

**Patient and Carer Experience Committee**  
**Meeting Date: 20 January 2020**

**Members:** Val Moore (VM)–Chair, David Brewer (DB), Sonia Catchpole (SC), Sarah Cauchi (SCa), Kim Clark(KC), Sue Collins (SC), Brenda Davies (BD), Vanessa Dawborn (VCD), Jodie Deards (JD), Adefunke Eriolu (AE), Hannah Gardner (HG), Sue Hunt (SH), Bryn Gwyndaf Jones (BJ), Abigail Lawrence (AL), Claire Lyon (CL), Jenny Pennell (JP), Liz Simpson (LS), Michael Taylor (MT), Jane Unwin (JU), Sue Wilkinson (SW), Lisa Walker (LW), Rachael Corser, (RC), Steve Palmer (SP), Matthew Yeoman, Student Rep

**Apologies:**, Sue Wilkinson(SW), Nicola Owen(NO), Katherine Woods (KW), David Brewer(DB), Hannah Gardner(HG), Roona Ellis(RE), Liz Simpson(LS), Vanessa Dawborn(VCD)

| Item | Subject                                                  | Update                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| 1    | Welcome/<br>apologies<br>Minutes                         | The minutes of the meeting held on 18 November 2019 were approved.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 2    | Matters arising/<br>Action log                           | There were no matters arising. The action log was updated as follows: <ul style="list-style-type: none"> <li>▪ KC to clarify the process for recording comments from social media with VCD and Communications.</li> <li>▪ KC/VCD to liaise with JD regarding how unpaid carers who raise concerns can be recorded.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 3    | Feedback from<br>Quality & Safety<br>Committee<br>(QASC) | The last QASC meeting was a deep dive meeting (finance, restructuring of divisions). There is a continued focus on the deteriorating patient. Presentations were received regarding: <ul style="list-style-type: none"> <li>▪ Women's services</li> <li>▪ Two Quality Coaches have joined the Quality Improvement Team with Tracey Van Wyk joining ENHT as the Head of Quality Improvement The QI team- introduced as a key part in the ongoing sustained improvements work</li> <li>▪ Equality, diversity and inclusion.</li> <li>▪ The 'pathway to clinical excellence' which includes ward accreditation. RC noted that this is being enthusiastically received by the nursing teams but there is a tight deadline for submission.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 4/6  | Patient<br>Experience<br>quarterly report                | JP and KC presented the draft patient experience report for the period October December 2019.<br>KC reported: <ul style="list-style-type: none"> <li>▪ The complaints team are continuing to liaise closely with complainants and have improved the percentage of complaints responded to within the agreed timeframe from 65% in April to 90% in December.</li> <li>▪ The team have reduced the number of open complaints to below 100; it is anticipated that the team will continue to meet the trajectory of no more than 120 open complaints across the Trust at any one time.</li> <li>▪ The Parliamentary &amp; Health Service Ombudsman will be publishing case studies on complaints they have investigated on a quarterly basis. The recently published Q1 report provided data on the number of complaints assessed and accepted for investigation, as well as outcomes. ENHT were not featured in the Q1 report.</li> <li>▪ Healthwatch England have produced a report "Shifting the Mindset". Concerns have been raised by Sir Robert Francis QC that Trusts are focusing on numbers of complaints and not learning from them. The report highlights concern that Trusts are not sharing the outcomes of complaints with the general public, which leads to people</li> </ul> |

