

Council of Governors Meeting: Tuesday 22 January 2019
CoG2019.03

Title	Report from the Patient Experience, Membership and Quality Committee
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Purpose	For information.
History	The Patient Experience, Membership and Quality Committee provides a regular report from each of its meetings held to the Council of Governors.

Report from Patient Experience, Membership and Quality Committee

1. Since the Council of Governors last met on 20 November 2018, the Patient Experience, Membership and Quality Committee [PEMQ] has met once on 22 November 2018.
2. Approved minutes of the meeting held on 27 September 2018 are attached.
3. At its meeting in November the Committee received its regular reports from the Quality Committee and an update on membership which included benchmarking of election turnout with other Trusts. In addition the committee reviewed its terms of reference and planned committee business for 2019.

Council of Governors' Patient Experience, Membership and Quality Committee

Minutes of the meeting held on Thursday, 27 September 2018 at 10:30 in the Boardroom, Level 3, John Radcliffe Hospital.

Present:	Sally-Jane Davidge	SJD	Public Governor, Buckinghamshire, Berkshire, Wiltshire & Gloucestershire [Chair]
	Arthur Boylston	AB	Public Governor, South Oxfordshire
	Jill Haynes	JH	Public Governor, Vale of the White Horse
	Anita Higham	AH	Public Governor, Cherwell
	Jules Stockbridge	JS	Staff Governor, Clinical
	Steve Candler	SC	Public Governor, Rest of England & Wales
In Attendance:	Chipo Kazoka	SP	Interim Head of Corporate Governance
	Caroline Rouse	CR	Foundation Trust Governor and Membership Manager
	Caroline Heason	CH	Head of Adult Safeguarding
	Scott Lambert	SL	YiPpEe Co-ordinator
	Naomi Roberts	NR	Patient Information and Interpreting Officer
	Ella Reeves	ER	Patient Experience Manager
	Mark Britton	MB	Patient Experience Co-ordinator
	Daisy Camiwet	DC	Patient Engagement and Involvement Manager
Apologies:	Neil Scotchmer	NS	Deputy Head of Corporate Governance

CoGPEMQ/18/09/01 Welcome, apologies and declarations of interest

Apologies were received as noted above.

CoGPEMQ/18/09/01 Minutes of the Meeting held on 26 July 2018

The minutes of the meeting held on 26 July 2018 were approved as a correct record subject to the following amendments being made:

- Lewis and Emily attended the meeting and should be recorded as having done so.

CoGPEMQ/18/09/01 Matters Arising

The Committee agreed to close all the actions that had arisen out of the meeting. It was noted that the notes, presentation and links to be circulated had been sent round (p5) and that the revision of children's appointment letters (p8) was not a high priority at this stage.

CoGPEMQ/18/09/04 Report from the Quality Committee Chairman**Quality Committee Chairman's Report**

DM provided his regular report, highlighting the following key issues for the Committee:

- Quality Committee Meeting of 8 August 2018: The agenda for this meeting was the extensive and the reasons for this were explained.
- Safe Staffing: The challenges that the Trust was addressing in order to maintain safe staffing levels were outlined. The need for the Board Quality Committee to remain vigilant in its scrutiny of key quality indicators during current operational and financial pressures was identified.
- Infection Prevention and Control: The importance that the Trust attaches to basic hand hygiene as a key component of infection prevention and control was underscored.
- Harm Reviews: It was noted that in future harm reviews concerning long waits would include details on psychosocial aspects of harm.

Quality Report

DM highlighted the following key issues from this report:

- Harm Reviews (from extended waits) were to be regularly discussed at the Quality Committee's meetings.
- The information contained in the charts related to Serious Incidents Requiring Investigation (SIRIs) on p19 of the report was to be subjected to further scrutiny. The Acting Medical Director would be looking into these in order to ensure that they were approached in a systematic manner.
- Learning from Deaths: The Trust was yet to confirm deaths caused by medical failure. It was noted that structured reviews had been in place since Quarter 3 2017/2018. Learning points from Q4 were provided to the Board, and those from Q1 2018/2019 were due to be provided in the November Board Report.
- Staffing Levels: Challenges in this regard were being well-managed by the Chief Nurse. This was recognised to be a problem across the whole of the NHS and the extent to which it was affecting the Trust in nursing and midwifery was underscored.
- Pressure Ulceration: There had been a change to the way that this was to be reported to the Quality Committee which was also assured that this matter was being closely watched by the Tissue Viability Team.
- Open Visiting: This is being rolled out with the expectation that it will help to ameliorate the car parking challenges experienced at the JR hospital site.
- Junior Doctors: Neurosurgery and ENT (Ear Nose and Throat) were the areas where incidences of junior doctors working beyond their prescribed weekly hours were most significant. The Committee also noted that there were a number of possible factors that contributed to junior doctors' emigration to destinations such as Australia and of reasons that they chose not to return to England.
- Clinical Audit: It was noted that the number of patients receiving appropriate thromboprophylaxis had risen to 98.7% in April 2018, well above the 95% standard. Professor Mant reminded the Committee that this had been an area that had previously received scrutiny from governors.

