Oxford University Hospitals
NHS Foundation Trust

Cover Sheet

Council of Governors Meeting: Wednesday 25 November 2026

CoG2026.22

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 meeting on 9 November. The main issues considered and discussed at the meetings are set out below.

3. Patient Safety Incident Response Framework (PSIRF) and Patient Safety Update

3.1. The Committee received an update on patient safety performance and implementation of the Patient Safety Incident Response Framework (PSIRF). Members noted continued progress in embedding the framework across the Trust, with a focus on systems-based learning, compassionate engagement and proportionate responses to incidents. Increased incident reporting was viewed as evidence of a positive reporting culture, while the number and proportion of incidents resulting in moderate harm or above remained stable.

3.2. The Committee discussed recent increases in never events, workforce-related contributory factors, patient and family involvement in learning responses, and the impact of estate issues on patient safety. Members were assured that improvement work was underway and requested a future update on fire safety actions and estate-related patient safety risks. The Committee received assurance regarding the Trust's approach to patient safety and ongoing implementation of PSIRF.

4. Patient Experience Annual Report

4.1. The Committee reviewed the annual Patient Experience Report, including feedback from complaints, PALS, the Friends and Family Test, national surveys, Healthwatch engagement and PLACE assessments.

Members noted consistently positive feedback regarding the care provided by staff and favourable performance in a number of national surveys.

4.2. Discussion focused on recurring themes identified through patient feedback, including communication, involvement in decision-making, waiting times, discharge processes, staff behaviours under pressure and environmental issues.

4.3. Members also considered the increase in formal complaints, ongoing challenges in achieving complaint response time targets, and the impact of increasing complaint complexity.

4.4. The Committee received assurance regarding actions being taken to improve communication, complaint handling and patient experience.

5. Patient Experience and Engagement Plan: Outcome Measures

5.1. The Committee received the proposed Patient Experience and Engagement Outcomes Framework, which is intended to support delivery of the Patient Experience and Engagement Plan and provide a means of evaluating the impact of patient feedback on service improvement. Members welcomed the development of a structured outcomes-based approach and supported the proposed direction of travel.

5.2. The Committee requested consideration of how Patient Reported Outcome Measures (PROMs) could be incorporated within future iterations of the framework.

6. Other Areas of Work

6.1. Members discussed future governor engagement arrangements, including opportunities for governors to engage with the Trust's Patient Experience Committee and the alignment of PEMQ meeting timings with Quality Committee reporting cycles.

6.2. The Committee emphasised the importance of maintaining opportunities for governor involvement to provide community insight and challenge as wider governance reforms continue to evolve.

7. Recommendations

7.1. The Council is asked to note this update.