

**Key for actions**

- Quality Assurance (QA) team
- Executive Assistants (EA)
- Executive Directors (ED)

EA's to allocate and hold 2 hour weekly slots in ED's calendar for 12 months (1 hour visit plus 30 mins each side for travel)

QA team to contact community teams to allocate visits as they commonly require planning to ensure team members will be on site.

Remaining teams in the block to be allocated.

QA team to send calendar invite to the team leads and ED's. (Calendar invite to include address and contact details)

Executive Assistants to accept calendar invite and make travel arrangements

QA team to send reminder email to Team Leads / Directorate Leads (with visiting team leads CC'd in)  
(To be sent 2 weeks prior to the start of the month)

EA's to contact teams 24 –48 hours prior to visits and ensure that the ED has access to the online form

Visit completed

No

EA's to reschedule the visit and contact the team with an alternative date/time and advise the QA team of new date and time

ED to complete the online form during or after to visit to the team

ED to confirm with EA that visit took place and feedback form completed

**Executive Walkround Visits are allocated and planned in quarterly blocks:**  
 Block A: July - September  
 Block B: October - December  
 Block C: January - March  
 Block D: April - June

**Reporting**  
 QA team to provide monthly update report to Associate Medical Director (by the 5th of the month)  
 QA team to provide 6 monthly update report to Quality Committee