

How your views influence us

08 Clinical Quality Review Groups (CQRG)

- The quality (safety, effectiveness and experience) of services provided by NHS funded organisations is discussed at regular CQRGs
- NHS Trust Quality Accounts
- CQRG minutes reported to Quality and Governance Committee in Quality Reports [03]

07 Clinical Programme Groups (CPG)

- Patient and community representatives attend meetings alongside clinicians to ensure parity.
- Patient experience feedback discussed e.g. surveys and focus groups

06 Audit and Risk Committee

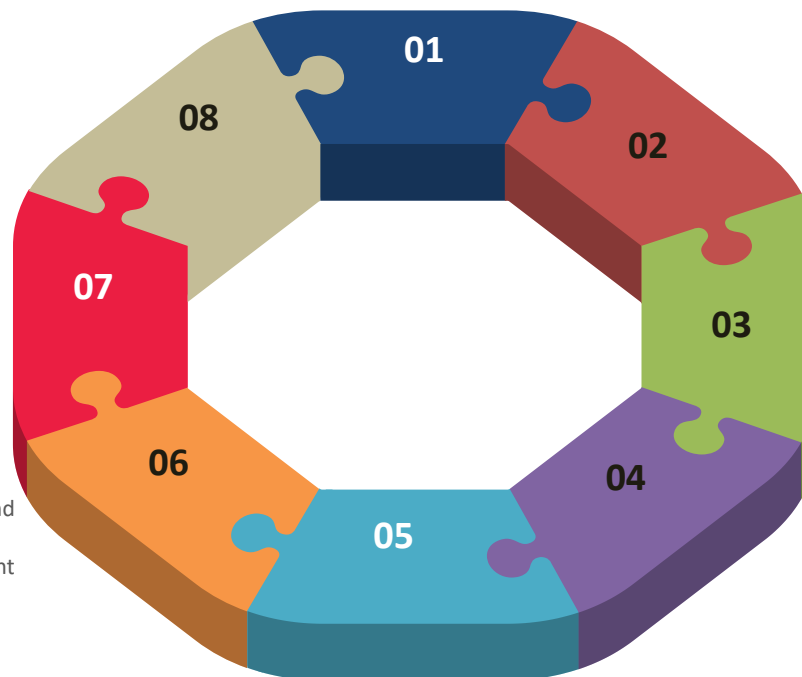
- Internal audit reports cover engagement and experience plans, processes and procedures
- Risk reporting includes risks related to patient experience, inclusion and public consultation

05 Priorities Committee

- Patients and services users input into the design of new services
- Evaluation of existing services and pilots includes service user feedback in Business cases for new investment

01 CCG Governing Body

- Lay Members voting members of the Governing Body – 2 Lay members have responsibility for Engagement and Experience
- Regular Patient Stories
- Regular Quality Reports (incl. Patient Experience and Engagement updates)
- Output of Engagement Presentations and Reports
- Annual Engagement, Equality and Experience Report
- Engagement and Communications Strategies and Plans
- Care Pathway Design – patients' feedback used to redesign services



Governing Body Development Sessions

- Dedicated sessions to hear patient/service user experiences and ideas for improvements to services
- New strategies and plans set out how patient and public feedback have shaped the services the CCG commissions

Quality and Governance Committee

- Countywide Quality Report (incl. Patient Experience and Engagement updates)
- Output of Engagement Presentations and Reports
- NHS Trust Quality Accounts

Primary Care Commissioning Committee

- Primary Care Quality Report (incl Patient Experience and Engagement updates)
- GP Practice Patient Participation Group (PPG) and patient feedback on proposed practice changes e.g. mergers, new buildings