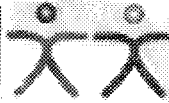


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## The Role of the Trust Co-ordinator

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### What is a Trust Co-ordinator?

The Trust Co-ordinator plays an important role in the success of the Commission for Health Improvement (CHI) clinical governance review. He or she acts as the main point of contact between our review team and your Trust, assisting with collecting information, planning the review, and helping ensure the visit runs smoothly. Their help will be much valued by the review team.

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### Who should be a Trust Co-ordinator?

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Trust co-ordinators should be identified by your Trust. The co-ordinator will need to have an understanding of how your Trust operates as a whole and knowledge of clinical governance in the organisation will be helpful. The co-ordinator will also need good organisational skills, and will be supported by CHI's review manager throughout the review process.

We estimate that a Trust co-ordinator will need to spend around 20 to 30 days helping with the preparation of the review. They will need to be available during the review visit to assist with any queries, and will also need to have some involvement during the reporting and action-planning stages.

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### What does a Trust Co-ordinator do?

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Trust co-ordinators assist in the three main stages of a review – preparation, the site visit and reporting. There will also be some involvement afterwards, in assisting with action planning.

During the preparation stages, we ask the Trust

co-ordinator to publicise the review to staff and patients. CHI will work closely with your communications people to supply methods of publicising the review. We also ask that the Trust co-ordinator ensure that all information requested by CHI is sent to the review team on time. The Trust co-ordinator will be asked to help with the practical arrangements for the review – such as scheduling, and arranging work areas and catering for the review team whilst they are at your Trust. CHI will organise the reviewers' overnight accommodation.

During collection of the data and documents requested by CHI as part of the review, the Trust Co-ordinator will have a key role. We will give the Trust Co-ordinator a checklist to help them through the review process which they will be required to complete and return. This checklist will log and identify every document the Trust will return to CHI. Full instructions for completion of this checklist are supplied within the 'pre-visit request for existing data and information'.

During the review visit, the Trust co-ordinator will be asked to assist in any logistical arrangements, such as accompanying the review team members from appointment to appointment and re-arranging interviews if necessary.

After the review visit, the Trust co-ordinator should co-ordinate comments on the factual accuracy of CHI's draft report, and may wish to assist with the action planning for your Trust.

### **What information is available for the Trust Co-ordinator?**

At the initial start-up meeting, CHI will clarify the information that needs to be collected, key dates and the entire review process. The Trust co-ordinator will also be given a 'mock time-table' to use as a basis for scheduling meetings and visits during the review visit.

Throughout the review, CHI review managers will work very closely with Trust co-ordinators and will be able to help with any queries.

For more information on the role of the Trust co-ordinator, please contact your CHI review manager.

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