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Agenda Item: 11

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

Governor's Patient Experience Committee Chair's Assurance Report

Title of Report:	Patient Experience Committee	**Date of Meeting: 30 November 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**
• Student nurses are not coming to train at QEH because of lack of suitable accommodation for them. • UEC pathways are not clear to patients, and they sometimes end up in the wrong place – this had led to the suggestion that Governors may be used to do surveys to help address these issues. • The last 2 rounds of quality assurance visits have been cancelled. • Cambridgeshire Healthwatch have been told of very long waits for ophthalmology.	• HUSH survey of patients was carried out w/c 22 Nov. Analysis underway by patient experience team to identify any themes/wards with issues. This may help ensure QEH to has a "Night Mode". • PEC members and Governors could help the Trust by running surveys in midwifery hubs and/or A & E to help provide evidence for Trust Executives and ICS that people are not using the correct service for their problem. • Governors are keen to work with the patient panel when it is formed to understand how they can add value to the Trust. The panel does not have statutory duties but does represent the voice of patients and carers.
Positive Assurances to Provide	**Recommendations to the Council of Governors**
• The Trust will be using NICHE staff to help in stroke services for 18 months. • UEC patient satisfaction survey was broadly positive, and the reconfigured ED was welcomed. Areas for improvement are being robustly addressed and there is a drive to real improvement in waiting times. • Maternity services	• There will be a deep dive into long waiters in ophthalmology as there are reports of long waiters from Healthwatch Cambridgeshire in that speciality.

Comments on Effectiveness of the Meeting
Welcome to Pippa Street, Chief Nurse, No Non-Executive Director at the meeting, Good discussions, Virtual Ward and UEC presentations well received.