Ashford and St. Peter's Hospitals NHS Foundation Trust

COUNCIL OF GOVERNORS			
Date of meeting	2 July 2025	**Agenda Item**	5.2
Author(s)	Andy Brown, Staff Governor, Volunteers	**Confidential**	NO
Exec Sponsor	n/a	**Date submitted**	25.6.25
Title of paper	Patient Experience Group Report		
Presented by	Shirley Holmes, Public Governor for Woking and Guildford		
Committee(s) where paper has been discussed previously and outcome of discussion:			

Strategic Objective(s)

Quality of Care	**x**	**People**		**Modern Healthcare**		**Digital**		**Collaborate**	

Executive Summary

The minutes of the meeting of the Patient Experience Group held on 16 April 2025 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, Toks Ogunbanjo (Chief Pharmacist, Ashford & St Peters and North West Surrey Alliance, Divisional Director, Diagnostics Therapeutics and Cancer Services and Borough Director, North West Surrey Alliance), took Group members on a tour of Pharmacy and Outpatients.

Recommendation	For: Decision ☐ Discussion ☐ Information ☒
Key issues: State impact/implications and mitigation	
Quality, safety & patient impact	
Employee	
Other stakeholder(s)	
Equality, diversity & inclusion	
Finance	
Legal	

Risk(s) Identified (include link to Corporate Risk Register / Strategic (Board Assurance Framework) Risks:

Council of Governors

Minutes of the Patient Experience Group
16th April 2025

Room 3 Chertsey House St Peters Hospital and tour of the hospital
14:00 – 16:00 hours

PRESENT:			
	Notes:	Andy Brown	Staff Governor, Volunteers
		Heather Hall	Public Governor, Runnymede, Surrey Heath, Windsor and Maidenhead
	Chair:	Shirley Holmes	Public Governor, Woking and Guildford
		Karen Howkins	Public Governor, Spelthorne
		Chad Lake	Public Governor, Spelthorne
		Ann Ooms	Public Governor, Elmbridge
		Denis Wright	Public Governor, Runnymede, Surrey Heath, Windsor and Maidenhead
IN ATTENDANCE:		Jacqui Rees	Associate Director of Quality
APOLOGIES:		Sue Doran	Appointed Governor, Spelthorne Borough Council
		Anu Sehdev	Membership and Engagement Manager
		Michael Smith	Public Governor, Woking and Guildford
		Anthony Tweh	Public Governor, Hounslow, Kingston-upon-Thames, Richmond-upon-Thames and Rest of England

Minute **Action**

PEG-13/25 Apologies and Welcome

Shirley Holmes welcomed everyone to the first in-person Patient Experience Group (PEG) meeting held for some time.

PEG-14/25 Minutes of the Previous Meeting

The minutes of the meeting held on 26th February 2025 were agreed as a correct record.

PEG-15/25 Matters Arising

The updated action log was noted.

The third item relating to circulating the quality priorities has been completed as these were sent in the papers for this meeting.

Shirley Holmes reminded the members for feedback on the action points relating to what PEG members would like Quality to concentrate on and on ideas for topics to be covered at future PEG meetings.

Andy Brown felt that the action item relating to the signing-in screen in outpatients was not working as well as indicated in the minutes. We would observe this during our visit later.

REGULAR ITEMS

PEG-16/25 Feedback from Patient Panel meeting

Andy Brown advised that nothing of significance had been raised. At the recent meeting, Emma James, Programme Manager, had attended and shared details about the Flow - Patient Pathway Core working group and she had asked for engagement from the Patient Panel members.

PEG-17/25 Learning from Patient Experience

Andy Brown reported that the April scheduled meeting had been cancelled, and Jacqui Rees explained that in future, the chair will be Lucie Butler [Deputy Interim Chief Nursing Officer] or Jacqui herself and the administration will be handled by Claire Atkinson [Deputy Head of Patient Experience and Involvement] .

PEG-18/25 My Care Patient Portal

Andy Brown reported that there had not been a recent Board meeting – one was scheduled for the end of April.

Andy then explained to the group what the Patient Portal currently offered to patients, its potential as well as how it integrated with the NHS app. Though implemented in February 2024, the current offering is very limited as not all outpatient areas use Millenium Cerner and hence it does not interface with the Patient Portal.

PEG-19/25 Integrated Performance Report - Quality Pages on Patient Experience

Jacqui Rees provided an update on the report.

There has been a significant improvement in patient feedback. With paper and a lack of an electronic approach, this has been around the 2% to 4% range.

With the use of Viewpoint and the range of family and friends questions being optimised, the target of 15% has been reached and so the new target is 20%

Moving onto this year, adjustments will be made to the questions such as the addition of “would you recommend our services?” as well as identifying areas to focus on. The baseline date is weak and this needs more analysis.

In the Emergency Department [ED], the target is 85% nationally and for ASPHFT, we are in the 60% to 70% range. This has been helped by a team of volunteers supporting the use of Viewpoint in ED as well as in the wards at Ashford Hospital.

The data can be analysed and broken down into various categories such as outpatients versus in patients as well as by area such as specific wards.

Covering the complaints processes, the response rate in the completion of complaints has taken a nosedive as the processes had only been handled at the divisional level and they are now including the executive level. The new Chief Medical Officer and the Chief Nursing Officer review all the complaint responses before they are signed off by the Group Chief Executive Officer before they are issued. This has been introduced to ensure the complaints are addressing issues across the Trust.

The divisional team and the patient experience team have a target to clear the backlog by the end of May.

Jacqui then explained the process that occurs in Patient Advice Liaison Service [PALS]. Calls and correspondence are received in PALS, and they are categorised into PALS items or complaints.

PALS items will be responded to and closed within five working days.

Complaints are acknowledged within three days and then target to provide a response is twenty-five working days. If third-party involvement is required then the time required is extended and all parties are informed.

All items received in PALS are treated in order of receipt and then assessed and the patient informed of the progress.

With complaints, the clinical team may meet face to face with the complainant and a written response is provided. The Patient Experience team will act in a liaison role. If the complainant is not happy with the response, the Chief Nursing Officer will handle the issue.

FEEDBACK

PEG-20/25 Feedback from Group members on recent visits and meetings

Shirley Holmes briefly mentioned her involvement with the Complex Discharge work stream which is part of the bigger Improving Flow initiative led by the Chief Medical Officer and the Chief Nursing Officer. More will be shared at the next PEG meeting.

PEG-21/25 Feedback from members/public to Governors relating to Patient Experience

Nothing to report.

PEG-22/25 Any Other Business

Denis Wright informed the group how pleased he was in attending the recent Schwartz meetings where members of the Trust shared their experiences. He also commented that he had observed the QI sub-committee meeting on 27th March and was impressed by the thoroughness of the questioning and assurance seeking.

Shirley Holmes closed the meeting at 2.50pm

TOUR

PEG-23/25 Tour of Pharmacy and Outpatients

Group members made a visit to the Pharmacy department at St Peters and the Outpatient areas to see the workings of these areas. Thanks to Toks Ogunbanjo (Chief Pharmacist, Ashford & St Peters and North West Surrey Alliance, Divisional Director, Diagnostics Therapeutics and Cancer Services and Borough Director, North West Surrey Alliance), for his support during this visit.

PEG-24/25 Date of Next Meeting

Wednesday 16th July 2025, 2-4pm, via MS Teams