Agenda Item 17b

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: 02 April 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 meeting scheduled for Thursday March 7th unfortunately had to be cancelled due to the CQC team taking the conference room and there being no other suitable accommodation available. This was much regretted as we had a full and interesting agenda.

However: governors have continued to be busy and I list below some of their activities which would have been reported at that meeting.

PPG Meetings:

- Southgate and the Woottons PPG meeting: Jonathan Dossetor (2 meetings)
- The Hollies PPG meeting: Jonathan Dossetor
- St James Medical Centre PPG meeting: Penny Hipkin

Ward visits:

- Marham : Jenny Brodie
- West Raynham: Malcolm Bruce
- Maternity: Barry Taylor
- West Newton: Malcolm Bruce
- Dermatology: Esme Corner
- Stanhoe: Esme Corner
- Oxborough: Esmé Corner
- Discharge Lounge: Esmé Corner
- Tilney: Jenny Brodie
- Rudham: Jenny Brodie
- Elm: Jenny Brodie

Other activities:

- Mock COWA interviews: Penny Hipkin
- Student nurse presentations: Penny Hipkin
- Expansion of Psychological Therapies West Norfolk Steering Group: Simon Clarke
- North Cambs hospital redevelopment: Jonathan Dossetor and Malcolm Bruce
- Fenland Health and Care Forum: Malcolm Bruce and Jenny Brodie
- Visit with Matron Windsor ward : Esme Corner
- Jenny Brodie is currently engaged (or trying to be) in a project to retrieve syringe drivers (which are no longer needed) from ex patients who live in the Wisbech area.

Next PEC Meetings:

~~Thursday 2nd May~~ (rescheduled to Monday 29th April)
Thursday 20th June
Thursday 15th August
Thursday 10th October
Thursday 5th December

Recommendations:

It is recommended that the Governors' Council:

- Notes the report of the Patient Experience Committee