

**PATIENT AND CARER EXPERIENCE GROUP  
TERMS OF REFERENCE**

*References to “the Group” shall mean the Patient and Carer Experience Group.*

*References to “the Council” shall mean the Council of Governors*

<b>Group Status</b>	The Group is duly authorised by the Council of Governors. Its status is advisory.
<b>Reporting</b>	The Group will report on its activities to the Council of Governors at least once a year.
<b>Purpose</b>	The Group provides assurance to the Council of Governors that patients, carers and others who use the services offered by Southend University Hospital NHS Foundation Trust are treated in a clean and safe environment, receive services that make them feel assured and feel as free from stress as possible.
<b>Membership</b>	<p>Members of the Group shall be appointed by the Group and shall be made up of at least 8 governors.</p> <p>Only the Chairman of the Trust, non-executive directors and members of the Group have the right to attend Group meetings. However, other governors may attend provided prior notice has been given to the Group’s Chairman. A governor who is not formally a member of the Group shall not have a vote but may be invited to speak by the Chairman. Guests such as the Chief Executive, the Director of Human Resources and external advisers may be invited to attend for all or part of any meeting, as and when appropriate.</p> <p>The Chair shall be appointed by the CoG. The Vice Chair by the Group.</p>
<b>Secretary</b>	The Foundation Trust Secretary, or nominee, shall attend the meetings and act as Secretary of the Group.
<b>Quorum</b>	<p>The quorum necessary for the transaction of business shall be 5 governors, 3 of whom should be from the public constituencies.</p> <p>A duly convened meeting of the Group at which a quorum is present shall be competent to exercise all or any of the authorities, powers and discretions vested in or exercisable by the Group.</p>
<b>Members duties</b>	<p>Within the delegated terms of reference, all Group members shall:</p> <ul style="list-style-type: none"> <li>• Abide by the Council / Group’s training requirements;</li> <li>• Contribute accordingly to ensure that the Group’s duties and objectives are met;</li> <li>• Participate in the Group’s annual performance review.</li> </ul> <p>In addition, the Chairman of the Group or his Deputy shall attend the Trust’s Annual General Meeting prepared to respond to any questions on the Group’s activities.</p>
<b>Required frequency of attendance by members</b>	Members of the Group are expected to attend all meetings unless there are extenuating circumstances.

<b>Frequency of Meetings</b>	The Group shall meet four times a year and at such other times as the Chairman of the Group or a simple majority of members shall require.
<b>Public admission</b>	Meetings are not open to the public.
<b>Meeting administration</b>	<p>Meetings of the Group shall be convened by the Chairman of the Group in consultation with its Secretary.</p> <p>Unless otherwise agreed, notice of each meeting confirming the venue, time and date together with an agenda of items to be discussed, shall be forwarded to each member of the Group, any other person required to attend, no later than 5 working days before the date of the meeting. Supporting papers shall be sent to Group members and to other attendees as appropriate, at the same time, unless a conflict of interest arises.</p> <p>The Secretary shall minute the proceedings and resolutions of all Group meetings, including the names of those present and in attendance.</p>
<b>Group's Objectives</b>	<p><u>The Group's objectives are:</u></p> <p>To ensure that the Council of Governors, collectively and individually are aware of the contemporary developments and issues as these relate to foundation trust governors, and that they possess appropriate knowledge and skills to perform their statutory duties as Governors of the Trust.</p> <p>In order to assist the Council achieve this objective, the Group will, inter alia:</p> <ul style="list-style-type: none"> <li>• Be informed about the quality of the Patient and Carer experience at SUHFT through Board of Directors' papers including the monthly integrated performance reports, presentations from the Trust's management on quality strategy and effectiveness, etc; monitor patient and carer experience issues raised at the Directors' Quality Assurance Committee;</li> <li>• Listen to Patients, Carers and Public; report general patient, carer and public experience thematic issues at Group meetings - issues relating to individual cases will not be tackled but instead, will be referred through the usual channels (e.g. PALS);</li> <li>• Provide updates on the work of the Group and make recommendations to the Council of Governors.</li> <li>• Will receive reports from governors attending hospital working groups</li> </ul> <p>Be mindful of the Governors' duty to hold the Non-Executive Directors jointly and individually to account.</p>
<b>Training</b>	To participate in relevant training when it is offered by the Trust.
<b>Monitoring and review</b>	The Group shall, at least once a year, review its own performance, Terms of Reference to ensure it is operating at maximum effectiveness, and will recommend any changes it considers necessary to the Council for approval.