

Cover Sheet

Council of Governors Meeting: Wednesday 18 January 2023

CoG2023.04

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 9 November 2022. The main issues considered and discussed at this meeting are set out below.

3. Maternity Update

- 3.1. The Committee was joined by Sam Foster, Chief Nursing Officer, who updated the Committee on key maternity activities and set out the ways that the Trust Board were providing oversight and received assurance on these matters. There had been significant work that was reported within the maternity update report. Key activities related to: Ockenden assurance visit, update on the status of Midwifery led units, maternity dashboard development status, perinatal Quality Surveillance Model report, Saving Babies Lives survey, updates on the maternity development programme and the maternity incentive scheme.
- 3.2. Non-executive director, Tony Schapira, who had a role as maternity champion for the Board, had spend time with the service and gave his significant support to the work that the service had completed and their commitment to improvement. The Committee discussed specific challenges within the service and made a range of suggestions for improvement, considering the issues from a national and local perspective.
- 3.3. The Committee heard about other strategy work within the Trust, including Health Inequalities data improvements, the development of the Clinical Strategy and the national Women's Health Strategy for England. These strategic developments may improve understanding of some of the issues raised by the Committee, including consideration of the varying experience of different groups of patients.

- 3.4. The Committee had a more detailed discussion on the status of the Maternity Led Units, noting feedback from the community about the significant value of such units.
- 3.5. Governors were invited to the Maternity Strategy Stakeholder Event which was held in November 2022. This was the first Developing Maternity Services Together event to start working together to design the strategy for the future of Maternity services in Oxfordshire.

4. Patient Experience Delivery Plan

- 4.1. Caroline Heason and Marilyn Rackstraw presented an update on key patient experience activity under the OUH Patient Experience Delivery Plan. The presentation updated the Committee on engagement activities and activities related to Lived Experience and Insight.
- 4.2. Caroline shared key learning regarding successful implementation of the Patient Experience Delivery Plan:
 - Engagement and Lived Experience are all connected
 - Trust is everything
 - Meet people and groups on their home ground – not ours
 - Practical solutions are important, e.g. deaf awareness and sign solutions
 - Keep it simple, hearts and minds, learn and amend as we progress.
- 4.3. The Committee heard that many clinical teams were looking at ways to improve their services and improve patient experience, which was positive.
- 4.4. The Committee had a detailed discussion and made some further suggestions, including the need to review guidelines about telephone conversations with or about patients. The Committee were advised that a range of related guidance was being updated. It was suggested that thought was put into the carer experience and the importance of consideration and involvement of carers in improving the patient experience.
- 4.5. Non-executive attendees updated the committee on ways in which the Trust Board were being assured about patient experience.

5. PLACE Review Update

- 5.1. Governors were thanked for their involvement with the PLACE Reviews.

- 5.2. The Committee was updated on PLACE. This year there had been collaboration with Clinical Hospitality which was a valuable improvement. There was also work in progress to strengthen PLACE Light. The Board and Integrated Assurance Committee had received an update and further updates would be provided to the Committee as appropriate.
- 5.3. Yippee had been involved and are keen to do more, particularly regarding improving PLACE for children and young people.
- 5.4. A Governor who had conducted a review noted that she was impressed about some of the improvements that were visible during the review of maternity services and felt that staff were appropriately challenged through the review process.
- 5.5. Governors were invited to be part of 2023 assessments.

6. Membership Update

- 6.1. Caroline Rouse, Governor and Membership Manager, updated the Committee via email on a range of matters relevant to members, including events, engagement opportunities and constituency meetings. There will be a membership update at each meeting.

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