Ashford and St. Peter's Hospitals
NHS Foundation Trust

COUNCIL OF GOVERNORS
5th December 2018

TITLE	**Patient Experience Group Report**
EXECUTIVE SUMMARY	The minutes of the meetings of the Patient Experience Group held on 10th September and 19th November 2018 are attached. Matters discussed in the meeting on 10th September included: • An update on Catering / Retail Tender Progress and PLACE Inspections from William Britton, Head of Facilities Support Services • 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 • Tour of Outpatients at St Peter's Hospital As well as the usual items mentioned above being discussed, additional items discussed at the meeting on 19th November: • An update on Dementia Services from Dave Sills, Dementia and Admiral Nurse Lead • An update on the Capital Project from Andrew Grimes, Head of Capital Development • Chairmanship of PEG • PEG Annual Report and Terms of Reference
The Council is asked to:	Note the minutes of the meeting of the Patient Experience Group held on 10th September and 19th November 2018
Submitted by:	Keith Bradley, Chair of the Patient Experience Group and Public Governor for Woking and Guildford
Date:	December 2018
Decision:	For Noting

Ashford and St. Peter's Hospitals NHS Foundation Trust

Council of Governors

Minutes of the Patient Experience Group
10th September 2018

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

PRESENT:	Keith Bradley (Chair)	Public Governor, Woking and Guildford
	Maurice Cohen	Public Governor, Woking and Guildford
	Godfrey Freemantle	Public Governor, Hounslow, Kingston upon Thames and Richmond upon Thames
	Chris Howorth	Appointed Governor, Royal Holloway University of London
	Danny Sparkes	Public Governor, Runnymede, Surrey Heath, Windsor and Maidenhead
IN ATTENDANCE:		
Item 25/18	William Britton	Head of Facilities Support Services
Item 33/18	Tisyl Dela Cruz	Outpatients Sister
Item 29/18	Erica Heppleston	Associate Director of Quality
	Russell Wernham	Deputy Chief Nurse
	Anu Sehdev	Membership and Engagement Manager
APOLOGIES:	Maureen Attewell	Appointed Governor, Spelthorne Borough Council
	Brian Catt	Public Governor, Spelthorne
	Sue Harris	Staff Governor, Nursing and Midwifery
	Judith Moore	Public Governor, Woking and Guildford
	Bertie Swan	Public Governor, Elmbridge

Minute **Action**

PEG-24/18 Minutes of Previous Meeting

The minutes of the meeting held on 2nd July 2018 were agreed as a correct record.

The updated Action Log was noted.

PEG-25/18 Update on Catering / Retail Tender Progress and PLACE Inspections

The Head of Facilities Support Services updated the Group on the latest PLACE scores which were mostly either better than the national average or on par. The Trust was 4% lower than the national average on condition, appearance and maintenance and dementia. It was advised that building works had begun which should help improve scores in the condition, appearance and maintenance category. The Head of Facilities Support Services added that in order to refurbish a ward patients and staff needed to be moved out. This was difficult when capacity was at its maximum. This task was impossible as a piece by piece exercise, for example working on one bay at a time, as issues may arise with pipework and electricity supplies which may then result in the whole ward

being closed down unexpectedly leaving patients stranded. Also decorating a whole ward in one go was much quicker and more cost efficient. The Trust had funds to make the wards more dementia friendly, for example colour coding toilet doors, toilet seats, adding large graphics and large clock faces. However, it was unable to undertake this work without having an empty ward to move the patients to.

The Head of Facilities Support Services advised that the action plan was due to go to Trust Board in September.

Keith Bradley queried the need for a spare ward and the Deputy Chief Nurse advised the Trust was about to go into the "winter period" without having had any respite over the summer period. There was no spare capacity at Ashford Hospital with the Infusion Suite moving to Chaucer Ward, the Eye Unit on Fielding Ward and Wordsworth Ward undergoing a deep clean. It may be possible to close Maple Ward at St Peter's Hospital but a case to do so would need to be put to the Clinical Commissioning Group and the Trust would need to show that it would continue to maintain performance.

