


Northern Lincolnshire and Goole Hospitals   
NHS Foundation Trust

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DATE	<b>25<sup>th</sup> January 2012</b>
REPORT FOR	<b>Council of Governors</b>
REPORT FROM	<b>Sarah Everatt, Assistant Head of Governance – Membership and Assistant Trust Secretary</b>
CONTACT OFFICER	<b>Sarah Everatt, Assistant Head of Governance – Membership and Assistant Trust Secretary</b>
SUBJECT	<b>Approval of Terms of Reference – Service Quality Group</b>
BACKGROUND DOCUMENT (IF ANY)	
EXECUTIVE COMMENT (INCLUDING KEY ISSUES OF NOTE OR, WHERE RELEVANT, CONCERN THAT THE COG NEED TO BE MADE AWARE OF)	<b>The report contains a minor amendment to the Terms of Reference following quoracy issues.</b>
COUNCIL ACTION REQUIRED	<b>Governors are asked to note and agree the amendment.</b>

## Trust Secretary

# SERVICE QUALITY MONITORING WORKING GROUP

## Membership and Terms of Reference

Reference:	Item 9.1 Service Quality Working Group TOR
Version:	2.1
This version issued:	21/04/11
Result of last review:	Major changes
Date approved by owner (if applicable):	15/04/11
Date approved:	17/01/11
Approving body:	Council of Governors
Date for review:	January, 2014
Owner:	Head of Governance and Trust Secretary
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Northern Lincolnshire and Goole Hospitals NHS Foundation Trust actively seeks to promote equality of opportunity. The Trust seeks to ensure that no employee, service user, or member of the public is unlawfully discriminated against for any reason, including the “protected characteristics” as defined in the Equality Act 2010. These principles will be expected to be upheld by all who act on behalf of the Trust, with respect to all aspects of Equality.

## **1.0 Introduction**

- 1.1 The Service Quality Monitoring Working Group will gather information on patients' perceptions of service quality and make the results available for the purpose of driving forward service improvements.

## **2.0 Broad Purpose/Remit**

- 2.1 It is the function of the Service Quality Monitoring Working Group to gather robust information on quality of care in specific areas within the trust to assist clinicians in improving service delivery.

## **3.0 Authority**

- 3.1 The group will have the authority to commission such surveys and other methods used to collect information on the patients' experience of care as it sees fit, and to make recommendations to the Council of Governors with regard to the results. The group shall also have the authority to hold extraordinary meetings as required.

## **4.0 Accountability & Reporting Arrangements**

- 4.1 The Service Quality Monitoring Working Group reports directly to the Council of Governors.

## **5.0 Responsibilities**

- 5.1 The group will receive the results of all exercises to measure patients' perception of service quality on behalf of the Council of Governors and ensure these are reported to staff in areas surveyed.
- 5.2 The group will receive Quality Reports on behalf of the Council of Governors.
- 5.3 The group will contribute to the development of the trust Quality Account on behalf of the Council of Governors.
- 5.4 The group will ensure that monitoring of the patient experience takes place within the trust as required.
- 5.5 The group will ensure that the actions resulting from all monitoring of patients' perception of service quality are reported to the Council of Governors and the Trust Board.

## **6.0 Membership**

### **6.1 Core membership**

- 6.1.1 At least four public governors.
- 6.1.2 At least two staff governors.
- 6.1.3 The Head of Quality.
- 6.1.4 The Assistant Head of Governance – Membership and Assistant Trust Secretary.

6.1.5 A specified non-executive director.

**6.2 Other persons attending meetings**

6.3 Other persons may attend the meeting with the permission of the chairman of the working group.

**7.0 Procedural Issues**

**7.1 Frequency of Meetings**

7.1.1 The group will meet at least three times per year.

**7.2 Chairperson**

7.2.1 The governors present at the first meeting after the annual elections to the Council of Governors will choose a chairperson and vice-chairperson from among their number. These individuals will hold office until the next scheduled elections.

**7.3 Secretary**

7.3.1 The Membership Office will provide secretarial support as required.

**7.4 Attendance**

7.4.1 The Head of Quality and the Assistant Head of Governance – Membership and Assistant Trust Secretary may delegate their roles to suitably qualified senior managers, or may choose to invite staff with special skills to attend in addition to themselves.

**7.5 Quorum**

7.5.1 A quorum shall consist of at least **three** members (provided that both public and staff governors are represented).

**7.6 Minutes of Meetings**

7.6.1 All meetings of the Service Quality Monitoring Working Group will be minuted and a brief report of the business conducted will be submitted to the next full Council of Governors for information.

**7.7 Review**

7.7.1 The terms of reference will be reviewed in 3 years or sooner should the need arise.

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