Ashford and St. Peter's Hospitals
NHS Foundation Trust

COUNCIL OF GOVERNORS
5th September 2018

TITLE	**Patient Experience Group Report**
EXECUTIVE SUMMARY	The minutes of the meeting of the Patient Experience Group held on 2nd July 2018 are attached. Matters discussed in the meeting included: • Quality Report – Patient Experience • Feedback from Patient Panel Meeting • Feedback from Group Members on Recent Visits and Meetings • Feedback from Members to Governors Relating to Patient Experience • Chief Nurse attending to talk about her role
The Council is asked to:	Note the minutes of the meeting of the Patient Experience Group held on 2nd July 2018
Submitted by:	Keith Bradley, Chair of the Patient Experience Group and Public Governor for Woking and Guildford
Date:	September 2018
Decision:	For Noting

Ashford and St. Peter's Hospitals NHS Foundation Trust

Council of Governors

Minutes of the Patient Experience Group
2nd July 2018

Room 1, Postgraduate Education Centre, St Peter's Hospital
14:00 – 16:00 hours

PRESENT:	Keith Bradley (Chair)	Public Governor, Woking and Guildford
	Brian Catt	Public Governor, Spelthorne
	Sue Harris	Staff Governor, Nursing and Midwifery
	Chris Howorth	Appointed Governor, Royal Holloway University of London
	Danny Sparkes	Public Governor, Runnymede, Windsor and Maidenhead
IN ATTENDANCE:		
	Erica Heppleston	Associate Director of Quality
	Anu Sehdev	Membership and Engagement Manager
	Sue Tranka	Chief Nurse
APOLOGIES:	Maureen Attewell	Appointed Governor, Spelthorne Borough Council
	Maurice Cohen	Public Governor, Woking and Guildford
	Godfrey Freemantle	Public Governor, Hounslow, Kingston upon Thames and Richmond upon Thames
	Judith Moore	Public Governor, Woking and Guildford
	Bertie Swan	Public Governor, Elmbridge

Minute		Action
PEG-17/18	**Minutes of Previous Meeting**	
	The minutes of the meeting held on 9th April 2018 were agreed as a correct record.	
	The updated Action Log was noted.	
	REGULAR ITEMS *(part one)*	
PEG-18/18	**Feedback from Patient Panel Meeting**	
	Danny Sparkes, Patient Panel Chair, advised that Andrew Grimes and William Britton had attended the meeting on 19th June to talk about the redesign of the Trust. The present catering contract had come to an end and a new contract was being procured.	
	The Group had discussed the possibility of the Trust's Strategy being displayed in libraries etc. The Membership and Engagement Manager agreed to ask if any additional copies were available.	**AS**
	Brian Catt was concerned about the number of catering machines that were out of action and Sue Harris advised that these were due to vandalism as they were in easy access areas. Due to the number of times these had been vandalised, replacements were now not being provided.	

Ashford and St. Peter's Hospitals NHS Foundation Trust

Minute **Action**

PEG-19/18 Sue Tranka, Chief Nurse

Keith Bradley introduced the Chief Nurse and advised how the Council of Governors had been very pleased with her substantive appointment.

The Chief Nurse apologised for not being able to attend Council of Governors or the Patient Experience Group meetings. She advised that she had had an incredible introduction into managerial work and that she had always wanted to work at the Trust. She had previously applied for the Deputy Chief Nurse position but in hindsight it had been a little early in her career. She had been encouraged to apply for the more recent Chief Nurse position and had been very pleased to secure the role.

The Chief Nurse liked what the staff and patients said about the Trust. She was aware that there were issues which needed to be resolved. The Chief Nurse stressed that she based her work around patient experience. Within this context, she was looking to include hard-to-reach groups and create opportunities for gathering their feedback.

The Chief Nurse talked about the Friends and Family Test and how it was an inadequate way of gaining meaningful feedback. Other options were being considered which met the Trust's Strategy more closely.

The Chief Nurse realised there was a direct correlation with good staff and good patient experience. The Trust was lucky to have great staff but they had a lot to accomplish.

The Chief Nurse advised that she took an avid part in complaints from reading them all and signing off responses. Responses were often sent back for adjustments, so a training module to assist the process had been developed.

Chris Howorth advised that he had undertaken a lot of research work with the previous Chief Nurse on staff satisfaction and a lot of the findings had been positive and queried what plans the Chief Nurse had. The Chief Nurse advised that she realised nurses were under a great deal of pressure and models of working, as well as being able to mobilise staff, were being examined. For example, not every patient needed to come into hospital for an outpatient appointment. Retention of staff was an important part of this work. It was clear that some staff lacked the skills to manage staff. The Chief Nurse added that there was a vacancy rate of 20% in nursing, although this was not exclusive to the Trust, but a national problem. However, the Trust had worked hard to encourage temporary staff to move to permanent contracts or to bank. Bank rates had been improved and winter loyalty rates had been introduced.

