Agenda item: 7.3

The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust

Committee Chair's Assurance Report

Report to:	Governors' Council
Date of meeting:	16 December 2021
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 **17 November 2021.**
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	**Patient Experience Workplan** Actions and improvements in the Workplan have led to a reduction in complaints and the timeliness of the procedure.
Item for assurance	**Stakeholder engagement** The West Norfolk Deaf Association has been providing deaf awareness training to a Governor and key individuals. Visual Impairment Leads are working to make contact on the wards.
Item for assurance	**Healthwatch Norfolk:** Healthwatch is conducting a stakeholder survey 'How would you like the Queen Elizabeth Hospital to communicate with you' throughout the whole QEH catchment area and in the community.
Item for assurance	**National Inpatient Survey** QEH completion was 40% which is higher than National average. Areas of concern; nursing levels, discharge procedures and drugs To Take Out (TTO) waiting times are on the action list.
Item for assurance	**Clinical Support Services** A shortage of Radiographers nationally is likely to see continued outsourcing of radiology and reporting, as specialities increase in the use of MRI scanners, CT scans and imaging techniques.
Item for escalation	**Clinical Reviews** The review programme is progressing into new areas as well as revisiting areas of concern. Overall ward visits were positive however concerns regarding noise at night and meal choice

	continue to be raised. The HUSH team will continue to work with wards and the night shift, to lower night time noise as a priority.
Risks to refer to risk register	N/A
Other items of business:	A Dementia Care Appeal to raise £40,000 to support activities and equipment for dementia patients in Dereham Ward will be launched 4 January 2022

Attendance record	
Alan Maltby (AM)	Chair, Public Governor – South East Lincolnshire
Jenny Brodie (JB)	Public Governor - Cambridge
Ann Compton (AC)	Appointed Governor – College of West Anglia
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
Angela George (AG)	Community Worker for West Norfolk, Healthwatch Norfolk
Penny Hipkin (PH)	Public Governor – West Norfolk
Betty Lewis (BL)	Public Governor – West Norfolk
Mike Press (MP)	Deputy Chair, Public Governor - Cambridge
Dale Welch (DW)	Public Governor - Breckland, North Norfolk & the Rest of England
Peter Wilkinson (PW)	Appointed Governor – Breckland Council
Nicola Berns	Divisional Director Clinical Support Services, Chief Pharmacist
Mary Burney	Director of Transformation & Improvement
Alice Webster (AW)	Chief Nurse
Emma Harrison (EH)	Experience and Public Involvement Lead
Karen McGuire (KM)	Deputy Chief Nurse
AJ Weir (AJW)	Head of Staff Engagement and Events
Sarah Renwick (SHR)	Governor and Membership Officer (minutes)