Ashford and St. Peter's Hospitals
NHS Foundation Trust

COUNCIL OF GOVERNORS
16th October 2024

TITLE	**Patient Experience Group Report**
EXECUTIVE SUMMARY	The minutes of the meeting of the Patient Experience Group held on 9th September 2024 are attached. Matters discussed in the meeting included: • Quality Report – Patient Experience • Feedback from Patient Panel meeting • Feedback from the Learning from Patient Experience meeting • Feedback from Group members on recent visits and meetings • Feedback from members to Governors relating to Patient Experience • Update on the Patient Portal In addition, James Thomas, Chief Operating Officer and Megan Beardsmore-Rust, Associate Director of Operations for General and Specialist Medicine, attended to present on the Waiting Well project.
The Council is asked to:	Note the minutes of the meeting of the Patient Experience Group held on 9th September 2024.
Submitted by:	Chris Howorth, Chair of the Patient Experience Group and Appointed Governor for the Royal Holloway, University of London
Date:	October 2024
Decision:	For Noting

Ashford and St. Peter's Hospitals
NHS Foundation Trust

Council of Governors

Minutes of the Patient Experience Group
9th September 2024

via Microsoft Teams
14:00 – 16:00 hours

PRESENT:	Shirley Holmes	Public Governor, Woking and Guildford
	Lilly Evans	Public Governor, Runnymede, Surrey Heath, Windsor and Maidenhead
Chair:	Chris Howorth	Appointed Governor, Royal Holloway University of London
	Ann Ooms	Public Governor, Elmbridge
	Michael Smith	Public Governor, Woking and Guildford
	Anthony Tweh	Public Governor, Hounslow, Kingston-upon-Thames, Richmond-upon-Thames and Rest of England
IN ATTENDANCE:	Claire Atkinson	Deputy Head of Patient Experience and Involvement
Item 37/24 only	Megan Beardsmore-Rust	Associate Director of Operations – General and Specialist Medicine
	Sue Doran	Appointed Governor, Spelthorne Borough Council
	Jacqui Rees	Associate Director of Quality
	Anu Sehdev	Membership and Engagement Manager
Item 37/24 only	James Thomas	Chief Operating Officer
	Mark Williams	Appointed Governor, Runnymede Borough Council
APOLOGIES:	Andy Brown	Staff Governor, Volunteers
	Kate Colban	Staff Governor, Allied Health Professionals
	Karen Howkins	Public Governor, Spelthorne

Minute **Action**

PEG-36/24 Apologies and Welcome

As recorded above. Chris Howorth welcomed the Chief Operating Officer and Associate Director of Operations to the meeting.

PEG-37/24 Waiting Well

The Associate Director of Operations for General and Specialist Medicine advised that the Waiting Well initiative had had a soft launch a year ago and there was much enthusiasm from the General and Special Medicine division. An updated version had now been prepared, details of which were presented to the Group.

The Chief Operating Officer advised that the aim of the initiative was to ensure patients did not come to any harm while waiting to be seen. This was timely due to the large numbers of patients currently on waiting lists. COVID, industrial action and the implementation of Cerner had all been instrumental in worsening

the situation. Another more crucial aim was to understand whether patients were deteriorating whilst waiting for their next appointment or treatment. Upon collecting all this information it was important to ensure safety measures were put in place.

The Chief Operating Officer ran through the actions the team would be taking to mitigate the risk of harm due to elongated waits, validating them and tracking them. Patients would be contacted and their care tailored accordingly. This could mean they were reviewed by a clinician leading to a change in the priority to be seen.

The Associate Director of Operations for General and Specialist Medicine advised that the next steps included holding a summit for operational managers and then a meeting with consultants. Leaflets had been produced and would be shared with relevant staff members and presentations would be accessible for all. The Waiting Well initiative had been presented to Region, NHS England, Frimley Park Foundation Trust, East Sussex Healthcare NHS Trust and the CQC. The Trust had been nominated for an award with Health Service Journal.

It was queried how harm was assessed when patients were referred by their GP but were yet to be seen. It was advised that those referred on an urgent basis or for certain conditions would be fast tracked through the appointment system.

Private healthcare was discussed and whether patients should be encouraged to use their private healthcare cover to help reduce the burden at NHS level. It was advised that the Trust did not encourage or pressure patients into using private healthcare but would support anyone wishing to use private services.

It was queried whether an analysis of patients that dropped off waiting lists and the reasons why was undertaken. It was confirmed that these patients were also tracked and understood.

The long wait from GP referral to being seen was highlighted particularly in some specialities. Further advice or guidance could be accessed or a clinical review could upgrade the urgency to be seen as well arranging for tests while waiting. The delay in diagnostics was also highlighted and it was considered that GPs could potentially begin medications while the patient was waiting to avoid further deterioration.

It was considered that Waiting Well would be an excellent subject for a future members' event. It was highlighted that the Royal Brompton raised as much income from private healthcare as it did from NHS care. It was also understood that identification of some very specific cohorts of patients could sometimes be a challenge due to coding issues. The Chief Operating Officer advised that the Trust had an agreement with the BMI Runnymede that the Trust would not provide any private healthcare on its premises. Income was generated from leasing the land to BMI Runnymede as well supporting care through tests, for example. The Annual Members' Meeting was considered a possible way of informing patients about the Waiting Well initiative. Finally, the patient portal provided a great service and would support many of the care functions.

