

Cover Sheet

Council of Governors Meeting: Monday 2 October 2023

CoG2023.26

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 a meeting on 30 August. The main issues considered and discussed at the meetings are set out below.

3. Patient Experience Update

- 3.1. At the August meeting a brief patient experience update was provided by Ms Heason who summarised key developments and plans in relation the delivery of the Patient Experience Strategy.
- 3.2. The Committee heard about the role of the Patient Experience Team in the implementation of shared decision-making. Shared decision-making is part of personalised care and ensures that individuals are supported to make decisions that are right for them. It is a collaborative process through which a clinician supports a patient to reach a decision about their treatment. The conversation brings together: the clinician's expertise, such as treatment options, evidence, risks and benefits; and, what the patient knows best: their preferences, personal circumstances, goals, values and beliefs. The Patient Experience team had facilitated the completion of 250 questionnaires to build a greater understanding. Improving the accessibility of information was supporting patients to reach informed decisions about their health. The Committee asked about whether there was evidence that demonstrated that patients now have an increased understanding of their treatment. It was agreed that there would be a standalone item at the next meeting of PEMQ on shared decision-making through which this question and others would be answered.
- 3.3. An important priority for the team was transition from child health services to adult health services. An important conference was planned on this

topic on 26 October. The transition programme was related to the work on shared decision-making, which is one of the five pillars of the transition programme, which are:

- i. Shared Decision Making
 - ii. Supporting children and young people for whom Moving to adult services is a risk
 - iii. Multiagency register and pathway
 - iv. Urgent care pathway for 16 and 17-year-olds
 - v. Safeguarding
- 3.4. Work was in progress to extend the Friends and Family Test and there was scope to make improvements so that the test can be completed in alternative languages. There was also work to develop an interactive dashboard which would help with analysis of the results. New technology at the Trust was facilitating this.
- 3.5. The Committee were interested to hear about the carer's café. Governors are very welcome to attend or invite others to attend. Information can be circulated to anyone who is interested.
- 3.6. The Committee noted the desire to make use of more patient stories. The current patient story that has been developed for Trust Board is about internationally educated nurses. The Committee suggested that governors may be able to help share the insights and learning from patient stories.
- 3.7. The Patient Experience Team were making good progress in recruiting to the team, with two new Band 6 posts starting in September and arrangements were in progress to recruit to a Band 4 post in the team. A graphic designer was also being recruited for 9 months to review information for accessibility and ensure accuracy.

4. Young People's Executive Report

- 4.1. The Committee was joined by Annabelle Black, the NHS Young Governor who delivered an excellent presentation on the work of the young people's executive and their plans for the year ahead.
- 4.2. The YIPPEE had been involved with the following studies: virtual reality, technology trial, psychology, health visitor card and PLACE assessments.
- 4.3. Improving the branding was a priority for YIPPEE. The Committee heard that the young people's executive is passionate about being a voice for children in OUH and so would like to expand their reach to both staff, patients and prospective members. However, they felt that branding was outdated and unprofessional, hence the launch of a rebranding project.

The branding launch was scheduled for September, and it was hoped that the branding would appeal to a more diverse group. The focus of the new branding would be based on principles of advocacy and togetherness and there would be a new logo. The Committee recommended that materials were also designed in an easy-read format to appeal to a wide audience.

- 4.4. The Committee discussed the importance of widening participation in the YIPPEE, to include people with a range of different backgrounds and perspectives and those with different health issues. Working with schools was said to be very important to reach young people. It was also emphasised how valuable being part of the YIPPEE was for gaining valuable experience if considering joining the health care profession.
- 4.5. Annabelle had spent time with the new youth worker and found she had invaluable insight into challenges young people face in hospital.
- 4.6. As highlighted under the Patient Experience update, Transition was also an important area of focus for YIPPEE who were involved in a review of the barriers and facilitators in the process of the transition of children and young people with complex chronic health conditions into adult services – ‘the inbetweeners’.
- 4.7. The Committee thanked Annabelle for her presentation and discussed some of the issues that were highlighted in the presentation and made a number of suggestions. It was agreed that there was enormous potential in working with YIPPEE on the Transition workstream. The shared decision-making work was noted to be important and should certainly include young people. The role of parents was also highlighted as important. The Committee emphasised that the young governors were welcome to join committee meetings whenever they were able to, and the committee was willing to consider different meeting times to accommodate.

5. Membership Update

- 5.1. The Committee discussed the recruitment of young people, which the Trust would like to increase. The young governor attended for this item.
- 5.2. The Committee considered various ways in which the Trust has contact with young people, routes through which we may wish to promote membership. Work-experience, apprenticeships and careers advice were flagged as important areas and were keen to liaise with the Chief Nurse’s team to consider promotion of membership through these routes. Social media, advertising in GP surgeries and community centres was also highlighted. It was also suggested that there may be large employers of younger people, e.g., BMW who the Trust could speak to about membership. The importance of diversity was highlighted.

6. Recommendations

6.1. The Council is asked to **note** and **comment on** this update.