

COUNCIL OF GOVERNORS
11th December 2013

TITLE	Patient Experience Group Annual report
EXECUTIVE SUMMARY	<p>The Annual Report from the Group is attached for information.</p> <p>The Group has included its initial priorities for the coming year.</p> <p>The Group has reviewed its Terms of Reference and these are attached for approval. The main changes proposed have been updating the co-opted membership to reflect titles and updating the Secretary to reflect practice.</p> <p>The Group's membership is between 6 and 10 Governors; it currently has 8 members.</p>
The Council of Governors is asked to:	<p>Note the Annual Report; approve the revised Terms of Reference and on-going membership of the Committee.</p>
Submitted by:	<p>Keith Bradley, Chair of the Patient Experience Group and Public Governor for Woking and Guildford.</p>
Date:	<p>3rd December 2013</p>
Decision:	<p>For Approval</p>

**COUNCIL OF GOVERNORS
PATIENT EXPERIENCE GROUP**

ANNUAL REPORT 2013

1 INTRODUCTION

The Patient Experience Group was set up by the Council of Governors in August 2011 and this report provides a review of the second year of its operation. This report covers the period 1 August 2012 to 30 November 2013.

While not a statutory sub-committee of the Council of Governors, copies of the Group's minutes are presented to each Council of Governors meeting.

The Group exists to offer assurance to the Council of Governors on all aspects of the patient experience.

2 MEETINGS

The Terms of Reference state that the Group should meet at least 4 times a year but no more than 6 weekly. For the majority of the year the Group has met every two months.

3 MEMBERSHIP AND ATTENDANCE

The initial Group members were appointed by the Council and the Terms of Reference state it must have between 6 and 10 members who must all be Governors. The membership is to include at least 3 public Governors.

The membership of the Group has changed over the year. Brian Catt, Public Governor for Spelthorne, Susan Lockwood, Public Governor for Runnymede, and Ann Gallagher, Appointed Governor for the University of Surrey agreed to become members, whilst Judi Linney, Janice Ketley, Jean Pinkerton and Howard Manuel stood down from the Group.

The Group also has a number of Co-opted members including:

- Chief Nurse
- Head of Patient Experience and Division Quality Lead (TASCC)
- Associate Director of Quality
- Head of Corporate Affairs
- Membership Manager

The Group elected Keith Bradley, Public Governor for Woking, to be the Chair of the Group at its meeting on 10th December 2012.

Details of attendance at the Group's meetings are given at Appendix 1.

4 TERMS OF REFERENCE

The Group has now operated for two years and is proposing minor changes to its Terms of Reference.

5 REGULAR ITEMS

The Group has reviewed and discussed a number of regular items:

- Patient Experience Quadrant of the Balanced Scorecard
- Patient Experience section of the Board Quality report
- Annual and quarterly Complaints Report
- Friends and Family Test Results
- Feedback from the Patient Panel meetings
- Feedback from members to Governors relating to patient experience
- Communication with patients both verbal and written

6 ACHIEVEMENTS / PROGRESS

Patients Association

During the summer, the Group gave consideration to the Trust becoming a member of the Patients Association. After careful deliberation, the Group gave its backing for membership.

The Group agreed that the project it wished the Patients Association to provide assistance with was around closer working with carers and families and it was decided that the focus of the project should be communicating with carers of patients with dementia, with potential to use the experience gained in other areas at a later date.

Members of the Project Team are:

- Celia Turnbull, Project Manager, Patients Association
- Sue Hardy, Matron for Medicine
- Dr Victoria Whittaker, FY2
- Judith Moore, Public Governor for Woking and Guildford
- Susan Lockwood, Public Governor for Runnymede
- Lynn Robinson, Head of Patient Experience and Division Quality Lead (TASCC)

The Steering Group comprises the above and:

- Keith Bradley, Public Governor for Woking and Guildford
- Dr Raad Nari, Lead Consultant in Elderly Care

both of whom will assist in the project delivery as appropriate.

Project Aim:

To provide patients and carers with the best possible experience; by listening to their views and experiences in hospital and improving communication and awareness.

Project Objectives

1. To gather insight into the views and experiences of carers of patients with dementia in order to identify where communication is good and where it needs to improve;
2. To create and embed values of openness, transparency, excellence and improvement around the experience of caring for a person with dementia;
3. To highlight areas of excellence in carer and patient experience and also areas in need of improvement;
4. To make recommendations to the Trust on developing carer awareness, supported by tools such as leaflets, posters and the input of carers and Patients Association into staff training;
5. To review after six months, the care experience for patients and carers, linking

results of other patient and carer data including the Family and Friends test.

The project will be reported to the Patient Experience Group and Suzanne Rankin, Chief Nurse, as project sponsor. The project preparation has commenced with training and the majority of the work expected to be carried out in January 2014. It is hoped to present findings in March 2014.

Visits

The Group visited several clinical and other areas in 2012/13. These included the Surgical Assessment Unit, the Infusion Suite at Ashford Hospital, Outpatients at Ashford Hospital, the Appointments Centre and Medical Records at both hospitals. Other areas and special celebratory days visited/attended by members of the Group included:

- Pride in Nursing Day
- University of Surrey
- Falcon Ward
- Swan Ward
- Holly Ward
- MAU
- Maternity Unit
- Chaplains' Study Days
- Quality Account Workshops
- Research and Development Open Day
- Cardiac Unit Opening
- Taster session – patient meals

Patient Led Assessments of the Care Environment (PLACE)

Judith Moore and Godfrey Freemantle became involved in recent PLACE assessments. The standard of cleanliness had been found to be good and the temperature food was served to patients adequate. Paediatrics was found to be somewhat below par.