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|   |                                                                                        | <p>being reluctant to come forward with concerns. KC will be working with the communications team to ascertain the feasibility of publishing anonymous complaints on the website. BD asked if it was necessary to seek consent from complainants. It was agreed that the wording about consent on the acknowledgement letter and response can be amended to reflect this.</p> <p>Amendments were agreed to the report which will be updated for submission to the Quality and Safety Committee in January.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 5 | Carers update                                                                          | <p>The carers update from JD was circulated.</p> <p>JD is launching a staff carers network which will take place on the last Thursday of every month.</p> <p>There is a young carers awareness day on 30 January.</p> <p>JD has spoken with a relative who has shown interest in presenting a patient story following her mother's admission to Barley Ward.</p> <p>JD attended an NHS conference in December and was very interested in the discussion held with regard to the personal cost of caring (loss of health, loss of income) and the requirement to recognise the impact of this. The discussion also included how carers fill the gaps in services and the saving on the NHS (£134 billion per annum). Mental health and chronic health issues was also a focus.</p> <p>JD raised concern that the snack boxes provided to carers no longer have a piece of fruit. RC agreed to take this forward with Perry Batchelor.</p> <p>JD/KC are going to explore how to record concerns and complaints submitted by unpaid carers. KC explained that the term 'carer' or 'family' is used in the national report that is submitted each quarter, but it is recognised that breaking this down for internal reporting will be of value.</p> |
| 7 | Divisional patient experience action plan: Children's Services                         | <p>LS informed the committee that the team are hoping to hold a patient/parent focus group but there are some challenges around the timing of the event.</p> <p>There continues to be challenges with space, temperature and the lack of bathroom facilities within Bluebell for children with complex needs. Children's services will be included in the Trusts wave 5 redevelopment bid.</p> <p>It was noted that the challenges faced are not reflected in the formal complaints received. The main cause for concerns relate to delays and cancellations with appointments, communication regarding care &amp; medication and waiting times in ED.</p> <p>LS/JD will link in with each other in regard to the young carers awareness day.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 8 | Emerging Risks                                                                         | <p>Report not presented. The Chair guided the Committee through a number of patient experience risks. Some were to do with the clinical risks due to excessive waiting, e.g., ophthalmology, lack of equipment, need for recruitment.</p> <p>SP raised a query relating to the plan for the LINAC machines at MVCC that are due for replacement in April.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 9 | Scheduled reports:<br><br>Voluntary Services<br><br>Health Liaison/Learning Disability | <p>CL provided an update.</p> <p>The number of training opportunities have increased which include:</p> <ul style="list-style-type: none"> <li>▪ Hand Hygiene</li> <li>▪ Dementia Awareness</li> <li>▪ Death and Dying Workshops</li> </ul> <p>Following the withdrawal of the RVS 'Meet &amp; Greet' volunteer programme at the QEII the Trust have introduced a volunteer guide.</p> <p>AE presented the LD update.</p> <p>The purple wrist band project is in progress and a standard operating procedure is</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

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|    |                                          | <p>awaiting approval at the next LD working group meeting.</p> <p>The following departments have been awarded the Purple Star:</p> <p>Lister Day Surgery<br/>Ambulatory Care<br/>Diabetic eye screening<br/>Ophthalmology<br/>Day Surgery</p> <p>269 staff attended LD awareness training. It was noted that the majority of staff trained were clinical support workers and nurses, very few medical staff have attended.</p> |
| 10 | Items for escalation to QASC             | <p>Patient experience quarterly report as routine.</p> <p>For information:<br/>Parliamentary Ombudsman report and Healthwatch England reports<br/>Carers activities in the Trust</p>                                                                                                                                                                                                                                           |
| 11 | Report to Divisional Governance meetings | No items suggested.                                                                                                                                                                                                                                                                                                                                                                                                            |
| 12 | Any other business                       | None                                                                                                                                                                                                                                                                                                                                                                                                                           |

- Action has slipped
- Action is not yet complete but is on track
- Action has been completed

#### ACTIONS LOG

| Meeting  | Issue/Action                                                                    | Update                                                                                                                                           | Responsibility | Deadline to achieve | Status |
|----------|---------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------------------|--------|
| 13.5.19  | Review of compliments                                                           | Complaints/PALS team have started to keep a log of compliments and will liaise with Communications to include feedback via Facebook and Twitter. | VCD            | 17.2.20             |        |
| 18.11.19 | Review how carers who raise concerns can be recorded.                           |                                                                                                                                                  | VCD/JD         | 17.2.20             |        |
| 18.11.19 | SW to invite dietician to attend PEC when nutrition/hydration update is due     |                                                                                                                                                  | SW             | 1.2.20              |        |
| 18.11.19 | JD to identify carer representative(s) for PEC                                  |                                                                                                                                                  | JD             | 1.2.10              |        |
| 20.1.20  | SC to address query relating to replacement of LINAC Machines at MVCC           |                                                                                                                                                  | SC             | 30.3.20             |        |
| 20.1.20  | RC to speak with Perry Batchelor regarding absence of fruit in carers snack box |                                                                                                                                                  | RC             | 17.2.20             |        |