

Cover Sheet

Council of Governors Meeting: Thursday 24 September 2026

CoG2026.15

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

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.

Background

- 1.2. 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.
- 1.3. Since the last meeting of the Council of Governors the Committee held meetings on 17 July and 14 September 2026. The main issues considered and discussed at the meetings are set out below.

2. Quality Account 2025 - 26

- 2.1. The Committee considered the revised Quality Account and the proposed timetable for submission of its response. It was agreed that the Chair would prepare a draft response on behalf of the Committee for circulation to members for comment.
- 2.2. The Committee noted that revisions to the Quality Account focused on the Trust's quality priorities. Updates to the deteriorating patient pathway section reflected learning from implementation and a revised approach aimed at achieving the intended clinical outcomes. The medicines reconciliation section had been strengthened to provide greater detail on progress, mitigating actions and the need for a wider system-wide digital solution.
- 2.3. The Committee noted the enhanced reporting on patient safety, including improved presentation of Never Events, and agreed that the revised document provided a balanced and accurate reflection of progress during the reporting period. Members also recognised the need to improve the accessibility and readability of future editions.
- 2.4. The Committee emphasised the importance of ensuring that all relevant stakeholder feedback, including the forthcoming Healthwatch statement, was considered before the response was finalised.

3. Improving Healthcare Transition - Moving from Children to Adult Services

- 3.1. The Committee received an update on the Trust's programme to improve the transition of young people from children to adult healthcare services and noted progress in delivering a more consistent, person-centred approach across specialties.
- 3.2. The Committee noted that a refreshed gap analysis had identified variation in transition planning and implementation of the Ready, Steady, Go, Hello framework. In response, workstreams had been established to strengthen personalised transition planning, develop specialty-specific pathways, update policy and governance arrangements, and improve staff training and accountability.
- 3.3. The Committee welcomed progress in priority specialties and ongoing work to revise the Trust's transition policy. It noted that governance arrangements were in place through the Patient Experience and Engagement Committee and that further progress updates would be provided.
- 3.4. The Committee discussed risks relating to variation in practice between specialties, the sustainability of coordination resources, and the need to ensure continuity of care for young people. Assurance was provided that responsibility for transition remained embedded within clinical services and supported through corporate oversight.
- 3.5. The Committee noted that digital challenges were primarily associated with identifying eligible patients and monitoring compliance and welcomed the continued focus on patient-centred care and engagement with young people and families.
- 3.6. The Committee welcomed progress to date and sought continued assurance on delivery and oversight of the programme.

4. Briefing on New Committee Structure

- 4.1. The Committee received an update on the revised Trust Board committee structure approved following the governance review. Members noted that the Integrated Assurance Committee would be replaced by separate Quality and Performance, Finance and People Committees; that the Investment Committee's remit would be expanded to include digital and estates matters; and that the Audit Committee would become the Audit and Risk Committee.
- 4.2. The Committee noted that the revised arrangements were intended to strengthen scrutiny at Board committee level and support greater Board focus on strategic priorities and principal risks.

- 4.3. Members discussed the implications for Governor Committee structures and recognised that further work would be required to ensure appropriate alignment of Governor committee remits and reporting arrangements. The Committee emphasised the importance of maintaining effective links between Governors, Non-Executive Directors and Board committees, including opportunities for Governors to observe committee discussions where appropriate.
- 4.4. The Committee also considered potential risks associated with the revised arrangements, including duplication of activity, increased meeting commitments and the risk of issues becoming fragmented across committee boundaries. Assurance was provided that arrangements were being developed to support effective communication, escalation and oversight across the governance structure.
- 4.5. The Committee noted the proposed arrangements and emphasised the importance of reviewing their effectiveness as the new governance structure becomes established.

5. Constituency meeting on 17 September and Annual Public Meeting on 30 September

- 5.1. The Committee received an update on arrangements for the forthcoming Constituency Meeting and Annual Public Meeting. Members noted that the Constituency Meeting would include a presentation on the Hospital at Home service and that there had been strong interest in attendance.
- 5.2. The Committee also noted arrangements for the Annual Public Meeting, including updates on the Trust's performance, the Hospital at Home service and the patient engagement plan. Members welcomed plans to record the meeting and make it available afterwards to support wider accessibility and engagement.
- 5.3. The Committee noted the arrangements and welcomed the continued focus on public, patient and member engagement.

6. Other Issues

Member Engagement and Feedback

- 6.1. The Committee discussed opportunities to strengthen Governor engagement with Trust members and the wider public, including the potential use of surveys and other engagement mechanisms. Members recognised the importance of ensuring that any future initiatives complemented existing patient and public engagement arrangements and agreed that further consideration should be undertaken by the Council of

Governors. The Committee also noted plans to explore opportunities for Governor involvement in future engagement activities with the Patient Experience Team.

Surgical Elective Centre and Patient Experience

- 6.2. The Committee received an update following a visit to the new Surgical Elective Centre development. Members noted the significance of the programme from a patient experience perspective and emphasised the importance of ensuring that patient experience considerations remain embedded throughout the development and implementation of the programme.

West Wing Escalator and Patient Flow Improvements

- 6.3. The Committee received an update on the West Wing escalator and associated patient flow arrangements. Members welcomed the measures introduced to improve safety, wayfinding and patient navigation, and noted the positive feedback received from staff. The Committee was assured that the changes had improved patient flow and access within the area, with no escalator-related falls reported.

7. Recommendations

- 7.1. The Council is asked to note this update.