

EAST KENT HOSPITALS UNIVERSITY NHS FOUNDATION TRUST

REPORT TO: COUNCIL OF GOVERNORS MEETING – 7 JULY 2014

SUBJECT: REPORT FROM THE PATIENT AND STAFF EXPERIENCE COMMITTEE

REPORT FROM: COMMITTEE CHAIR

PURPOSE: Information

SUMMARY OF COMMITTEE ACTIVITY:

Detail of Meetings held since last CoG Council. Two have been held. At the first, it was agreed any update of the Colorectal pathway will have to await confirmation of embedded Pathway improvements. It was confirmed that the CoG Commentary upon the Trust's Quality Report had been completed within the necessary timescale. A presentation on the Wayfinder Project was given by the Property Services Manager and it was noted that signage and patient journey was being reviewed in its entirety and that an audit is being undertaken by a local university. Review of the necessary investment forms part of this project. Another presentation is scheduled for November 2014.

Discussion resumed at our second meeting regarding an overview of closures of the Singleton Unit and the reasons thereof, The new Head of Midwifery Services will take up her post from the beginning of July and it was felt reasonable to defer asking her to speak to the Committee, until she has been in post for at least six months.

A six monthly update on initiatives/issues handled by Estates/Facilities was received from the Director of Estates and Facilities. The Planned Preventative Maintenance programme is improving. The Soft Facilities Management Transformation Project is being developed with Staff and Union Members. A new management structure has been implemented. Margate and Ashford have merged, as has support for K&C/RVHF/BHD. A review of back office accommodation was in progress, ie, hub research stage, whereby it may be possible to amalgamate facilities, thus releasing additional clinical areas. Development of an improved training matrix is in progress. Monitoring/improvement of Car Parking on all sites continues to be a Trust priority.

The Trust's Head of Equality and Engagement, talked to the Committee, outlining his current work and future initiatives for engagement with patients and the Public. There are now lay members on the Clinical Audit/Effectiveness and Research and Development Committees. Committee members expressed interest in becoming involved with these Committees, along with lay members. He is working with voluntary community groups with regard to the Wayfinding Project ie. Kent Blind Assoc., Age UK, Skillnet. Bruce would like to recruit We Care Champions via both staff and patients; again Committee members expressed interest in participation. An Equality Delivery System will enable the Trust to be assessed against nine protective characteristics. An interesting overview which will, undoubtedly, necessitate a return visit from the Head of Equality and Engagement.

SUMMARY OF THE COMMITTEE'S FUTURE WORK PLANS:

The next Quarterly meeting on 8 July 2014 will agenda a We Care Update, the progression of the improvement plan for response time to formal complaints/provision of the relative support service, provided by the PET Team and concerns

regarding availability of lymphoedema care. We are eager to gain insight of the potential benefits within the e-rostering system via a Trust presentation/"deep dive". We also wish to arrange for an overview from Serco to discuss local food sourcing and to explore the patients' main meal arrangements. A presentation has been scheduled for October, covering standards for Safeguarding of Children. The Joint Chairs have met with the Trust Chairman to discuss Staff Engagement (following disappointing results gained in some areas from the Staff Survey) and Governor participation within Focus Groups.

COUNCIL OF GOVERNORS ACTION REQUIRED:

- To note the report.
- To comment on the Committee's intended future work plans.