Agenda Item 11b

The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust

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: **03 October 2017**

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 07 September 2017.

Discussion included:

Actions:

- Front desk – interviews have taken place
- Log Cabin – in progress
- Signage (of ward name) – in progress

Patient Experience Report /Annual Complaints Report

- 4272 Friends and Family Test responses in June
- Fewer responses yet better quality data
- Appointment slot issues – working towards a reduction that is achievable

Annual Report for PALS / Complaints

- Complaints numbers have reduced - Duty of Candour has helped
- All complaints are reviewed by the MD to ensure learning
- Staff who are named in reports are supported by the Trust
- Complaints are themed
- Vexatious complainers correspondence is simply acknowledged

Patient Experience – Discharge Process

- David Hellens, Associate Chief Pharmacist attended the meeting to highlight some of the issues and work taking place to improve the discharge process in respect of patients take home medicines. Key was to ensuring that patients have the right medication, the right dose, at the right time.

- The reasons for medication delays was not always caused by pharmacy; often the hold-ups are more complex and for various reasons such as a delay in doctors writing up prescriptions and that there is no allocated pharmacist for the discharge lounge – the process would be speeded up if this was the case.

- Patients own medication is handed back to patients – this is not a cause of delay – it is new prescriptions being written, authorised and checked that take the time.

- Opening hours of pharmacy have changed – now from 9 am in the morning.

- The Chief Nurse said that was a message to be given to doctors and nurses to help manage a patient's expectations and this would improve the patient experience.

- Only nurse prescribers can issue medicines, even those such as Paracetamol etc.; this is to ensure that nurses are protected.

Draft Patient Experience Objectives 2017-18
These are not complete but are in progress. The main idea is to embrace key objectives; to improve development plans.

- Focus on carers' experience
- Lost property process
- Exploration of various other projects such as provision of a 'changing' facility for people with severe disabilities

Governors' Reports

- Kitchen visit – July 2017 – CRM
- St James PPG report – July 2017 - PH
- Gynae visit report – July 2017 – BT
- PPG reports – August 2017 – Dersingham & Gayton – EC
- West Raynham Ward Visit – July 2017 – MB
- Mortuary Update – August 2017 – JCh
- PPGs – Parson Drove, Terrington, Upwell – Various dates – BL
- ICU visit – September 2017 – PH
- Diabetes UK (King's Lynn) - presentation report – Sept 2017 – PH
- King's Lynn Prostate Group – PT

Healthwatch AGM – 9.30 am at Norwich Forum – 3rd October 2017

Water Bottles
Discussion as to whether these are such a good idea as some patients struggle to open the bottles and do not like drinking directly out of a bottle. CR advised that the use of water bottles was being reviewed.

Next PEC Meeting:

The next meeting of the Patient Experience Committee meeting is: Thursday 2nd November 2017

Recommendations:

It is recommended that the Governors' Council (GC):

- Notes the report of the Patient Experience Committee;