The Chief Nurse advised that there were not enough nurses out there and services had to change in order to meet the demand. To this end HCAs were being enrolled on a nursing training scheme to encourage greater career progression. For example, elderly patients needed nursing care from band 3 and 4 nurses and it was hoped that the HCAs would move into these roles, whilst improving the quality of care provided. There was more emphasis on

talent and succession planning whereby existing staff that were experienced and capable were earmarked and allowed to step into more senior roles.

Keith Bradley queried whether the Chief Nurse had had similar experiences at her previous Trust and it was advised that she had and one of the initiatives she had introduced included creating a cohort of band 2 sitters who would arrive in the CAT room and be deployed where needed.

In response to Brian Catt, the Chief Nurse advised that middle managers were accountable to her. Her role was to support senior nurses and discourage the bad treatment of staff they were responsible for. The Chief Nurse believed that staff were under considerable pressure which sometimes led to them making bad decisions.

Brian raised the lack of closure with concerns being raised and the learning that resulted. The Chief Nurse advised that within Quality all concerns were seen and discussed. Going forward she had requested that the Quality Improvement Team pick up projects aligned to the Trust's Strategy. Every year the Quality Improvement Team held a whole day dedicated to projects and learning.

Brian considered that new staff should be given a cultural induction on how the Trust wanted its staff to project themselves and the values that were important. The Chief Nurse added it was important that staff examined why they were spending considerable time undertaking certain administrative tasks/audits and whether anything of real value was being gleaned. She had found that some staff found it difficult to break away from these tick box exercises.

The Chief Nurse advised that she was encouraging increased senior nurse visibility and welcomed any suggestions from the Patient Experience Group.

Keith Bradley conveyed a very positive experience a couple of his acquaintances had had and how they had expressed how fortunate they were to have St Peter's Hospital. The Chief Nurse considered that staff did not necessarily believe they were working for a Trust with such dedicated and committed staff. The Group considered this went back to the culture of the Trust and how it differed from other local trusts in that it did not publicise its achievements.

The Chief Nurse talked a little about the redevelopment of the Ashford and St Peter's. She also advised how she would be working closely with Communications about focusing on internal communications as well as sharing the story of what the Trust was doing to make things better.

The Chief Nurse considered it important that messages from the Trust Board meetings were shared with the wider team. She added that she would support the empowering of staff to make decisions.

The Group thanked the Chief Nurse for coming along to the meeting and sharing her views and thoughts.

Ashford and St. Peter's Hospitals NHS Foundation Trust

Minute **Action**

FEEDBACK

PEG-20/18 Feedback from Group Members on Recent Visits and Meetings

Keith Bradley advised that several Governors had attended the recent CQC Focus Group session. A couple of Governors had attended the Schwartz Round on ITU. Several Governors had attended the Quality Account Assurance Group session.

Danny Sparkes had been involved in the new catering tender exercise and had also attended the last three Board meeting as well as the Head of Communications' leaving do.

Keith added that he and Danny had attended the recent members' event entitled Grave Talk. This had been interesting session.

PEG-21/18 Feedback from Members/Constituents to Governors Relating to Patient Experience

Brian Catt advised that he was aware that the two Serious Incidents Requiring Investigation (SIRIs) he had been involved with had been actioned.

REGULAR ITEMS (part two)

PEG-22/18 Quality Report

Keith Bradley advised how impressed he was with the new style of report and the Associate Director of Quality thanked him and advised that this was still a work in progress.

The Associate Director of Quality advised that staff were conducting a structured review of key themes. The findings would be presented at the Quality and Safety half day. Keith credited Brian Catt on his continual emphasis on the importance of learning from complaints. The Associate Director of Quality advised that the Trust was becoming more of a learning organisation as well as encouraging staff to speak up when they considered things went wrong.

Danny Sparkes queried whether patients over the age of 85 was still a priority and the Associate Director of Quality advised that the Trust considered each patient a priority and that age was never an issue. Many of the Trust's patients were over the age of 80.

PEG-23/18 Any Other Business

None

Date and Time of Next Meeting

Monday 10th September 2018, 2-4pm, Room 1, Postgraduate Education Centre, St Peter's Hospital.

Ashford and St. Peter's Hospitals NHS Foundation Trust

Minute **Action**

Further Dates for 2018

Monday 19 November

2-4 pm in Room 1, Postgraduate Education Centre, St Peter's Hospital

Ashford and St. Peter's Hospitals NHS
NHS Foundation Trust

Action Log

Meeting Date	Minute Ref	Topic	Action	Lead	Due Date	Update	Completed
20.11.17	**PEG-42/17**	**Dementia Care Update**	Invite Dave Sills to update the Group in 2018	AS	Nov 2018	ND	
2.7.18	**PEG-18/18**	**Feedback from Patient Panel Meeting**	Check whether additional copies of the Trust's Strategy are available	AS	ASAP	The Communications Dept has copies.	✔