

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: 28 November 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 02 November 2017.

Discussion included:

Actions:

- Log Cabin – in progress
- Signage (of ward name) – in progress

Patient Experience Report

Friends & Family Test (FFT) report

Touch Point	% Patients who <i>would</i> recommend our service	Target %	% Patients who <i>would not</i> recommend our service	Response Rate %	Guide Target Response rate %
A&E	94.41	95%	1.29	13.58	20.00
Inpatient wards (including Day Cases)	95.75	95%	0.89	29.44	30.00
Maternity: 36 weeks A/N	98.35	95%	0.41	N/A	
Birth	93.75	95%	3.13	17.20	15.00
Postnatal Ward	97.87	95%	0.00	N/A	
10 days P/N	96.77	95%	3.23	N/A	
Outpatients	97.11	95%	0.93	N/A	

The capture of data electronically has helped to achieve targets and this is to be expanded in areas such as the ante natal clinic in the near future. FFT cards are collected daily and comments are responded to within 5 working days.

Patient Experience

- Update on the work taking place at the front of the hospital.
- The National Patient Survey has been released. There were 148 A&Es included in the survey and the QEH came 5th nationally; something the Trust should be proud of.

MacMillan Cancer Transformation Programme

Peter Mercer advised the committee of the work taking place:

- A £440K budget has been agreed over a 2 year period with the aim of standardising cancer services across Norfolk with the aspiration to provide gold standard services; there is a proposal that this programme is extended for a 3rd year. The programme started in July.
- This programme is part of the STP; predominantly Norfolk and Waveney.
- The programme will review 4 key areas; starting with lung (reviewing the whole process) plus colorectal, gynaecology and urology.

Car Parking: update

In light of the escalating car parking challenges, the Trust has put forward plans for additional car parking spaces in 3 different areas across the Trust. The Planning application has already been submitted to the Council.

The three areas for additional car parking bays were:

- a) at the back of the Ambulance Station (in front of the breast clinic) – 55 bays
- b) on the site of the staff car park (opposite the West Wing pick-up area) – 25 bays
- c) at the back of the helipad area – 59 new bays

Presentation: Clive Monk gave his presentation 'The Whole Nine Yards' about the importance of hospital meals to patients, in preparation for his attendance at the East Anglian Hospital Catering Association Branch Study Day at West Suffolk Hospital on 10th November 2018.

Waiting List Update (Ciara Moore) - The Trust is working hard to drive down the waiting list backlog for various specialties, such as orthopaedics. The 18 weeks pathway is being tightly managed and areas such as urology (which is a national issue) are being reviewed in detail to look to improve the position.

Some of the issues which impact on waiting times are:

- Space / theatre utilisation
- Staffing
- 6 weeks partial booking issues
- Did not attends (DNA)

A&E update (Ciara Moore) - The A&E works at the front entrance of the hospital is as a result of the government's national initiative to manage A&E attendance in a more efficient manner via patient care streaming. The 2017 Spring Budget saw the government announce capital investment of £100m for front door streaming at A&E departments. This would help provide space for services to allow streaming, such as on-site GP facilities, to which non-urgent patients could be directed to access more appropriate care quickly and safely.

This A&E initiative is mandatory and time will tell whether or not it was a successful enterprise. The Trust has currently been unable to find any GPs willing to join the team and will look to recruit assistant practitioners.

- There will be 2 treatment rooms and a small waiting room
- There will be pharmacy back up available (same as A&E)
- Streamed patients will still be counted within the data

Governors' Reports

- Paediatric Report – September 17 – JD
- WNPP – September 2017 – JD
- Stoma Care Day – September 2017 – BL
- Parson Drove PPG – September 2017 – BL
- The Hollies PPG – October 2017 – JD
- WNPP – October 2017 – JD
- West Newton Ward Visit – Sept 2017 – MB-BL
- Heacham PPG – September 2017 – EC
- Long Sutton PPG – October 2017 – BL
- A&E visit – October 2017 – EC
- Proposed Well-being centre update – PT verbal report

EC advised that any issues/actions raised in the reports would be dealt with via Chair's Key Issues / Actions or with Departments directly.

Patient Participation Group – governor attendance update:

JD advised he would look into the possibility of governors attending Fakenham and Downham Market (Howdale) PPGs.

Healthwatch – update from Alex Stewart

STP consultation; there are three events to be hosted by Healthwatch across the region. The two meetings to be held in King's Lynn will be held in the Town Hall on Monday 27 November. The events are free however tickets must be organised via the link in the Healthwatch Newsletter which has been forwarded to PEC governors.

There is also a survey in respect of 7 day services for GPs and AS encouraged governors to complete this survey which could be accessed via the Healthwatch website.

Next Meeting(s):

11th January 2018
26th April 2018

8th March 2018
28th June 2018

Recommendations:

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

- Notes the report of the Patient Experience Committee;