Agenda Item 14b

The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust

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: 30th May 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.

Report:

The Patient Experience Committee met on April 29th 2019. It was well attended as usual. It was particularly pleasing to welcome new governors Alan Maltby, Ann Easton and Pat Kavanagh.

- The committee members were pleased to learn that at long last, progress has been made in the renovation of the log cabin. Agreement has still not been reached regarding the purchase of furnishings however Peter mercer assured governors that the issue would be finalised "within the week" The cabin is currently being cleared and the trades will be at work for the next three weeks. It is anticipated that the cabin will be open once more by the beginning of June.
- Peter mercer gave a clear update on progress re the Health and Wellbeing centre. It was pleasing to learn some of the detailed planning and to be able to anticipate it being open by the end of 2019.
- Governors studied the detail of the patient experience report prepared and presented by Emma Harrison. Unresolved issues from the Friends and Family returns remain staff attitude, communications, Car parking and waiting times. Noise at night remains a serious issue especially for long stay patients for whom sleep deprivation can become a real problem impacting on their recovery.
- Other issues discussed included staff being off hand/rude to patients: patients experiencing difficulties in understanding staff due to their accent (this can apply equally when patients have a broad regional/local accent): Lack of privacy and dignity in outpatient areas where staff shout names across large areas: poor toilet facilities in outpatient areas.
- It was agreed that it is some time since governors were involved in activity around patient care particularly outpatient care. It was suggested that this should be revisited in the near future.
- Governors considered the National Maternity Survey 2018 outcomes.
- We received an interesting presentation on the QEH's plans to work with the Armed

Forces particularly RAF Marham. Governors will follow the development of this CQUIN with particular interest.

- Barry Quinn updated governors on developments re car parking and the Trust's car parking policies. Recently parking has become more of a challenge once more. Although recent improvements" created" 117 spaces many others were removed resulting in only 60 new spaces being available in reality.
- Many potential ideas were discussed in the hope of improving the situation.
- The possibility of introducing a buggy type vehicle to ferry patients and visitors with impaired mobility or other disability from the car park to the hospital was re-introduced. It was agreed that this should be put forward as an idea for further consideration.
- Julie Meddings Divisional chief nurse, reported on actions on provision for sensory impaired patients following criticism by the CQC inspectors.

Next PEC Meetings:

Thursday 20th June
Thursday 15th August
Thursday 10th October
Thursday 5th December

Recommendations:

It is recommended that the Governors' Council:

- Considers whether or not to ask the current board to re consider the possible introduction of a buggy to ferry patients from the car park to the front of the hospital
- Accepts the PEC report