

# Customer Scrutiny Panel

## Role Description

### Purpose:

Your role as a panel member is to carry out robust reviews of the customer facing services and performance of Midland Heart.

Reviews will be done by using a range of methods, including but not limited to the review of information (satisfaction survey, performance data etc.), customer consultation, and interviews / shadowing and benchmarking.

As a panel member you will work with other involved customers to provide constructive feedback and recommendations based on your findings.

### Key roles:

- Independently review and challenge our performance against our published Service Standards and any relevant objectives.
- Recommend areas that require further investigation, consultation or scrutiny
- To use a range of data, research and customer feedback, to undertake scrutiny reviews of identified service areas, identifying any good practice and areas for improvement
- To create reports of your findings and recommendations to be considered by our Senior Managers and Operations Committee.

### Other Responsibilities:

- To act as an Ambassador to Midland Heart, to uphold our values and adhere to the code of conduct(s) relevant to your role.
- To work closely and constructively with other customers and Midland Heart members of staff.
- To attend and participate in any required training

### Key Skills Required:

- Good communication
- Good levels of literacy & numeracy
- Positive attitude and ability to be unbiased
- Moderate analysis skills

### Training and Support:

- Expenses reimbursed in line with our Customer expenses policy
- Training on key subjects including performance, scrutiny and report writing
- Support from our Customer Scrutiny Team
- Access to an online forum for involved customers

### Time Required:

- The Scrutiny Panel will meet once every 3 months as a minimum with meetings increasing in frequency whilst reviews are taking place.

