



PatientsVoices@RCoA
Our commitment
2023–2027

A word from the President

At the start of 2022, the College began the launch of its new strategy and we publicly committed to delivering improved outcomes for patients by ensuring that their voices are heard at the heart of what the College does.

PatientsVoices@RCoA will enable the College to turn these ambitions into reality and I welcome their commitment, as set out in their strategy, to work with us to achieve more impactful patient and public involvement.

We want PatientsVoices@RCoA to be a critical friend to us in the journey to deliver our strategic objectives over the next five years. Their contributions will ensure that we continue to listen to patients as the healthcare system changes and we adapt to new ways of working.

Importantly we want our patient representatives to be heard where it matters most, to become increasingly visible across the work of the College, and to help us reach the diverse communities of patients our members serve.

I am delighted to see that as the College evolves so does our commitment to patient engagement, and I look forward to working with PatientsVoices@RCoA over the coming years.

Dr Fiona Donald

President, Royal College of Anaesthetists



Our purpose and vision

PatientsVoices@RCoA is a group of diverse people who support, advise and influence the College by providing patients' perspectives on its activities. We help the College improve the delivery of safe, more effective, patient-centred care to enhance patients' experience of anaesthesia and perioperative care.

We will achieve our purpose and vision by focusing on our three strategic pillars:

- strengthening our voice
- improving how we communicate the views of patients internally and externally
- increasing our impact by developing effective ways of working.

We share the College's values and interpret them in our own context. We welcome the commitment to kindness and compassion, and promise to challenge constructively on behalf of people from diverse communities.



Supporting the College's commitment 2022–2027

The College's five-year strategy recognises the vital role of patient and public involvement in ensuring it achieves its ambitious aims. These focus on building on past achievements to improve patient care and addressing the challenges facing healthcare delivery in an ever-changing world.

PatientsVoices@RCOA have adapted and developed the ideas and commitments in our previous strategic plan and aligned our vision, values and aims with the College's five-year commitment.

In this context, we set out a clear direction for our future work which ensures patients' voices are clearly heard across all relevant activities as the College delivers its strategic aims over the next five years.



Our strategic pillars

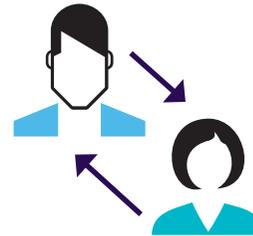
Strengthening our voice



Through our focus on developing a stronger, more influential and representative voice we will:

- establish ourselves as the voice of patients for anaesthesia and perioperative care and encourage the College and its members to work with us and seek our contribution
- improve our knowledge of healthcare services (especially anaesthesia and perioperative care) and the challenges members face so we can contribute authoritatively and effectively to College activities
- improve the breadth and depth of our influence by continuing to build a diverse team and champion equality, diversity and inclusion in everything we do and say.

Improving how we communicate the views of patients internally and externally



Through our commitment to improve our communication and engagement internally and externally we will:

- be visible and audible advocates for the College and PatientsVoices@RCoA by utilising opportunities to raise our profile and promote meaningful patient engagement
- engage with stakeholders in a constructive and supportive way when representing the voice of patients
- explore ways of extending our reach by improving our understanding of a broader range of patients' and the public's views and priorities.

Increasing our impact by developing effective ways of working



Through our determination to increase our impact we will:

- develop and use a variety of approaches to ensure patients' voices positively impact on the College's activities and recommendations about patient care
- evolve into an influential team whose members work effectively and efficiently whilst enjoying and valuing their individual roles with the College
- ensure we use our resources wisely to realise our potential contribution to the College whilst minimising our impact on the environment.

PatientsVoices@RCoA values

Caring and supportive



We are:

- caring, kind and compassionate listeners who engage respectfully with all ideas, views and voices.

We believe in:

- working together in a safe and healthy environment where everyone's wellbeing is valued and protected.

We will:

- actively support the College in promoting caring and compassionate patient care.

We will not:

- ignore or tolerate poor behaviour.

Just and fair



We are:

- committed to healthier lives for everyone
- independent and impartial and we welcome all voices and views.

We believe that:

- people should be treated as individuals
- there should be equity of access to healthcare.

We will:

- listen to individuals – patients, the public, College staff and members
- promote fair and consistent standards throughout the patient's pathway.

We will not:

- tolerate discrimination or harassment in any form.

Innovative and progressive



We are:

- forward-thinking and enthusiastic in our support for the College's quality improvement initiatives.

We believe that:

- encouraging excellence in anaesthetic and perioperative practice will enhance patients' experience of their individual healthcare journeys.

We will:

- seek out opportunities to promote high standards and improvements in patient-centred care.
- be the patients' champions to influence healthcare policy.

We will not:

- resist considering new ideas, approaches or new ways of working.

Open and responsive



We are:

- open to new ideas and collaborative ways of working.

We believe that:

- working in partnership with the College, its staff and members will help bring about improvements in patient-centred anaesthesia and perioperative care
- listening carefully and responding positively to challenges will enable us to support service providers and healthcare professionals improve the quality of patient care.

We will:

- seek to understand the challenges facing clinicians working in anaesthesia and perioperative care so that we can support them in compassionate and constructive ways.

We will not:

- underestimate or dismiss the views of College staff, members or patients.

About the Royal College of Anaesthetists

The Royal College of Anaesthetists is the professional body responsible for the specialty throughout the UK.

We are the third largest medical royal college in the UK by membership. With a combined membership of more than 24,000 Fellows and Members we along with the Faculty of Intensive Care Medicine and the Faculty of Pain Medicine – ensure the quality of patient care by safeguarding standards in the three specialties of anaesthesia, intensive care and pain medicine.

Royal College of Anaesthetists

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