

REPORT TO THE GOVERNORS' COUNCIL

| SUBMITTED BY: | REPORT FOR: | | RELATED WORK: |
|--|--------------|---|---------------|
| Esmé Corner, Chair of the Patient Experience Committee | Action | | |
| CONSULTATION: | Information | ✓ | |
| | REPORT TYPE: | | |
| | Strategy | | |
| | Performance | | |
| | Governance | ✓ | |

Meeting Date: Tuesday 3rd December 2019

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.

The meeting had to be rescheduled in light of the Ted Baker meeting which required the conference room. The meeting had to be of shorter duration as the Clinical Psychology Seminar Room was available for only one and a half hours.

All matters on the Action list had been satisfactorily attended to.

Matters discussed included:

1. Patient Experience report including the news that the report will be published quarterly rather than monthly. Some concerns were expressed. It was stated that this timeframe is the norm in many other Trusts and works well.
2. PALS and complaints report was discussed. Governors were concerned that the backlog of complaints is still taking time to address but were pleased to note that Claire Roberts is currently carrying out a review with the aim of improving response times and the quality of reports.
3. Volunteers update: a brief update was presented by Malcolm Bruce. Governors were extremely impressed with the excellent innovations put in place by Sophie and Andrea in recent months and hoped that these initiatives will be built upon in the near future.
4. Governors' reports were received from visits:
 - West Norfolk Community Engagement Forum – JD
 - West Norfolk Patient Partnership – JD
 - Shouldham Ward – JD / AM
 - Southgates PPG & Wellbeing Service – JD
5. Health and Wellbeing Centre. Peter Mercer attended to give an update on the development of the proposed Centre. Governors expressed serious concern as the projected costs have escalated considerably. There were questions asked about the use of Charitable Funds to support this project and suggestions as to alternative ways forward. The role of Tapping House was also raised.

6. Governor/Ned shadowing visits
7. Work Matrix
8. A.O.B – The chair proposed that half an hour of the next meeting should be devoted to a round table discussion on reviewing the work of the PEC with an emphasis on developments for the next year.

Recommendations:

It is recommended that the Governors' Council:

- Accepts the Patient Experience Committee meeting (PEC) report - (minutes of the PEC meeting held on October 23rd 2019 being available on request)