

Cover Sheet

Council of Governors Meeting: Wednesday 12 October 2022

CoG2022.19

Title: Patient Experience, Membership and Quality Committee Report

Status: For Information

History: Report from PEMQ to Council

Lead: Committee Chair

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Confidential: No

Key Purpose: Strategy

Patient Experience, Membership and Quality Committee Report

1. Purpose

- 1.1. This paper forms part of the Patient Experience, Membership and Quality Committee's regular reporting to Council of Governors, providing Council with a summarised report highlighting key Committee business and issues arising from its meetings.

2. Background

- 2.1. The remit of the Committee is to consider matters concerning the development and maintenance of an active membership; the experience of patients using OUH services; and measures of the quality of services provided by the Trust. It also considers for the Council of Governors how the Trust Board obtains assurance regarding these matters.
- 2.2. Since the last meeting of the Council of Governors the Committee held one meeting on 31 August 2022. The main issues considered and discussed at this meeting are set out below.

3. Young People's Executive PEMQ Report by Yippee Team

- 3.1. The Committee was joined by Vivienne Lee, Children's Patient Experience and Yippee lead, who reported on the work of the Young People's Executive. This presentation reported on key activity, which included food tasting for the new menu with the Mitie Team, looking at the development of play and youth work and involvement with the Patient Led Assessments of the Care Environment.
- 3.2. One of the Trust quality priorities is around transition, ensuring young people have a successful and smooth transition from child to adult services. The Committee heard that as part of this surveys were sent out to staff, parents and young people. There was variable experience across services, and it was understood that it was important to get this right to achieve positive health outcomes. The priority will be carried through to 2022-2023.
- 3.3. The Committee reviewed a slide that set out suggestions for online engagement for children and young people. The benefits of engaging with young staff, including nurses, apprentices, the University was noted.
- 3.4. The Committee heard that there would be two new young governors starting soon who should get the opportunity to meet with the Council of Governors in due course. The Committee thanked Ruby and Maryam who were ending their terms as young governors. Both are going to university to study medicine which the Committee agreed was excellent news.

- 3.5. The Committee considered how the new young governors could be better supported and developed in their roles so as to engage productively with the Council and Committees and also receive rich learning opportunities for their own development. A number of suggestions were made, including simplification of agendas, being clear in advance where input from young governors may be more useful, and bringing agendas to life with topics that are relevant and of interest to young people. Also support with meeting preparation would be valuable. Practicalities related to meeting format and time were noted and the Head of Governance confirmed he would be happy to review the pattern of meetings to better accommodate all attendees. Governors considered that they could offer time and build and develop relationships over the year and act as a mentor. This more informal opportunity for dialogue and discussion could be a valuable way of breaking down barriers and sharing information.
- 3.6. The Patient Experience Team and the PEMQ Committee would work together to develop a mutually beneficial plan. The Committee noted the importance of Council being briefed and involved with this work with young governors.

4. Patient Experience and Engagement Update Aug 2022, including verbal update on Patient Experience Strategy

- 4.1. Caroline Heason and Marilyn Rackstraw presented an update on key patient experience activity. This activity delivered under the patient experience strategy was emphasised as being under one team that related children, young people and adults.
- 4.2. Highlights that were summarised included: the Accessible Information Standard, improvements to the interpreting and translation services, developments to improve response rates for the friends and family test, work related to transition from child to adults' services, annual benchmarking audit at End of Life and work to reinstate and improve services within our hospitals, including the Dementia Café.
- 4.3. The Committee heard about the areas of focus for the months ahead, which included the Patient Experience and Engagement Strategy.

5. Feedback from Quality Event

- 5.1. Committee members discussed the recent quality event that was noted to be well organised. A number of governors attended. Governors reflected that the event may have benefited from more conversation time and increased diversity of attendees. Comments from the Committee would be fed back to the organising Committee so learning could be taken forward.

6. Committee Forward Plan

6.1. A forward schedule for the Committee for the remainder of the year is currently being developed. Key areas of focus that have been identified for the next meeting:

- Patient Experience and Engagement Strategy
- PLACE review update
- Maternity update (TBC)
- Other business identified at Council

6.2. The Committee is asked to **note** and **comment on** this update.