

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

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

**PURPOSE: INFORMATION/DISCUSSION**

During our January meeting the Trust's Associate Director Transformational Research And Practice Development presented an Emotional Touch points methodology session which proved both interesting and helpful. Following this, we have built upon our knowledge by including Emotional Touchpoints along with positive and negative emotions on our Agenda for the February meeting. Although the emotions remain the same, lengthy informative discussion enabled Emotional Touchpoints for Outpatients to be appropriately amended, with possible further amendments at a later date. At our March meeting, post Governor election results, we will action a process for identifying suitable commencement dates for our Outpatient Patient Experience Project.

Initially, we pursued the use of Emotional Touchpoints Methodology solely for use when carrying out Patient Experience interviews. However, we are anxious to work with the Trust by re-activating our previous Staff Engagement Project. The Trust's Cultural Change Programme Manager had expressed a wish to attend a meeting of the P&SE Committee which she did and we are now actively pursuing development of Emotional Touchpoints which could be tested with staff and fed into the cultural change programme. In liaison with our Deputy Chief Nurse and our Director of Human Resources, the Cultural Change Programme Manager will draft a first set of touchpoints for consideration at the next P&SE meeting.

Both the Outpatient Patient Experience and Staff Engagement Projects are viewed by the P&SE Committee as a way in which Governors may usefully work with the Trust to monitor and achieve improvement of the associated concerns highlighted in the Trust Improvement Plan. It is envisaged that these two Projects, once commenced, will continue to become a main focus for the Committee during this financial year.

The recent Ward Establishment Review Report has been circulated to the Committee and we are to seek to invite the Associate Chief Nurse to attend a future meeting.

Concern continues to be expressed by Governors who are part of the visiting team regarding prompt documentation following Executive Patient Safety Visits (EPSV). A Workshop has been arranged to take place at the Kent & Canterbury Hospital during March and it is hoped that this will help to resolve worrying issues.

During this financial year we are scheduled to receive a presentation outlining the Business Plan for the End of Life Board.

Our Director of Estates and Facilities will continue to regularly attend to update the Committee upon initiatives and issues.

It has been decided to invite the Charitable Funds Manager to a future P&SE Meeting, once the prospectus for the Dementia Appeal is available.

The Clinical Quality and Safety Report is reviewed by the P&SE Committee on a quarterly basis, led by the Deputy Chief Nurse/Director of Quality.

When appropriate, future presentation topics include current staffing levels on Singleton Unit and an update on the progress of the Colorectal Action Plan.

We will also request a return visit for a presentation on the Wayfinder Project.

Following a proposal by Val Owen, our Non Executive Director, to ensure close links with both staff and patients, Rob Eames is now our representative from the Human Resources Department.

This Committee is anxious to recruit additional members and we would ask newly elected Governors, who will shortly be considering which CoG Sub Committees to join, to think about how Projects undertaken by the P&SE Committee enable Governors to gain a useful knowledge of Patient and Staff issues.