

Executive Walkround Process

Role and Responsibilities

Role	Stage of process	Responsibilities
Executive Directors (ED's)	Planning	<ul style="list-style-type: none"> Ensure that 1 x 2 hour slot per week is held for an Executive Walkround visit for 12 months
	Cancelling visits	<ul style="list-style-type: none"> Advise their EA's (at the earliest opportunity) if visits need to be cancelled Liaise with their EA's to identify an alternative date/time in their calendar to reschedule the cancelled visit
	Reporting	<ul style="list-style-type: none"> Attend visits and complete the summary report using the online link
	Actions	<ul style="list-style-type: none"> Follow up on actions that ED's have agreed to lead on
Executive Assistants (EA's)	Planning	<ul style="list-style-type: none"> Liaise with the ED's to hold 1 slot per week for the Executive Walkround schedule for 12 months Enter all allocated dates/times in the ED's calendar Allocated dates/times for the year to be sent to the QA team EA's to update ED's calendar with details of visits when confirmation email has been received from the QA team EA's to book transport for visits when the visit has been confirmed with the team EA's to call teams 24 – 48hrs prior to the visit
	Cancelling visits	<ul style="list-style-type: none"> Notify the QA team of any visits cancelled and the reason for the cancellation Contact the team (at the earliest opportunity) to advise of the cancellation Liaise with the ED's to identify and confirm an alternative date/time for the cancelled visit
Quality Assurance (QA) Team	Planning	<ul style="list-style-type: none"> Enter all allocated dates/times onto the schedule
	Booking /confirming visits	<ul style="list-style-type: none"> QA team are to allocate visits and send allocation email to teams on a quarterly cycle Update the schedule with confirmed or allocated visits Send calendar invite to team leads and ED's
	Reminders	<ul style="list-style-type: none"> Send reminder emails to ED's of visits for the upcoming month. Email summary of upcoming visits to Directorate Leads / Clinical Directors (with visiting team leads CC'd in)
	Reporting	<ul style="list-style-type: none"> Compile monthly Executive Walkround Summary reports by the 5th day of the following month