

Patient Experience Strategy: Delivery Plan Governance Arrangements

November 2021

1. Executive Summary

a. Document Scope

- This document sets out the Patient Experience Strategy delivery plan governance arrangements to ensure frequent measurement and monitoring of our success in delivering the patient experience promises and overarching vision, illustrated in Figure 1.

b. Delivery Plan

- The Patient Experience Strategy delivery plan embedded within Appendix 1 outlines the monitoring indicators and additional sources of intelligence influencers that will be used to gather patient feedback to measure promise performance.
- Patient feedback will then be used in conjunction with agreed characteristics to outline what outstanding looks like for each promise, to rate ourselves against.
- Ratings for each promise will populate the Patient Experience Strategy performance dashboard which will be used to identify areas for improvement and to provide assurance reporting.

c. Governance

- The delivery plan governance structure is outlined in Section 2.
- Identified areas for improvement will be owned and progressed by the relevant promise task group who will be responsible for: reviewing structured monitoring indicators, identifying the agreed characteristics to define what outstanding looks like and developing actions to drive transformation and improvements.
- The Faculty Group will provide Senior oversight to the promise task groups and be a point of escalation.
- The delivery plan is a living document; will be continuously reviewed and evolve in line with internal and external monitoring indicator measures.

d. Communications and Engagement Strategy

- Following the announcement of our Patient Experience Strategy promises, we aim to maintain Patient Experience Strategy stakeholder engagement momentum, through a communications and engagement strategy commencing early 2022.



We care, we listen and we act

Figure 1. Patient Experience Strategy

- The communications and engagement strategy will ensure we keep those stakeholders involved in developing the Patient Experience Strategy, informed in regards to how we plan to deliver the promises and also invite additional stakeholders to form part of the promise task groups.
- We plan to engage with the following stakeholder groups:
 - WUTH staff who will have ownership over delivering the promises
 - 3rd Sector Representatives
 - Patient/Service Users
 - Specialist Specific Representation
- Engagement we will also inform what outstanding looks like for each of the promises in order to establish the agreed characteristics that will be used to rate ourselves against.

e. Future Strategic Alignment

- The Patient Experience Strategy will act as a golden thread running through the other enabling strategies, to ensure they actively support the delivery of the patient experience promises and vision.

2. Overview of Patient Experience Strategy Delivery Plan Governance Arrangements

a. Governance Arrangements

- Figure 2 illustrates the governance structure for the Patient Experience Strategy delivery plan. This includes the following Groups:
 - Promise Task Groups
 - Patient Experience Strategy Faculty Group
- The Groups will monitor, measure and provide oversight for the delivery of our Patient Experience Strategy promises to ultimately deliver the Patient Experience Strategy vision.
- The Promise Task Groups will meet monthly and report into the Patient Experience Strategy Faculty Group.
- The Patient Experience Strategy Faculty Group will meet bimonthly to provide Senior oversight to the Promise Task Groups and will provide assurance reporting quarterly at Patient Family Experience Group (PFEG), WUTH Trust Management Board and Trust Board.
- Roles and responsibilities for these groups are detailed further in Section 3 & 4.
- PFEG will keep the Patient Safety Quality Group informed on a quarterly basis.
- These groups will commence April 2022.

