be a guided group discussion, where participants share their thoughts, feelings, attitudes and ideas on subjects.

To find out more and please contact:

Maria Finch

Head of Patient Experience

Tel: 01480 416416 Ext 8047

Email: mariafinch1@nhs.net