The Head of Facilities Support Services advised that this was the last year of OCS's contract so the Trust had gone to tender. Additional considerations were the west site land sale, losing the Aspects restaurant and the provision of a restaurant and other retail outlets at the front of St Peter's Hospital. It was suggested that Andrew Grimes, Head of Capital Development, be invited to update the Group on Capital. **AS**

The Head of Facilities Support Services briefly touched upon the plans which included building a multi-storey car park for patients, retail outlets and better seating for visitors and patients. He added that the Trust had short-listed three suppliers and ideas would be shared and discussed at the Catering Steering Group, which Danny Sparkes was a member of.

In response to Maurice Cohen the Head of Facilities Support Services advised that acquiring planning permission for increasing car parking spaces for patients and visitors was much easier than spaces for staff and the Trust also had to sign up to a travel plan.

The Group thanked the Head of Facilities Support Services for his update.

REGULAR ITEMS *(part one)*

PEG-26/18 Feedback from Patient Panel meeting

Danny Sparkes, Chair of the Patient Panel, advised that the group had not met since the last Patient Experience Group (PEG) meeting. They were due to meet the following week and Danny agreed to update PEG members at their next meeting.

Ashford and St. Peter's Hospitals NHS Foundation Trust

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FEEDBACK

PEG-27/18 Feedback from Members/Constituents to Governors Relating to Patient Experience

Keith Bradley highlighted the recent Quality Account Assurance Group meeting which took place on 6th September and was attended by six Governors and a CCG representative as well as the Associate Director of Quality. Unfortunately, there did not seem to be many others in attendance. Maurice Cohen recalled when the group was first set up there had been exceptional attendance from stakeholders and staff. The Group suggested nurse managers and the new Falls Nurse should be invited to future meetings. Danny Sparkes agreed to forward meeting dates to Patient Panel members. Keith agreed to continue to encourage his fellow Governors to attend meetings. **DS**

Danny Sparkes advised she had been a "secret shopper" when her daughter attended Ashford Hospital recently.

PEG-28/18 Feedback from members to Governors relating to Patient Experience

Keith Bradley advised one of his constituents had mentioned how they had received obscure messages via text from Outpatients. Godfrey Freemantle advised how he had received the incorrect patient leaflet with his appointment letter which baffled him somewhat. When he spoke with the consultant he was told the leaflet was sent to him incorrectly.

REGULAR ITEMS *(part two)*

PEG-29/18 Quality Report – Patient Experience

The Associate Director of Quality advised that most of the report apart from the Serious Incidents Requiring Investigation (SIRIs) had been discussed at the Quality Account Assurance Group. Keith Bradley advised how the Group had been disappointed with the lack of attendance from stakeholders and other staff and queried whether something could be done to encourage attendance as the meeting was considered to be extremely informative and worthwhile. Keith added that the Governors valued feedback from senior managers at the meeting and suggested when sending invites out, an explanation of whom and what would be presented would be useful.

The Associate Director of Quality considered the meeting provided the best means of raising concerns informally and a better discussion resulted. Maurice Cohen highlighted that stakeholders may feel the meeting covered internal subjects and thus attendance from them should not be expected.

The Group then discussed a few of the SIRIs.

PEG-30/18 Any Other Business

None

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PEG-31/18 Date and Time of Next Meeting

Monday 19th November 2018, 2-4pm, Room 1, Postgraduate Education Centre, St Peter's Hospital.

PEG-32/18 Dates for 2019

Monday 11th February
Monday 8th April
Monday 1st July
Monday 9th September
Monday 18th November

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

PEG-33/18 Tour of Outpatients

Tisyl Dela Cruz, Outpatients Sister, welcomed Group members to the Outpatients Department. She advised her remit included all Outpatients apart from Maxillofacial, Chest and Ophthalmology. Tisyl showed the Group the Main Reception area and the monitors patients used to check in. There was also an area adjacent for pre-assessment. There were two waiting areas – Green and Blue. Tisyl advised that there were 24 clinic rooms in total.

Once a patient checked in, a slip was produced which showed which area to take a seat. Once their appointment was over they returned to the Main Reception with a yellow form to book their next appointment. The Main Reception staff also provided assistance to patients with the check-in process.

