Agenda item: 7b

The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust

Committee Chair's Assurance Report

Report to:	Governors' Council
Date of meeting:	15 December 2022
Title of Report:	Assurance Report from the Governors' Patient Experience Committee
Recommendation:	For assurance
Chair:	Alan Maltby Public Governor, Lincolnshire
Purpose:	The report summarises the assurances received, approvals, recommendations and decisions made by the Governors' Patient Experience Committee **15 November 2022**
Background:	The Committee provides a mechanism for discussing and making appropriate recommendations to the Governors' Council and to the Trust's Patient and Carer Experience Forum on issues related to the provision of services to patients, their carers and families and the experiences gained from users of the Trust.
Item for assurance	**Caring Executive Group** The Committee was assured that the Disability and Access Forum had launched and that the Readers Panel had been established. The Committee requested future assurance reports follow a similar pattern to Quality Committee.
Item for assurance	**HUSH** The Committee was assured that HUSH night-time staff survey, planned for the first quarter of 2023, will be presented to the PEC meeting. A further HUSH patient survey will be conducted later in the New Year.
Item for assurance	**Patient Experience Workplan** The committee was assured that the 'Caring with Kindness' programme was running well and approx. 40 staff members are still attending. Positive patient feedback has been received and there have been benefits to Bereavement Care.
Item for assurance	**Quality Assurance Visits (QAV).** The Committee was assured by the improvements made to the QAV and the more professional approach which is providing better outcomes.
Item for assurance	**Healthwatch Norfolk** The Healthwatch website has been updated with cost-of-living information. Engagement focus is on Health Visiting Services and NHS checks on 40-74 age range.

	Visit to Eye Centre resulted in average 4.6/5 positive feedback score Mixed reports from GP Practices re Annual Health Checks
Item for escalation	**PALS** A Governor was given bad feedback on the Hospital Experience of 2 patients at a PPG she attended. This was sent to PALS but no response had been received and she was due to attend the PPG again when she would be required to give Feedback, Deputy Chief Nurse to investigate. Committee requested clear and defined reporting pathways.
Risks to refer to risk register	N/A
Other items of business:	The Committee received presentations from **Diabetes Day-The Patient Experience** and **Paediatrics-The Child and Family Experiences** Both presentations were well received by the Committee and both presenters were thanked for their interesting and informative presentations.

Attendance record	
Alan Maltby (AM)	Chair, Public Governor, South East Lincolnshire
Chris Brewis (CBr)	Public Governor, South East Lincolnshire
Tracy Corbett (TC)	Public Governor, West Norfolk
Esmé Corner (EC)	Public Governor, West Norfolk
Jonathan Dossetor (JD)	Public Governor, West Norfolk
Jane Evans (JE)	Appointed Governor, West Norfolk Carers
Gilli Galloway (GG)	Public Governor, West Norfolk
Angela George (AG)	Healthwatch Norfolk
Antonia Hardcastle (AH)	Public Governor, Breckland, N Norfolk and Rest of England
Penny Hipkin (PH)	Public Governor, West Norfolk
Sheena Johnson-Banks	Staff Governor, Non-Clinical
Leanne Kendrick (LK)	Staff Governor, Non-Clinical
Betty Lewis (BL)	Deputy Chair, Public Governor, Cambridgeshire/Fenland
Mike Press (MP)	Public Governor, West Norfolk
Oonagh Quinn (OQ)	Healthwatch Lincolnshire
Stacy Metcalf (SM)	Specialist Dietitian
Sally Crane (SC)	Lead Practice Development Nurse, Neonatal Care Unit
Helen Blanchard (HB)	Chief Nurse
Karen McGuire (KM)	Deputy Chief Nurse
Linda Purdy (LP)	Assoc. Director Patient Experience
Sarah Renwick (SHR)	Governor and Membership Officer (minutes)