In discussion, the Committee:

- agreed that it would be a good idea to compare the results of the National Inpatient Survey with those of the results of the Staff Survey, to see if there was any correlation between staff satisfaction and patient satisfaction in the same of the Trust. DM indicated that he hoped to set this process in motion.
- received an explanation from DM on the undertakings that the Trust had made to NHS Improvement (NHSI) as part of its regulatory oversight of the Trust; the areas they covered and; what they entailed for the Trust.

CoGPEMQ/18/09/05 Update from the Trust Patient Experience Team

CH led the presentation on this agenda item, with members of the Patient Experience Team providing input on various elements. It was interspersed with discussions from members of the Committee and included the following highlights:

- a profile of complaints between 2014 and 2018;
- the work of the Patient Experience Team (PET) in ensuring that complaints were supported was underscored;
- the PET is to report to the next Quality Committee with a focus on car parking;
- changes had been made to the way patient experience reports were presented to Board and these had been well received;
- the Trust had performed well on the (adult) Family and Friends Test (FFT). This was an area which had been covered in an external audit at the request of governors;
- the Trust had received strong positive feedback on the attitude of its staff;
- the Trust's low response rate on the (children's services) FFT was explained;
- the Committee were informed about the Trust's performance in the Equality and Diversity Standard (EDS) 2 assessment that was carried out in 2016;
- open visiting was due to officially go live on Monday 1 October with an interview to be given on Radio Oxford that day;
- a report on Interpreting and Translation services was received;
- clinical patient information leaflets were now to be overseen at divisional level, to streamline, control and speed up the production process;
- A report was provided on the dementia information cafes that were hosted by the Patient Experience Team;
- the goals that PET members had set for the future were shared with the Committee; and
- the Committee heard a report on the Children's National Inpatient Survey results, and an update on actions taken in response to these.

In discussion, the Committee:

- agreed that its members could share the information covered in the presentation with their constituents;
- was pleased to note the candour with which the PET members were able to talk about some of the challenges that they experienced;

- noted that its members were requested to provide their feedback on the changes made to the way that quality was reported to the Trust Board;
- recorded its thanks to Caroline Heason and the team, for their extensive and well-prepared reports; and
- recommended that the PET should return with an update in a further six months.

CoGPEMQ/18/09/06 Update Following Governor Elections

CR's update to the Committee highlighted the following key issues:

- she outlined the issues that had been encountered during the elections and steps that were being taken to prevent recurrence;
- it was noted that, in contrast to the previous cycle of elections, only one member of staff reported that they were in the wrong constituency;
- candidate statements were set out in a booklet and this approach appeared to have worked well;
- it was noted that some of members of the of the public who had joined the Trust were not eligible to do so; and
- voter turnout during these recent elections showed an improvement.

CoGPEMQ/18/09/07 Review of Trust Constitution

CK updated the Committee on the approach to be taken to a constitutional review, when this was embarked on. He highlighted that such a task was extensive but could be broken down into smaller manageable tranches, beginning with those areas where the need for a review had presented itself in practical issues that had arisen in the normal course of carrying forward the Trust's business. He added that a sequential approach could be taken to reviewing other areas by comparing relevant sections of the Trust's Constitution to similar provisions in the constitutions of other NHS Foundation Trusts.

CoGPEMQ/18/09/08 Governors' Report on Activities

The Chair reported that *Patient Discharge* and '*Bridging the Gap*' were two areas for which a committee had been set up with a view to addressing the relevant concerns. This consisted of patient representatives and staff, with SJD acting as co-chair.

The Committee also recorded its thanks and best wishes to Steve Candler at what would be his last attendance at this Committee.

CoGPEMQ/18/09/10 Any Other Business

There being no other business for the Committee to transact, the Chair brought the meeting to a close.

CoGPEMQ/18/09/11 Date of Next Meeting

The next meeting will be held at 10:30 to 12:30 hours on Thursday 22 November 2018 in the Boardroom, John Radcliffe Hospital.