

Guiding council and working group practical suggestions

1. Share the overall aims and objectives of the PFCC programme, including why the programme is important to the organisation.
2. Display the driver diagram and discuss key components.
3. Talk through the measurement requirements / local challenges. Display local data to support the case for change and to identify the rationale for choosing these areas of focus.
4. Describe the scope of each of the potential care experiences – where they begin and end, and why? Share examples from the care experiences and key learning points.
5. Describe or discuss the local infrastructure you will put in place to support the programme (ie, meeting structures / assigned leads / key responsibilities etc)
6. Preparation for next steps – assign responsibilities.
7. Next steps and summary.
8. Close

Allow some informal time for the team to discuss the following issues:

- Title for group / hierarchy or governance / terms of reference
- Agree common goal for the group, all sign up to it
- Any ground rules – eg, about committing to attend?
- Are the administrative arrangements in place? Who will send out invitations, keep action logs etc?
- Meeting frequency and timing – any challenges to meeting fortnightly? How should these be overcome?
- Are the right people on the team? If not, who is missing?
- Given what you have learnt about the chosen care experiences, what will your local aims be and how will they be measured?
- What changes can / will you make? When will you begin?
- Action plan