

## Cover Sheet

Council of Governors Meeting: Wednesday 13 July 2022

CoG2022.13

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**Title:** Patient Experience, Membership and Quality Committee Report

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**Status:** For Decision

**History:**

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**Lead:** Committee Chair

**Author:** Neil Scotchmer, Head of Corporate Governance

**Confidential:** No

**Key Purpose:** Strategy

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## Patient Experience, Membership and Quality Committee Report

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### 1. Purpose

- 1.1. This paper provides a brief update to the Council on the updated membership of the Patient Experience, Membership and Quality Committee and proposals for its future agenda and priorities. It also summarises the Committee's review of the Trust's Quality Account.

### 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 has held one meeting on 8 June to review the Trust's Quality Account.
- 2.3. In addition a meeting of the Membership Working Group took place on 7 June with its recommendations forming part of a separate agenda item.

### 3. Patient Experience, Membership and Quality Committee [PEMQ]

- 3.1. Following the last meeting of the Council of Governors a further governor has joined the Committee so that it now has the nine members below.

<b>Patient Experience, Membership and Quality Committee</b>			
<b>Member</b>	<b>Governor Type</b>	<b>Committee Member Since</b>	<b>Expiry of Governor Term</b>
<b>Sally-Jane Davidge (Chair)</b>	Public - Bucks, Berks, Gloucs and Wilts	Jan 2017	31 Mar 2024
<b>Gemma Davison</b>	Public – Cherwell	Jan 2022	31 Mar 2024
<b>Mike Gotch</b>	Public – Oxford City	Jan 2022	31 Mar 2024
<b>Jill Haynes</b>	Public – Vale of White Horse	Jan 2017	31 Mar 2024
<b>Anita Higham</b>	Public – Cherwell	Jan 2017	31 Mar 2025
<b>Janet Knowles</b>	Public – South Oxfordshire	Nov 2018	31 Mar 2025
<b>Jane Probets</b>	Public – Oxford City	May 2022	31 Mar 2025
<b>Jules Stockbridge</b>	Staff – Clinical	Jan 2017	31 Mar 2024
<b>Sally-Ann Watts</b>	Public – Bucks, Berks, Gloucs and Wilts	Jan 2022	31 Mar 2024

- 3.2. As noted previously, Tony Schapira, Ash Soni and Joy Warmington have agreed to act as regular non-executive attendees for this committee.

#### **4. Review of Quality Account**

- 4.1. The Trust's draft Quality Account was circulated to the Council on 23 May. These documents are an important way for local NHS services to report on quality and show improvements in the services they deliver to local communities and stakeholders.
- 4.2. Following the receipt of feedback from governors, the Governors Patient Experience, Membership and Quality (PEMQ) Committee met virtually on 8 June to discuss the document with the Director of Clinical Improvement. The Committee had the opportunity to discuss aspects of the Quality Account and the Trust's activities in relation to quality issues.
- 4.3. Following the feedback provided by governors a number of elements of the document were expanded on and clarified.
- 4.4. Further to the meeting a letter of response from governors was also prepared in consultation with Sally-Jane Davidge as PEMQ Chair, based on comments that had been received from governors and on discussion at the meeting.
- 4.5. The final Quality Account was approved by the Trust Board on 15 June and has now been published on the Trust's website. It is due to be presented to the Board in Public on 13 July.
- 4.6. The Committee also noted that a Summer Quality Conversation Event was due to be held on 22 August as the event scheduled for January this year had been cancelled due to the pandemic. Governors are invited to attend this event.

#### **5. Committee Forward Plan**

- 5.1. A forward schedule for the Committee for the remainder of the year is currently being developed.
- 5.2. Plans for this will be based on discussions by the Committee earlier in the year. Discussions on priorities for the Committee have also taken place between the Trust Chair and Committee Chair.
- 5.3. Key areas of focus that have been identified are:
  - Review of public and patient engagement work within the Trust and an update on the activities of patient participation groups;
  - Review of the effectiveness of virtual appointments;

- Implementation of the Membership Strategy including recruitment and membership engagement activities;
- Updates on maternity issues; and
- The Committee's annual update from the Young People's Executive.

## 6. Recommendations

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