24 Hour Observation – 31st July 2013

This was the second time a 24 hour observation exercise had taken place and this time members of the Patient Experience Group were invited to take part and included, Keith Bradley, Susan Lockwood, the Head of Corporate Affairs and the Membership Manager. The Trust Chairman and representatives of Health Watch and the CCG also took part together with staff across the Trust.

Self Check-In

Godfrey Freemantle became a member of the Self Check-In Group and it was anticipated that the 19 kiosks in various locations would be fully operational in January 2014.

Ashford Outpatients Planning Group

Keith Bradley served as a member of this Group and after the complete transformation of the area; he had attended the recent opening. The newly refurbished areas in Outpatients were much more airy and bright. There were now designated areas for waiting and consulting rooms with some rooms having Bariatric examination couches. Staff morale had improved greatly since the conclusion of the project and official re-opening.

7 SOME PRIORITIES FOR THE COMING YEAR

- Develop a further programme of visits to clinical areas
- Communication and engagement between patients, their families , carers and clinicians
- Patient survey findings - local and national, together with other feedback processes
- Complaints and compliments - regular updates
- Patient Panel – to explore more opportunities to work closely
- Quality accounts - priorities and actions taken
- Ensure the Patients Association's targets and priorities are met and that the Trust utilises their support to obtain sufficient value for money.

Attendance at Patient Experience Group meetings

Attendance at meetings:

	Total
Keith Bradley	7/7
Brian Catt	5/6
Maurice Cohen	4/7
Godfrey Freemantle	7/7
Ann Gallagher	4/7
Judi Linney	1/1
Sue Harris	7/7
Susan Lockwood	4/6
Judith Moore	7/7

Terms of Reference

Patient Experience Group of the Council of Governors

Terms of Reference

1. Authority

The Group is authorised by the Council of Governors to undertake any activity within its terms of reference and report back to the Council of Governors.

2. Membership

The Committee will be appointed by the Council and shall consist of no less than 6 members and no more than 10 members who must all be Governors.

At least six Governors to include at least three public Governors. Appointments to the Committee will be for an initial one year period while the initial Terms of Reference are reviewed. Thereafter appointments would normally be for a period of up to three years, which may be extended for one further one-year period.

Where specific areas have been identified for scrutiny or as a project the Group may co-opt other Governors with a special interest in that topic.

Co-opted members may include

Chief Nurse or Deputy Chief Nurse
Head of Patient Engagement and Experience
~~Head of Accreditation and Regulation~~
~~Voluntary Services Manager~~
~~Hotel Services Manager~~
Membership Manager
Head of Corporate Affairs

Other Executive and Non-Executive Directors will attend as required.

3. Chair

The meeting will be chaired by a Public Governor.

4. Attendance

Members of the Group should attend a minimum of 50% of the meetings.

Other managers may be invited to attend meetings for specific items.

5. Quorum

The quorum will be 4 members, 2 of whom must be a public governor.

6. Frequency and Conduct

The Group should meet at least 4 times a year but no more than 6 weekly.

7. Secretary

The Head of Corporate Affairs/Membership Manager will act as Group secretary

Papers will be circulated one week in advance of meetings.

8. Duties

The Group has no executive powers, and exists to advise and assist the Council in achieving its functions.

The Group will seek to update regularly the Council of Governors on all aspects of the patient experience.

On behalf of the Council of Governors, the Committee will consider and make recommendations on to the Governors on enhancing the patient experience in the Trust.

In carrying out these tasks, the Group will ensure that the principles of equality and diversity are applied.

9. Specifically the Group will:

- 9.1 Consider and make recommendations to the Council on appropriate projects for Governor involvement in enhancing the patient experience, possibly undertaking 'deep dives' into areas identified from sources such as members' feedback or complaints.
- 9.2 Recommend to the Council ways in which Governors can support the patient experience programme. This could include setting up first impressions projects.
- 9.3 Assist in ensuring that examples of good practice in relation to obtaining patients / carers and members views on the patient experience are spread across the Trust
- 9.4 Offer input to developing action plans aimed at improving the outcome of national and local patient surveys
- 9.5 Offer advice to the Council on the Trust's Quality Accounts and priorities relating to the patient experience.
- 9.6 Develop approaches to gather and harness feedback received from individual Governors in respect of the patient experience.
- 9.7 Review reports from LINKs or successor bodies (Health Watch) in respect of the patient experience
- 9.8 Offer advice to the Council on formal input to the CQC Registration process and specifically be involved in working with the Trust on essential standards relating to the patient experience, specifically the outcomes related to Personalised Care, Treatment and Support.
- 9.9 Receive and consider feedback from the Patients' Panel
- 9.10 The Group will produce an annual work plan and annual report for agreement by the Council.

10. Patients panel

- 10.1 The Group will provide an umbrella for the Patients Panel, working with Panel members to provide input into Trust groups related to monitoring the patient experience e.g. PEAT, safety walkabouts.

11. Reporting lines

The Group will, at least once a year, review its own performance and Terms of Reference to ensure it is operating at maximum effectiveness and recommend any changes it considers necessary to the Council of Governors for approval.

The minutes of meetings will be formally recorded and submitted to the Council of Governors.

The Group will make whatever recommendations to the Council of Governors it deems appropriate on any area within its remit where action or improvement is needed.

12. Monitoring

The effectiveness of the Group will be monitored by the Council of Governors via the receipt and discussion of minutes

Approved by Council

Date: 5 December 2012

Review one year i.e. December 2013