

**Patient and Family-Centred Care programme – Invitation to be a member of programme working group**

Dear colleague,

The patient's experience is higher on the agenda than ever, following reports from the Health Services Ombudsman, the Care Quality Commission and the Francis Inquiry in 2011. The DH Operating Framework 2012/13 restates the spirit of the NHS Constitution with a key theme being 'putting patients at the centre of decision-making'.

We are embarking on a high-profile service improvement programme called the Patient and Family-Centred Care programme. This programme offers tested techniques to improve both processes of care and staff-patient interactions, which together affect patients' and staff experience of care. This programme will support us in delivering high-quality patients' experience in the broadest sense, incorporating all dimensions of quality, including clinical processes. It will promote improvements in the experience of staff, promote patients' experience, and build on the synergies that exist between safety and patients' experience.

Our trust has chosen [name of care experience] as a focus for this work. I would like you to become a member of the programme working group as we require your experience, skills and knowledge for this work to be a success.

This group will meet initially for 30 minutes weekly. It forms the functional management group for this PFCC work, and is intended to represent the key clinical and non-clinical areas that impact on this care experience. This group will report directly to the Executive Sponsor [insert name] and Clinical Champion [insert name].

You can find out more about the PFCC methodology and the responsibilities of working group members at [www.kingsfund.org.uk/pfcc](http://www.kingsfund.org.uk/pfcc). The programme approach will also be explained in more detail at the 'kick-off' meeting, which will take place on [date] in [location].

Please could you confirm with [insert name] whether you are able to participate in this exciting programme? [Name] will be in touch to arrange the schedule of meetings for the months ahead.

I look forward to working with you.

Yours sincerely,