

The Patient Partnership and Experience Group Charter

Our purpose

To drive and support inclusive patient and carer engagement across the Trust



Our aims

1. To ensure that patients and carers are actively involved in shaping and developing services
2. To review Trust performance addressing issues identified as important by patients, carers and relevant stakeholders



Our work

Aim 1: Active patient involvement

- Receive regular reports from all divisions setting out proposed service developments and patient engagement.
- To monitor how patients have been involved and how their views have informed service delivery and development, driving additional involvement where appropriate
- To create and maintain a database of patients willing to participate at various defined levels of engagement
- Support existing service user groups and encourage the development of new groups. Publish guidelines on establishing groups and create and disseminate good practice information. Work to capture a diverse range of views

Aim 2: Monitor on the actions taken in response to addressing issues identified by patients

- Scrutinise reports including national and local surveys, internal reports on patient experience, feedback from patient user groups, divisional reports, transformational projects, and wider NHS good practice on engagement
- Monitor Trust progress in addressing issues prioritised by patients and recommend specific actions where appropriate



Stakeholders and governance

- We will work closely with relevant stakeholders including patients, carers and family members, clinical, managerial and academic staff, Trust members, local organisations representing patients, relevant voluntary organisations and Trust Governors
- We will conduct regular evaluation of our work to ensure we are delivering on these commitments



Accountability

- PPEG is accountable to the Patient Safety Quality Board. It reports directly to the Chief Nurse and has a patient co-chair.
- The Group will agree set objectives for delivering this Charter.