Tisyl took the Group to the Blue area where showed them a screen which highlighted the number generated by the check-in process and what room the patient had to go to once the same information had been announced on the tannoy system and by a member of staff. Tisyl advised that some patients had complained the screen and writing was too small and Tisyl advised that a new larger screen was about to go up. The screens also conveyed messages, for example if the clinic was running late. The Group considered that a future walkaround covering Outpatients would be beneficial for the non-executive directors.

Tisyl highlighted that the Outpatients area was not as well laid out as Ashford Outpatients and lack of space meant the corridors were very narrow and difficult for patients with wheelchairs to navigate. Clinic nurses also did not have a dedicated area for them to coordinate clinics and had to stand in the corridors and use shared computers on the walls with no desks or chairs. Clinic staff also only had access to two toilets – one male and one female.

Tisyl then highlighted the green folders which accompanied each patient. These did not contain patient information other than the patient's name and address on stickers which were used on forms (x-ray, blood texts etc) generated by the clinician or nurse. Most staff were able to record appointment details

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electronically using Evolve but some still preferred to write information down in the green folder which was returned to Medical Records for inputting on Evolve.

The Group thanked Tisyl for her time and for showing them around the Outpatients Department.

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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	19 Nov 2018	Dave Sills agreed to attend the meeting on 19th November.	✔
10.9.18	**PEG-25/18**	**Update on Catering / Retail Tender Progress and PLACE Inspections**	Invite Andrew Grimes to update on the capital project	AS	19 Nov 2018	Andrew Grimes agreed to attend the meeting on 19th November.	✔
10.9.18	**PEG-27/18**	**Feedback from Members/Constituents to Governors Relating to Patient Experience**	Forward Quality Account Assurance Group meeting dates to Patient Panel members	DS	ASAP	Complete	✔

Ashford and St. Peter's Hospitals NHS Foundation Trust

Council of Governors

Minutes of the Patient Experience Group
19th November 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
	Maurice Cohen	Public Governor, Woking and Guildford
	Godfrey Freemantle	Public Governor, Hounslow, Kingston upon Thames and Richmond upon Thames
	Sue Harris	Staff Governor, Nursing and Midwifery
	Chris Howorth	Appointed Governor, Royal Holloway University of London
	Danny Sparkes	Public Governor, Runnymede, Surrey Heath, Windsor and Maidenhead
	Bertie Swan	Public Governor, Elmbridge
IN ATTENDANCE:		
Item 36/18	Andrew Grimes	Head of Capital Development
Item 38/18	Erica Heppleston	Associate Director of Quality
Item 35/18	Dave Sills	Dementia and Admiral Nurse Lead
	Anu Sehdev	Membership and Engagement Manager
APOLOGIES:	Maureen Attewell	Appointed Governor, Spelthorne Borough Council
	Judith Moore	Public Governor, Woking and Guildford

Minute **Action**

PEG-34/18 Minutes of Previous Meeting

The minutes of the meeting held on 10th September 2018 were agreed as a correct record.

The updated Action Log was noted.

PEG-35/18 Update on Dementia Services

Dave Sills, Dementia and Admiral Nurse Lead, advised that he had recently updated the Dementia Strategy to include other disciplines involved in the dementia pathway.

Dave advised that funding had been acquired to re-paint the toilet doors yellow and the grab rails dark blue. Each ward bay would also be equipped with a dementia friendly clock.

Dave was pleased that staff were better trained and more able to distinguish subtle indications of dementia in patients and were referring them to the Dementia team. Mandatory training had been completed by 86% of staff and further in-depth training was provided for staff that worked closely with patients. Doctors were also being trained.

Dave highlighted that many couples were diagnosed with both having dementia and due to increased awareness at the Trust, staff were endeavouring to accommodate couples in the same room if they required treatment and care at similar times.

Maurice Cohen considered the stigma associated with being diagnosed with dementia early on and it being difficult to remove this "label" if it was a misdiagnosis. Dave advised that on such occasions Trust staff would speak to care homes and carers where the diagnosis first arose. Dave also confirmed that site liaison staff remained on site and that the Abraham Cowley Unit was to remain on Trust grounds.

In response to Maurice, Dave advised that previously meeting the CQUIN had been the primary focus but now ensuring dementia care also reached existing patients as well as carers was possible.

