

Terms of Reference:

Patient & Family Experience Working Group

Patient & Family Working Group (P&FE WG)				
Item	Details			
Accountability	An allocated chairperson/co-chair for the Patient & Family Experience Working Group (P&FE WG) will report into the NWCCODN Network Oversight Group on a quarterly basis.			
Aims and purpose	<ul style="list-style-type: none"> ▪ Ensure the voice of patients and families across the North West, North Wales and Isle of Man is heard and used to drive service developments ▪ To be agreed by the group (co-production over the 1st year) 			
Objectives and responsibilities	<ul style="list-style-type: none"> ▪ To be agreed by the group (co-production) <p>From the Network's 2024/2025 Work Plan:</p> <ul style="list-style-type: none"> ▪ *Contribute to the sign off of the ODN PPI Strategy ▪ *Patient experience survey analysis and sharing (CPES) ▪ *Support patient and family engagement in the NHSE Transformation Programme ▪ Collection analysis of service user feedback to influence improvements – You Said, We Listened (What Matters To Me) ▪ Understanding and promoting Equality, Diversity and Inclusion ▪ Scoping accommodation options for families and patients ▪ Holistic needs assessments <p>(*ODN priority)</p>			
Membership*	<table border="0"> <tr> <td style="vertical-align: top;"> <p><u>Chairperson(s)</u> Heather Jackson & Parent Co-chair</p> <p><u>Members (to be reviewed during 1st initial meeting)</u></p> <ul style="list-style-type: none"> ▪ Representative from each provider: - NWCCODN Clinical Leads (PTC and POSCU) - NWCCODN Lead Nurses (PTC and POSCU) - Psychologists - Key Worker/Macmillan Nurses - Patient Experience Leads </td> <td style="vertical-align: top; padding-left: 20px;"> <p><u>Minute Taker(s)</u> ODN PSO</p> <ul style="list-style-type: none"> ▪ CHICs ▪ Young Lives vs Cancer ▪ The Joshua Tree ▪ Emmie's Kitchen ▪ Local Hospices </td> <td style="vertical-align: top; padding-left: 20px;"> <ul style="list-style-type: none"> ▪ Parent/Guardian Reps ▪ Greater Manchester Cancer Alliance or ICB ▪ Cheshire & Merseyside Cancer Alliance or ICB ▪ Lancashire & South Cumbria Cancer Alliance or ICB ▪ Regional NHSE rep </td> </tr> </table> <p><i>*With the agreement of the chairperson(s), the group may opt in additional members as required for the purpose of delivering the programme of work or any specific part of the programme.</i></p>	<p><u>Chairperson(s)</u> Heather Jackson & Parent Co-chair</p> <p><u>Members (to be reviewed during 1st initial meeting)</u></p> <ul style="list-style-type: none"> ▪ Representative from each provider: - NWCCODN Clinical Leads (PTC and POSCU) - NWCCODN Lead Nurses (PTC and POSCU) - Psychologists - Key Worker/Macmillan Nurses - Patient Experience Leads 	<p><u>Minute Taker(s)</u> ODN PSO</p> <ul style="list-style-type: none"> ▪ CHICs ▪ Young Lives vs Cancer ▪ The Joshua Tree ▪ Emmie's Kitchen ▪ Local Hospices 	<ul style="list-style-type: none"> ▪ Parent/Guardian Reps ▪ Greater Manchester Cancer Alliance or ICB ▪ Cheshire & Merseyside Cancer Alliance or ICB ▪ Lancashire & South Cumbria Cancer Alliance or ICB ▪ Regional NHSE rep
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Patient & Family Experience Working Group

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Quorum	Providing the core decision makers are present, or a representative attends in their place, the meeting shall go ahead. No quoracy rate required. Core decision makers must include a patient or family representative.
Frequency of meetings	<ul style="list-style-type: none">▪ P&FE WG will meet virtually quarterly.▪ Task and finish groups within the P&FE WG may meet more or less frequently depending on the workplan and deliverables.
Reporting Arrangements	An allocated chairperson/co-chair for the Patient & Family Experience Working Group (P&FE WG) will report into the NWCCODN Network Oversight Group on a quarterly basis.
Governance and accountability	<p>The NWCCODN is accountable to NHS England through the local specialised commissioning via the host trust(s); MFT and AHCH FT, and the North West Paediatric Partnership Board. Operationally responsibility to the 3 NW Cancer Alliances (Cheshire & Merseyside, Greater Manchester and Lancashire & South Cumbria). Through these, to the broader ICB and ICS framework for developing and delivering an agreed annual programme.</p> <p>The P&FE WG will report directly into the NWCCODN Network Oversight Group Meetings; to maintain clear communication pathways and collaboration with the above partners.</p>
ODN Values	The Terms of Reference conforms to the NWCCODNs values; patient focused care; role modelling honesty, integrity and compassion; adopting evidence-based transformation; ensuring an inclusive culture of collaborative working.
Review Date	The Terms of Reference for the P&FE Working Group will be reviewed on an annual basis. February 2025 is the next review date.
Confidentiality	All members will maintain confidentiality and treat all other members with dignity and respect.