EXCELLENCE STARTS HERE

Agenda Item: 10b

NHS
The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust

Governor's Patient Experience Committee Chair's Assurance Report

Title of Report:	Governors' Patient Experience Committee	**Date of Meeting:** 02 February 2023
Prepared By:	Alan Maltby	
Approved By:		
Presented By:	Alan Maltby	
Purpose		
The report summarises the assurances received, approvals, recommendations and decisions made by the Patient Experience Committee		

Matters of Concern or Key Risks to Escalate	**Major Actions Commissioned / Work Underway**
• Car Parking remains an area of concern especially provision of Disabled Parking Bays. • Signage around the Hospital is causing issues. • Hush Campaign continues to create debate with Executives with Governors requesting a winter/spring survey and executives only wanting a yearly one.	• Trust has been invited to speak virtually at National Conference re QEH Hush programme. • Drinking water facilities being progressed by working group.
Positive Assurances to Provide	**Decisions Made**
• Funding has been acquired for Dementia Friendly Garden. • Quality Assurance visits are now more meaningful and inclusive and involve a wide range of people both from within and outside the Hospital. • Healthwatch commended for its work with GP Practices • Presentation re Phlebotomy at North Cambs Hospital was received. • Report on Maternity Services Survey was received.	• Request for Paul Brooks to update re provision of Disabled Parking spaces. • Paul Brooks requested to provide update re signage. • Healthwatch Lincs Monthly Report to be shared with Committee.
Comments on Effectiveness of the Meeting	
The effectiveness of the meeting was impacted by the loss of several members who are no longer Governors therefore reducing debate and questioning with executives.	