# VCFSE Representative feedback form

Use this form to plan your engagement before the meeting, and capture key points to communicate afterwards with sector colleagues.

Please email, with meeting name and date, to [stephanieg@communityfutures.org.uk](mailto:stephanieg@communityfutures.org.uk).

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| --- | --- | --- | --- |
| Meeting details |  | Rep details |  |
| **Title** | **Date** | **Name** | **Organisation** |
| ICB Quality Committee | 17.08.22 | Angela Allen | Spring North |
| Resources / documents? | Yes / **No** |  | |
| **Main items discussed.** | | | |
| This was the first meeting of the ICB Quality Steering Group – chaired by Sheena Cumisky (NED ICB) supported by Sarah O’Brien (Chief Nursing Officer)  The chair provided an overview of the role and function of the group. The focus of monitoring will be on an Appreciative Enquiry approach – moving away from negative terminology such as “complaint” to more positive learning perspective such as “feedback”  The focus for the group should be firmly on the patient/population and their lived experience of health/social care  Each meeting will close with a standard agenda item – “what difference have we made today”  TOR to be agreed including defined membership  The ICB has a statutory responsibility for NHS commissioned services however this group will look at the quality issues across the whole partnership  The group will link the responsibility of this group to the action/workplan  Reporting will be done on exceptions rather than a full report on each area  Link to and update the work of this agenda into the System Quality Group | | | |
| **Implications for the VCFSE Sector.** | | | |
| The sector will play a key role in feeding in the voice of patient/population (both through Healthwatch and the broader VCFSE Alliance role) | | | |
| **Items to follow up before next meeting.** | | | |
| None. | | | |
| **Date and venue of next meeting.** | | | |
| September 2022. | | | |