The work the Director of Strategy and Sustainability was undertaking with the

Alliance on health and wellbeing was highlighted. The purpose of this was to encourage an improved relationship with the public and increase provision of care in the community.

The Chief Operating Officer agreed to share the presentation with Group members and welcomed any further feedback via the Membership and Engagement Manager. Chris Howorth added that the Chief Operating Officer had also previously requested detail on specific cases to assist with wayfinding or examples of issues with outpatient appointments. **AS All All**

The Group thanked the Chief Operating Officer and Associate Director of Operations for General and Specialist Medicine for their presentation.

PEG-38/24 Quality Report – Patient Experience

The Associate Director of Quality advised that this report covered May and June and presented the highlights.

Performance in complaints and the Friends and Family Test had been a challenge but since further work had been undertaken performance was back up 90% and 17.4% respectively. The complaints policy was also in the process of being reviewed. PALS was performing well with all concerns resolved within the 5 day timescale.

The Trust was waiting on the national targets for Infection Prevention Control (IPC) to come through and these would feature in the next report. There had been a MRSA outbreak on NICU which was now coming to an end. Challenges with other targets were highlighted as well as the improvements being made.

The "You Said, We Did" section of the report was highlighted which described learning from patient experience.

The Reach Out and Connect programme was discussed and it was advised that the Trust had access to contacts in several community groups and would be reaching out to them and arranging a focus group.

It was suggested that frequencies or priorities should be reported rather than percentages when overall occurrences were low and percentages may indicate alarm when this was not the case.

PEG-39/24 Minutes of the Previous Meeting

The minutes of the meeting held on 3rd June 2024 were agreed as a correct record.

PEG-40/24 Matters Arising

The updated action log was noted.

Chris Howorth advise that he had now spoken with Karen Howkins.

Chris also advised that one Group member had expressed their interest in

becoming the Chair of the Group and welcomed interest from other members before a decision would be made at the next meeting.

REGULAR ITEMS

PEG-41/24 Feedback from Patient Panel meeting

Andy Brown had advised Chris Howorth that there was nothing to report in relation to discussions at the previous meeting.

PEG-42/24 Learning from Patient Experience

Again there was nothing to report here.

FEEDBACK

PEG-43/24 Feedback from Group members on recent visits and meetings

Issues relating to data entry on the electronic patient record were discussed and these mainly were around ensuring only those that were adequately qualified could input important data relating to discharge summaries to safeguard entries were correct and no harm resulted. Mark Williams, Appointed Governor representing Runnymede Borough Council and also a Cardiology Consultant at the Trust, advised that any level of clinician could input data on the electronic patient record but changes could not be made unless these were to a record the individual had made. Any issues should be logged on Datix by a member of staff.

The confusion around dates sometimes appearing in either US or UK format on the patient portal was highlighted.

Corridor care was highlighted advising that the care provided was minimal, there was no access to a call button and minimal food or drink was provided.

Group members were reminded to highlight any concerns with the Chief Operating Officer as per his earlier request.

Andy Brown had advised that he had joined the Ashford Hospital User Experience Group where signage, wayfinding and patient communications were being looked at. He was yet to attend a meeting.

PEG-44/24 Feedback from members/public to Governors relating to Patient Experience

Two cases were highlighted where patients had shared their positive experiences when they attended the hospital.

Several cases were highlighted where patients had not received good patient experience. It was agreed to forward the details to the Chief Operating Officer. **SH**

PEG-45/24 Patient Portal

Recent hospital attendances had highlighted gaps in the way communications

interfaced with the patient portal. GP letters appeared in the portal but the patient did not receive a notification when a letter had been sent through.

The aim was to go paperless but this was difficult due the different ways both trusts raised letters or communications and a standardised approach was needed. An upgrade was being planned for October and although upgrades should be undertaken every 6 months, nothing had yet taken place since Cerner had been implemented in May 2022.

PEG-46/24 Any Other Business

None

PEG-47/24 Date of Next Meeting

Monday 4th November 2024 via MS Teams

Ashford and St. Peter's Hospitals NHS Foundation Trust

Meeting Date	Minute Ref	Topic	Action	Lead	Due Date	Update	Completed
08.04.24	**PEG-13/24**	**Patient Safety Incident Reporting Framework (PSIRF)**	Invite KIS when the programme became embedded	AS	9.9.24/ 4/11/24		
03.06.24	**PEG-29/24**	**Learning from Patient Experience**	Update on the Emergency Improvement Pathway at a future meeting.	AS	9.9.24/ 4/11/24		
09.09.24	**PEG-37/24**	**Waiting Well**	Share presentation with Group members	AS	ASAP	Shared with minutes and placed on Admincontrol.	✔
09.09.24	**PEG-37/24**	**Waiting Well**	Share further feedback via the Membership and Engagement Manager	All	ASAP	Complete	✔
09.09.24	**PEG-37/24**	**Waiting Well**	Any issues relating to Wayfinding to be shared via the Membership and Engagement Manager	All	ASAP		
09.09.24	**PEG-44/24**	**Feedback from members/public to Governors relating to Patient Experience**	Provide the detail of the concerns raised to the COO via the Membership and Engagement Manager	SH	ASAP	Complete	✔