

## REPORT TO THE GOVERNORS' COUNCIL

SUBMITTED BY:	REPORT FOR:	RELATED WORK:
Betty Lewis – Deputy Chair of the Patient Experience Committee	Action	
CONSULTATION:	Information	✓
	REPORT TYPE:	
	Strategy	
	Performance	
	Governance	✓

Meeting Date: 27 March 2018

Report Title: Patient Experience Committee Report to the Governors' Council

### Purpose:

To update the Governors' Council in respect of the activities of the Patient Experience Committee, since the last meeting.

### Report:

The Patient Experience Committee (PEC) last met on 8<sup>th</sup> March 2018

Agenda items / discussion included:

- Presentation from Laurence Morlaas, Fundraising Executive, regarding the Wheely Big Appeal
- Patient Experience Report update from Emma Harrison:
- **The Friends and Family Test (FFT) Results for December 2017**
- In December 3102 patients responded to the FFT survey which is a decrease of 786 from November. Across the hospital 94.68% of our patients would be likely or extremely likely to recommend. A table is detailed below with FFT recommendation data for information.

Touch Point	% Patients who would recommend our service	Target %	% Patients who would not recommend our service	Response Rate %	Guide Target Response rate %
A&E	92.51	95%	3.04	15.18	20
Inpatient wards (including Day Cases)	94.46	95%	1.42	27.05	30
Maternity:	92.86	95%	4.76	N/A	
36 weeks A/N					
Birth	100	95%	0	14.72	15
Postnatal Ward	100	95%	0	N/A	
10 days P/N	97.67	95%	2.33	N/A	
Outpatients	96.36	95%	0.82	N/A	

- Patient Experience discussion included;
  - Sharing of best practice / benchmarking
  - Discussion on how to improve response rates
- National Maternity and Inpatient Survey meeting: Maternity Survey Presentation - 12 April 2018 - 12:15-13:30 - Conference Room
- Presentations from Jill Skipper / Melanie Harding regarding the Implementation of the ME+ Recovery Programme for stoma patients and the lifestyle programme for pre and post-surgical stoma patients
- Pharmacy update from Nicola Berns – including the pharmacy robot which was due to go live within the next week and which would help to speed up drug dispensing
- Presentation from Peter Mercer and Nicola Stratton regarding the Macmillan Cancer transformation project. Additional funding to enable the project to be extended to run until 2020 has been received. The presentation concentrated on the Co-production model.

#### **Governors' Reports:**

- a. Southgates & ai. The Woottons PPG report – Nov 17 & Jan 18
- b. St James PPG report – November 17
- c. Dersingham PPG Report – November 2017
- d. Hunstanton PPG Report – January 2018
- e. The Hollies PPG Report – 23-01-2018
- f. Campingland PPG Report – 24-01-2018
- g. Food and Drink Report – February 2018

#### **Next PEC Meeting:**

The next meeting of the Patient Experience Committee meeting is: 26<sup>th</sup> April 2018

#### **Recommendations:**

It is recommended that the Governors' Council:

- Notes the report of the Patient Experience Committee

Dates of next meetings: (all at 3 pm in the Conference Room)

- 26 April 2018
- 28 June 2018
- 06 September 2018
- 08 November 2018
- 03 January 2019