Keith Bradley considered that community nursing staff did not have the relevant knowledge to care for dementia patients. Dave advised that training was provided on top of their "day job" and Sue Harris added that community nurses lacked capacity as they were already overstretched due to there not being enough nurses and hence had to prioritise patients that were housebound.

In response to Keith, Dave confirmed there was a support group session every week and it was now called the Carer's Hub (previously the Memory Café). The Chaplain had allowed the session to take place in the Quiet Room. Dave advised that many staff also utilised the sessions. Dave advised there was a great deal of flexibility to cover people in need, especially since there was not a lot of help/advice out there, but most referrals came through inpatient attendances. Dave highlighted that the new intake of junior doctors in August often resulted in a flurry of referrals.

Dave further advised of the "bus stop" initiative on Swift Ward where there was picture of a red bus by the nurses' station. This encouraged patients (especially with dementia) to come and sit and wait there quite happily.

Danny Sparkes mentioned hearing about a members' event and the Membership and Engagement Manager confirmed she had recently finalised a members' event which was taking place on 28th May 2019 with a further Study Day to take place on 19th September 2019 to coincide with World Alzheimer's Day on 21st September 2019.

The Group thanked Dave for his update and conveyed their appreciation for the great work he and his team were doing.

PEG-36/18 Update on the Capital Project

Andrew Grimes confirmed that planning permission had been granted by Runnymede BC in agreement with the Trust's plan for the whole site. Highlights included 300 houses being built on the west site, the rebuilding staff accommodation at Parklands and Silverlands and building a multi-deck car park

at the front of the hospital providing direct access to level 2 of the main outpatients building. Andrew highlighted that work was underway on demolishing the ramp. Future plans included a new Emergency Department and new clinical building (housing, for example, Endoscopy and theatres).

Andrew advised that contractual agreement with the Council included the provision of transport for staff as the Council considered there would be an increased demand at Junction 11 of the M25 motorway. Andrew advised that providing alternative ways for travel and parking for staff living in the Woking, West Byfleet, Chertsey and Staines area were being considered. The target was to reduce 100 car users.

In response to Chris Howorth, Andrew confirmed there would be more affordable housing being provided. Currently 100 bedrooms were provided for staff and there was a constant turnaround in occupancy.

Keith Bradley considered the best way to make the Trust a more attractive place to work for was by improving accessibility and not necessarily the campus. Maurice Cohen considered Ashford Hospital may be the key and the Group agreed that the site was better connected and that TFL provided 50% of the bus services and railway and tube access were close by.

Maurice queried the timeline for works and it was advised that it was around 3-5 years for completion although some projects would be completed more quickly, for example the multi-deck car park should be completed by next winter. Andrew advised that whilst the works were underway, rotating patient and staff parking would be necessary, but once the multi-deck car park was in place disruptions would reduce considerably.

Andrew highlighted this was an opportunity for the Trust to utilise the campus more effectively and organise services to enhance patient flow and improve access for both patients and staff. It also offered a real opportunity to provide better facilities for existing staff as well as improving the recruitment and retention of staff in the future. More people, including staff, would be able to access the main building and there would be better connections to Orthopaedics and A&E once parking was consolidated to one area and staff would feel more secure when working at night.

Andrew highlighted further initiatives which included reinvesting in the nursery. It was advised that the nursery at Ashford Hospital would be moved to the main building.

Andrew advised that bids for the projects were now being received and it as intended to report to Board in February 2019. Andrew added that the catering provision was also being discussed and a decision on the most suitable solution for all would be made.

The Group thanked Andrew for his detailed update.

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REGULAR ITEMS

PEG-37/18 Feedback from Patient Panel meeting

Danny Sparkes, Chair of Patient Panel, advised that the Patient Panel was due to meet the following day. Danny advised that Patient Panel members had been pleased to have the Deputy Chief Nurse in attendance at recent meetings.

Danny advised that members considered some reassessment of the Patient Panel was needed. There was some difficulty being experienced in the administering of meetings and since the Board committees had been reorganised, several Patient Panel members had lost their seat on committees. It was being considered to invite the Chairman or Chief Executive to a meeting to discuss further.

PEG-38/18 Quality Report – Patient Experience

The Associate Director of Quality welcomed questions on the Quality Report.

