

**REPORT TO: COUNCIL OF GOVERNORS – 16 JANUARY 2015**

**SUBJECT: PATIENT & STAFF EXPERIENCE COMMITTEE REPORT**

**PURPOSE: INFORMATION/DISCUSSION**

This Committee met on 2nd December 2014 when the agenda led to discussion regarding the way forward, in terms of activity for 2015. To identify focal points, the Staff Engagement programme will await results from the current Trust Staff Questionnaire which will be available during February/March 2015. Other areas may emerge from analysis of data obtained through the Friends and Family Test. It is necessary to revisit areas of concern highlighted in the CQC Report. It has also been suggested that the engagement arrangements should include the large number of Trust Volunteers. At the conclusion of this Committee's report TO-DAY, we would be pleased to welcome discussion within the full CoG upon envisaged priorities for Staff/Volunteer Engagement.

We wish to develop and institute an Outpatients Patient Experience Programme, to take account of wait times incurred within all aspects relating to whole outpatient episodes. A new focussed questionnaire to be produced to include sight and consideration of data from the Friends & Family Test and the Emotional Touch Points System and also review of the CQC original concerns. Dr. Kim Manley to be asked if she would be willing to present an Emotional Touch Points Methodology session at our next P&SE Meeting.

The alignment of a Non Executive Director to the Patient & Staff Committee is proving beneficial and arrangements have already been put in place for Val Owen to use bullet points to report to the Trust Board. In order to maintain close links to both staff and patients, it is proposed to liaise with the Director of HR, to seek her advice regarding a member of her staff attending P&SE Meetings.

Following a presentation on Safeguarding of Children and concern raised regarding staff training/liaison with the Health Visiting Service arrangements, interested Committee members have been invited to attend either of the two arranged training days during January.

A member of the Committee met with Helen O'Keefe for discussion regarding e-rostering and was able to re-assure the Committee of the Trust's commitment to ensure both beneficial and fair implementation of this system. At a future meeting, our Committee member serving on the End of Life Board will outline the Business Plan for this priority service.

The Director of Estates and Facilities will update on initiatives and issues at our next meeting.

Dee Mepstead has decided not to stand for re-election and hence the Committee considered the nomination of an interim co-Chair until February. Alan Hewett has volunteered to act as interim co-Chair with ELB. The Committee thanked Dee for all her work.

**FUTURE WORK:**

The Committee would be pleased to welcome discussion upon envisaged priorities for the Committee on Staff/Volunteer Engagement.