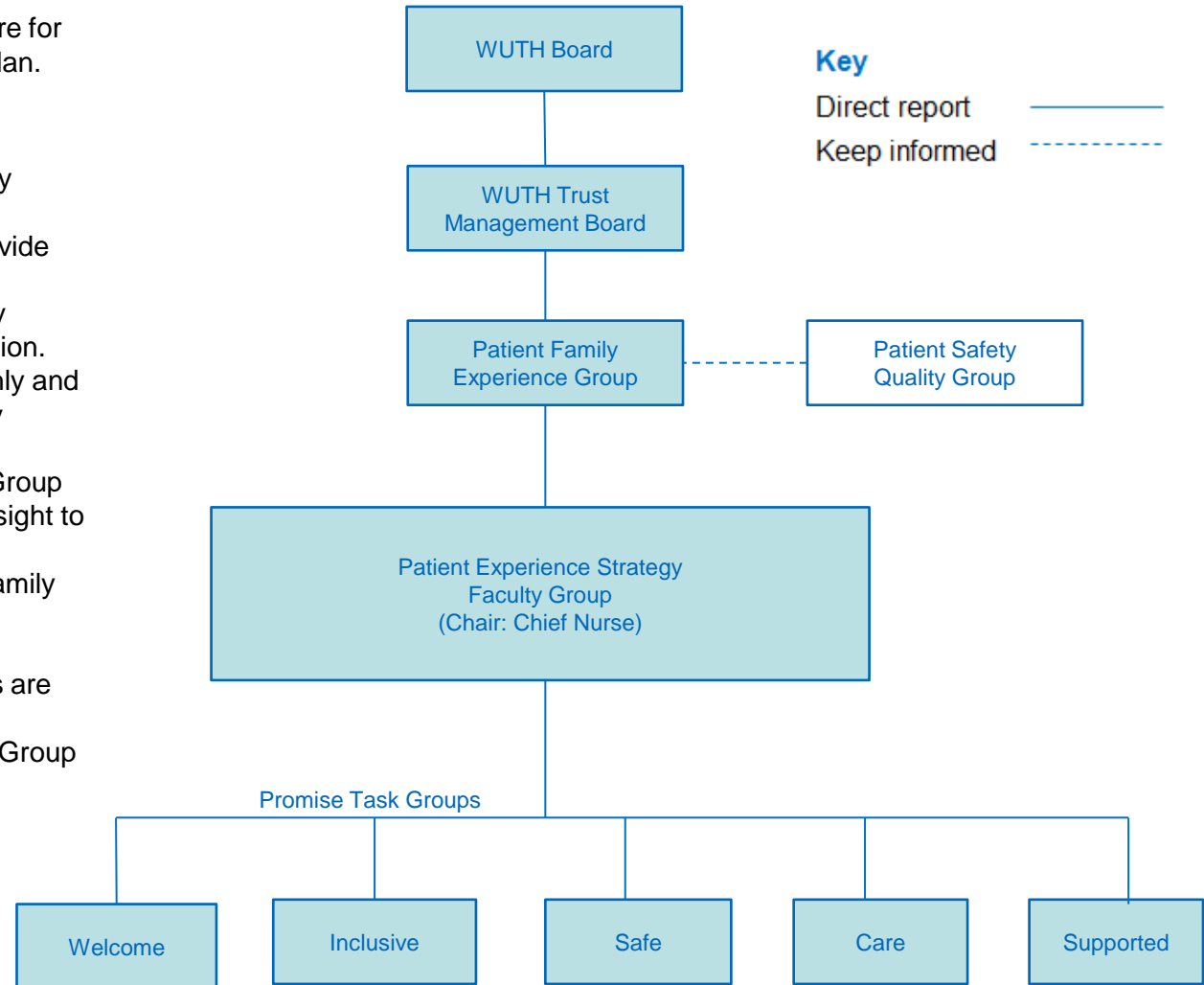


Figure 2. Governance Structure

3. Promise Task Groups

a. Function

- The Promise Task Groups have responsibility for the following:
 - Review of structured monitoring indicators.
 - Identification of agreed characteristics to define what outstanding looks like.
 - Review patient feedback and in conjunction with agreed characteristics to rate promise performance and populate the Patient Experience Strategy dashboard.
 - Development of and respond to actions to drive transformation and improvements.
 - Ensure that robust and effective governance arrangements are implemented to oversee the delivery of the patient experience promises.
 - Provide assurance to the Patient Experience Strategy Faculty Group of programme delivery.
 - Examine and assess risk and mitigations and escalate to Faculty Group when required.

b. Accountability

- Accountable to the Patient Experience Strategy Faculty Group

c. Membership

- Promise Task Group membership is detailed in Figure 3.
- Promise Task Groups have an assigned Lead based upon specialist expertise aligned to each promise.
- Meetings of the Group will be held on a monthly basis.

Role	Position	Organisation
Welcome Promise Task Group Lead (Chair)	TBC	WUTH
Inclusive Promise Task Group Lead (Chair)	TBC	WUTH
Safe Promise Task Group Lead (Chair)	TBC	WUTH
Care Promise Task Group Lead (Chair)	TBC	WUTH
Supported Promise Task Group Lead (Chair)	TBC	WUTH
Ownership of Delivery Plan and Drive Forward Improvements with the Divisions	Divisional Associate Directors Of Nursing	WUTH
Ownership of Delivery Plan and Drive Forward Improvements with the Divisions	Clinical Director from each Division	WUTH
Drive forward improvements	Corporate Nursing/Quality	WUTH
Represent specialist area	Admin and Clerical Lead	WUTH
Represent specialist area	Soft FM Lead	WUTH
Represent Patient Groups	3 rd Sector Representative, EG Healthwatch, Mencap, Maternity Voices	External
Advocate for Patients	Patient/Service User	External
Advocate for Specific Patient Groups	Specialist Specific Representation	Eternal

Figure 3. Group Membership 4

4. Patient Experience Strategy Faculty Group

a. Function

- The Patient Experience Strategy Faculty Group has responsibility for the following:
 - Provide Senior oversight, direction and leadership of the delivery of the Patient Experience Strategy delivery plan.
 - Be the point of escalation for the Promise Task Groups.
 - Approval of the Patient Experience Strategy dashboard for assurance reporting.
 - Overall responsibility for the delivery Patient Experience Strategy progression.
 - Provide assurance to PFEG, Trust Management Board and Board on a quarterly basis.
 - PFEG to keep the Patient Safety Quality Group informed in regards to progress.
 - Examine and assess risk and mitigations

b. Accountability

- Accountable to PEFG, Trust Management Board and Trust Board

c. Membership

- Patient Experience Strategy Faculty Group membership is detailed in Figure 4.
- The Patient Experience Strategy Faculty Group will be chaired by the Chief Nurse, WUTH
- Meetings of the Group will be held on a bimonthly basis.

Role	Position	Organisation
Patient Experience Strategy Faculty Group Chair	Chief Nurse	WUTH
Ownership of Delivery Plan and Drive Forward Improvements with the Divisions	Divisional Directors of Nursing	WUTH
Ownership of Delivery Plan and Drive Forward Improvements with the Divisions	Associate Medical Directors	WUTH
Provide Progress Updates and Assurance Reporting	Promise Task Group Leads	WUTH
Drive forward improvements	Corporate Nursing/Quality	WUTH
Represent Patient Groups	3rd Sector Representative, EG Healthwatch, Mencap, Maternity Voices	External
Advocate for Patients	Patient/Service User	External
Advocate for Specific Patient Groups	Specialist Specific Representation	Eternal

Figure 4. Group Membership

Appendix 1. Patient Experience Strategy Delivery Plan



Microsoft Excel
Worksheet