In response to Keith Bradley, it was advised the 65% reduction was in medical incidents in harm and the 23% increase was in incidents with no harm and that the number of cases was very low, averaging 2 cases per month. The Associate Director of Quality added that the Trust was actively reporting incidents and since all incidents were reported to the National Reporting and Learning System (NRLS), the data accrued was used to determine trends.

Chris Howorth highlighted the graph on Safety – Number of Medication Errors Reported – and noted that there was no change in the grey line and the Associate Director of Quality advised that it was a straight run chart and that there had been some increase in patients over time. The Associate Director of Quality added that the priority for the last year had been high risk drugs. Maurice Cohen highlighted that even Aspirin could cause harm to some patients and then there were allergic reactions to certain drugs to consider. The Associate Director of Quality advised that detailed training on high risk drugs, especially intravenous drugs, was being provided and confirmed that the Chief Pharmacist had highlighted all of the high risk drugs. It was also advised that a lot of work had been done around Penicillin in A&E and before administering alerts came up on whether the patient had been asked if they were allergic.

Chris highlighted the graph on Safety – Pressure Ulcers (Grade 2 or above) Hospital Acquired – and noted that the grey line had gone down and wondered whether this was the pattern for the future. It was advised that it was although numbers of pressure ulcers remained low.

Conversation turned to reporting and the Associate Director of Quality advised that the Trust was not reporting fully due to capacity issues but that near misses and severe harms were always reported. Bertie Swan highlighted the tabards worn by nursing staff at the Princess Alice Hospice which asked visitors not to interrupt them when they were dispensing drugs and the Associate Director of Quality advised that the Trust had similar tabards although these did not always

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deter interruptions.

The Associate Director of Quality reminded the Group about the Complaints Experience Based Co-Design event taking place on 30th November and a few of the Governors indicated that they were attending. It was agreed that the Membership and Engagement Manager would open up the invitation to the rest of the Governors. **AS**

The Associate Director of Quality advised that her team were in the process of planning an improvement programme in Outpatients at Ashford Hospital. Improvements in Orthopaedics had already been realised and Bertie confirmed that both she and her acquaintances had noticed improvements.

In response to Brian Catt on the themes in complaints, the Associate Director of Quality agreed to share the Patient Experience Annual Report as well as the Patient Experience Report for Quarters 1 and 2. **EH**

FEEDBACK

PEG-39/18 Feedback from Group members on recent visits and meetings

Keith Bradley highlighted that the Membership and Engagement Manager had requested all Governors report back on their recent visits and meetings so they were captured as part of the Activities paper going to the Council of Governors.

PEG-40/18 Feedback from members to Governors relating to Patient Experience

Brian Catt advised that a case in his constituency he had mentioned previously had now been dealt with by a personal meeting between the Chief Executive and the complainant.

PEG-41/18 PEG Annual Report and TORs

The Group examined the Annual Report and TORs and agreed amendments. It was agreed the final report would be included in the papers for Council of Governors for the 5th December 2018.

PEG-42/18 Chairmanship of PEG

Chris Howorth proposed that Keith Bradley continue as Chairman of the Patient Experience Group and the rest of the Group unanimously agreed.

PEG-43/18 Any Other Business

Bertie Swan advised that she had recently taken on the role of Volunteer Chaplain on the wards to represent the Jewish faith.

PEG-44/18 Dates for 2019

Monday 11th February

Ashford and St. Peter's Hospitals NHS Foundation Trust

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Monday 8th April
Monday 1st July
Monday 9th September
Monday 18th November

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

Ashford and St. Peter's Hospitals NHS Foundation Trust

Action Log

Meeting Date	Minute Ref	Topic	Action	Lead	Due Date	Update	Completed
19.11.18	**PEG-38/18**	**Quality Report – Patient Experience**	Invite the rest of the Governors to the Complaints Experience Based Co-Design event taking place on 30th November	AS	ASAP	Invited	✔
19.11.18	**PEG-38/18**	**Quality Report – Patient Experience**	Forward PEG members the Patient Experience Annual Report as well as the Patient Experience Report for Quarters 1 and 2.	EH	ASAP	Complete	✔