

Patient Experience and Patient Public Forum (PPF) Engagement Programme

Engagement

- ▶ **Strategy Development**
 - ➔ Quality Improvement Strategy
 - ➔ Clinical Services Strategy
- ▶ **Consultations**
 - ➔ Quality Account
- ▶ **Care Quality Commission (CQC)**

Quality Improvement

- ▶ **Improvement Projects**
 - ➔ Path to Platinum
 - ➔ Patient Information
- ▶ **Champions/Advocates**
 - ➔ Patient Experience
 - ➔ 4Ward

Governance

- ▶ **Divisional Committees**
 - ➔ W&C Governance meeting
 - ➔ SCSD Governance meeting
- ▶ **Trustwide Committees**
 - ➔ CGG
 - ➔ QGC
 - ➔ Nutrition and Hydration
 - ➔ Mortality
 - ➔ Cancer Committees
- ▶ **Steering Groups**
 - ➔ Dementia
 - ➔ LD
 - ➔ Patient Care Operation Group (PCOG)

Assurance

- ▶ **Regulated Activities (Must and Should Dos)**
 - ➔ Care in the corridor Audit
 - ➔ Drinks Audit
 - ➔ Mixed Sex Breach
 - ➔ Cleanliness
- ▶ **Well-led**
 - ➔ Safety Walkarounds
 - ➔ NHSI Assurance Review
 - ➔ Patient Led Assessment of Care Environment (PLACE)
- ▶ **Path to Platinum Quality Assurance Visits***
- ▶ **PPF follow-up visits* (Medicine and Surgery)** bi-monthly co-ordinated through Quality Hub

