

EAST KENT HOSPITALS UNIVERSITY NHS FOUNDATION TRUST

REPORT TO:	COUNCIL OF GOVERNORS MEETING – 10 MARCH 2014
SUBJECT:	REPORT FROM THE PATIENT AND STAFF EXPERIENCE COMMITTEE
REPORT FROM:	COMMITTEE CHAIR
PURPOSE:	Information/Discussion

SUMMARY OF COMMITTEE'S WORK:

The committee has only met once since the last Council of Governors, as the meeting scheduled for 4th March had to be postponed due to the CQC visit.

The main agenda item for that meeting was a report from the Deputy Divisional Director on the Colorectal Cancer Pathway.

The Committee was given an overview of the pathway, which has experienced difficulties for some time, with the 62 day standard achieving a poor level of compliance. The Team had been asked to work with the multidisciplinary team to implement changes in terms of documentation and outline a pathway which had clear expectations on a maximum wait for each step of the pathway. The target time from referral to Outpatients is 14 days, referral to diagnostics (endoscopy) 10 days, and CT a further 10 days. Whilst the majority of patients are now experiencing this pathway, there are still bottlenecks in the process.

A plan has been developed which streamlines the pathway so that patients can be triaged on the first outpatient appointment straight to endoscopy either flexible sigmoidoscopy or colonoscopy within the 14 days reducing the need for an Outpatient appointment. This would mean that they underwent one endoscopy procedure rather than two and this would both use capacity more effectively and improve the patient experience. Plans were in place to work with a new clinical group to stress the benefits of this. However, there are additional capacity issues that emerge during awareness campaigns which increase referrals, these are not known in advance, are therefore impossible to plan for and increases the pressure on the system.

It was agreed that the Clinical Nurse Specialists should attend a future meeting to update the committee.

SUMMARY OF THE COMMITTEE'S FUTURE WORK PLANS:

A "Brainstorming" meeting has been scheduled for the 12th March for the committee to agree a work plan for the coming year and to elect a Chairman

COUNCIL OF GOVERNORS ACTION REQUIRED:

To note the report.