

EAST KENT HOSPITALS UNIVERSITY NHS FOUNDATION TRUST

REPORT TO: COUNCIL OF GOVERNORS MEETING – 9 MAY 2014

SUBJECT: REPORT FROM THE PATIENT AND STAFF EXPERIENCE COMMITTEE

REPORT FROM: COMMITTEE CHAIR

PURPOSE: Information/Discussion

SUMMARY OF COMMITTEE ACTIVITY:

The Committee has met twice since the last Council of Governors; once for a “brainstorming session” on 12.03.14 and once on 08.04.14.

The brainstorming session resolved the following issues:

- Committee Chair - Joint Chairmanship to be undertaken by Dee Mepstead and Eunice Lyons-Backhouse until any future development necessitates dissolution of this arrangement.
- Frequency of Meetings - To continue Monthly with the addition of ad hoc brainstorming sessions.
- Junetta Whorwell to act as Committee representative on the We Care Steering Group with immediate effect.
- Future Work Plans. These are detailed below, but the Committee recognises that until publication and implementation of the Report following the recent visit by the CQC, it cannot specify the full extent of its future project programme, and the possible need for increased in depth information to facilitate this.

The CoG PSE Meeting held in April 2014 received the Trust’s latest Clinical Quality and Patient Safety Report. The Committee reviews these Trust reports on a quarterly basis. During discussions, the Committee identified the following areas for a more in-depth reviews at future meetings:

- It was agreed to arrange to arrange another update from the Colorectal Cancer Pathway by the Clinical Nurse Specialists, following work with a new clinical group to streamline the pathway, using capacity more effectively, improving patient experience.
- Patients triaged at first appointment with endoscopy carried out within 14 days; one endoscopy procedure only. This overview to be scheduled for the July Committee meeting.
- The Committee wanted to understand the incidents related to staffing issues within the Singleton Unit and the relationship with the Midwifery Led Units.
- It was agreed that the Head of Patient Experience Team would be invited to a future Committee meeting to discuss the impact of their recent re-structuring. However, it was recognised that the structure needed time to embed.

SUMMARY OF THE COMMITTEE'S FUTURE WORK PLANS:

The Committee identified the following future projects/potential projects:

- **Continuation of the Staff Experience Project:** The Committee agreed it will revisit Maternity Departments at both WHH and QEQM and the Radiology Departments to compare results from previous visits undertaken to these areas.
- The Committee noted the Trust would be receiving the report from the CQC detailing their findings from their visit in early March 2014. Once the published report is available, the Committee would be keen to work with the Trust to take forward any improvements relating to patient and staff experience.
- The Committee noted the Council of Governors would be receiving a presentation of the Trust's Staff Survey Results at their Council meeting in May 2014. The Committee would be keen to work with the Trust to take forward any improvements relating to staff experience.
- The Committee would be keen to assist the Trust in understanding from a patient's perspective the impact of re-organisation of services.

COUNCIL OF GOVERNORS ACTION REQUIRED:

- To note the report.
- To comment on the Committee's intended future work plans.
- The CoG PSE Committee reviewed its Terms of Reference at the meeting held in April 2014. A copy of these Terms is attached for the Council of Governors endorsement.