



Patient Experience and Public Involvement

Public Partners – Well-led governance review focus group

Role Description

Department Profile

The Patient Experience team helps North West Anglia NHS Foundation Trust (NWAFT) listen to people - patients, carers, families – to find out what works well and where we can do better. We believe that listening to and involving patients and carers is vital to enhancing the services and the care we provide in our hospitals.

Purpose of the well-led governance review focus group

As part of NHS England's commitment to simplifying their regulatory approaches, they have worked closely with the Care Quality Commission (CQC) to bring together a respective approach resulting in a joint well-led framework structured around five key lines of enquiry (KLOE).

1. Is it safe?
2. Is it effective?
3. Is it caring?
4. Is it responsive?
5. Is it well-led?

This new framework maintains focus on strong integrated governance and leadership across quality, finance and operations, and in line with the changing operating environment and Developing People – Improving Care, increases emphasis on organisational culture, improvement and system working.

The purpose of the group is to review and identify the areas under the **well-led** KLOE that would benefit from further targeted development work to secure and sustain future performance of the Trust. You will be critical friends.

Well-led refers to the leadership, management and governance of the organisation assures the delivery of high-quality and person-centred care, supports learning and innovation, and promotes an open and fair culture

Members of the group will be presented with three or four question and supporting evidence regarding the well-led KLOE as the main steer for the discussion, which would then allow a transparent and open 10 / 15 minutes discussion for each one.

Role title:	Patient Partner: Well-led governance review focus group
Where:	Trust wide
When:	The focus group will be held over one day (business hours) between 5 – 16 th October 2020
Location:	via MS Teams
Commitment:	<p>Meetings will last approximately 1 - 2 hours, but will require up to 2 hours preparation reading papers and reviewing materials.</p> <p>In addition, participation on the group may lead to additional opportunities to be involved in small patient and carer experience projects and short-life working groups that could require visiting wards or other locations and speaking to patients and carers.</p> <p>The Public Partner can choose if they wish to take on further opportunities.</p>
Why we want you:	<p>To work with us to ensure NWAFT hear the Patient, Carer and Community voice and this informs everything that we do by; supporting improvements in care and experience within our acute hospitals; contributing to governance and assurance; and to inform service development.</p> <p>For this we want people with a broad and keen interest in health services who want to make a difference to their NHS, especially those who have recent and relevant experience (in the last two years) of being a patient, or carer of someone using NWAFT services. People who can share their lived experience and having moved beyond it can now impart the knowledge and insights they learned from it whilst being able to relate it to how our work can enhance quality of care and experience for all our patients and carers.</p>
Skills and experience	<p>Good interpersonal and communication skills are essential and the ability to work as part of a team. We are looking for people that:</p> <ul style="list-style-type: none"> • Have recent knowledge and experience of our services as a patient or carer, ideally within the last two years. • Feel confident enough to contribute to discussions and can critically challenge our thinking in a constructive positive way. • Be committed to engage with the review processes openly and honestly in a constructive manner and confidentially contribute to discussions. • Respect and listen to other points of view and can tackle issues sensitively. • Are non-judgmental, trustworthy and treat sensitive information in confidence where required. • Can act as 'critical friend' to the Trust on delivery of well-led framework under the CQC inspection regime. • Are available to take part in future co-production and co-design projects alongside other patients to improve patient and carer experience should you wish • Can attend daytime meetings and have ideally access to telephone, email and / or mobile communication platforms. • Are able to read a significant amount of paperwork and can take in and understand written and verbal information quickly and effectively.



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How to get involved

If you would like to become a member of our well-led governance review focus group please contact our Head of Patient Experience, Maria Finch, via the following contact details:

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We hope you will enjoy volunteering with NWAFT