

Patient Experience Group

Context:

The patient experience within the ESO teaching clinic is of prime importance for the identification of strengths and weaknesses in student practitionership which will in turn help with the identification of those areas of the curriculum and its teaching that require enhancement.

Thus the purpose of the PEG is to gather qualitative feedback on the patient experience in the Clinic, to inform clinic management of the strengths and weaknesses within the student practitioner group, allowing for the enhancement of the patient experience and student teaching and learning. The PEG will also have the aim of improving communication between the patients and the Clinic Management.

Terms of Reference

1. To collect from a representative patient group, qualitative feedback on their experience within the ESO Teaching Clinic;
2. To ensure that the data obtained are anonymised and contextualised;
3. To format the collated data as guided by the Clinic Management;
4. As guided by the Clinic Management to direct the data collection to maximise full understanding of the patient experience; from this standpoint the PEG will operate almost as a Focus Group. This may involve qualitative research associated with periodic clinical initiatives.

The PEG will meet four times per calendar year and will report to the Executive Team. It will not be a decision-making body and is not a Committee as such.

Membership

Clinic Ambassador (Chair)

Head of Clinical Education

Head of Quality

Clinic Partner Representative (1)

Clinic patients (up to 20)

Clinic Reception Team Member (Secretary)

The Group will be able to proceed in the presence of the Chair (or alternative chair), a Secretary and at least one patient not affiliated with ESO staff.