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**Living well to the very end - Patient and family-centred care (PFCC)**

**Application form**

*Please note: Only electronic applications will be accepted.*

**Name & address of organisation:**

**Title and name of person completing this form:**

**Job title:**

**Email address:**

**Telephone number:**

1. **Describe your organisation’s success and development priorities in understanding patients’ experience. (200 word max)**

*Things you might consider are: how patients’ experience is considered at different levels of the organisation; what sort of information on patients’ experience is collected and how it is acted upon; what is the capability of your organisation in relation to monitoring and improving patients’ experience?*

1. **Why would you like to participate in this programme? (200 words max)**

*Things you might consider in this section are: what is your motivation; what do you hope to achieve in the short and longer term; why is this programme right for you in this organisation; what do you think you will get out of this programme; why do you think this programme will help you; why do this now; what gives you confidence that you will be successful*?

1. **What has been your organisation’s biggest achievement in the past year?**

**(200 words max)**

1. **What have been the biggest challenges facing your organisation in the past year? (200 words max)**

*You might consider whether there have been any significant staff or service changes.*

**5. You and your team**

a) Name and contact details for your executive sponsor for the PFCC programme:

*Please refer to FAQ – role of the executive sponsor*

b) Names and contact details for your clinical champion for the PFCC programme:

*Please refer to FAQ – role of the clinical champion*

c) Name and contact details for your key contact for the PFCC programme:

*Please refer to FAQ – role of the key contact*

d) Name and contact details for the person providing administrative support to the PFCC programme

*(Ideally from the executive sponsor’s office – for setting up internal meetings, organising local events, etc.)*

**6. Your aims**

**a) Please tell us how the PFCC programme fits with your organisation’s aims:**

***(200 word max)***

**7. Your approach to improvement**

**What is your organisation’s approach to improvement? (200 word max)**

*Include here any other improvement initiatives that you have been involved in (e.g., Productive Ward, Lean), your organisation’s preferred approach to improvement, and the nature of your in-house improvement capacity.*

**8. Where you will carry out this work**

*By ‘care experience’ we mean an aspect of care that is defined from the patients’ perspective. See FAQ (ii) for a fuller definition.*

a) In what setting will you do this work?

b) Where does this care experience begin, and where does it end?

c) How many patients would be affected by this care experience in this setting

in an average month?

d) Who would this work impact on?

e) Why are you considering this setting to work on?

f) Who are the core team members?

*Please refer to FAQ – who should form the core team?*

g) What do you already know about this care experience?

h) What are your hopes and aspirations for this care experience?

i) What do you think might get in the way of improving this care experience?

**9. Patient and family involvement (250 words max)**

*Explain how you will seek to involve patients and their families in this work.*

*Examples range from consulting with patients and families; through involvement on working group; to co-design in partnership with patients.*

**10. What knowledge have you already gained about staff experience in your organisation? (250 words max)**

*Examples include staff surveys; information from exit interviews; analysis of staff well-being using HR data, such as sickness absence and turnover.*

**11. We would like to ensure that this work has the support of leaders of your organisation. Please complete the support statements from the executive sponsor and the clinical champion (250 words per statement max).**

***Statement from the executive sponsor:***

***Statement from the clinical champion:***

**12. Identify any funding streams that you have to support this work?**

**13. Is there anything further that you would like to add in support of this application? (250 words max)**

**Declaration of Board support**

By signing this form, the executive sponsor for this work confirms that the Board of this organisation fully endorses and supports the involvement of their teams in The Patient and Family-centred Care programme.

The Board is committed to supporting the core team members throughout this initiative and confirms that:

* the executive sponsor will participate in a network of all executive sponsors from organisations participating in this programme and will chair the steering group for the work
* members of the core team will be released for up to 4 days during the 12-month period to take part in learning and dissemination events
* in addition to the above-mentioned 4 days, members of the core team will be given protected time to develop the improvement work; this protected time will be used for meetings with colleagues locally, colleagues from other participating organisations, for contact with expert support, and for participation in the virtual network

* involvement in this work among the broader clinical teams will be encouraged by the Board
* all team members will be encouraged by the Board to share their learning within and beyond the organisation through the channels provided by the network.
* where core team members are required to travel to learning and dissemination events, the Board agrees to cover their travel, subsistence and, where necessary, their accommodation costs
* Participating organisations are prepared to contribute ‘in kind’ by releasing staff to participate and backfilling their time at their own expense.

**Scanned signature of executive sponsor**

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**(Signature) (Print name)**

**Declaration of team participation**

By signing this form, each member of the core team understands that, if successful:

* they are obliged to participate fully in the network by contributing to the online resources, attending learning events and sharing learning with others
* they are aware of the level of commitment required and are confident that they have the full support of the Board.

**Scanned signatures of core team members**

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(Signature) (Type name)

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(Signature) (Type name)