

Council of Governors

Date:	Thursday 1 November 2018	Attachment Number:	G																
Title of Report:	Governors Committee and Working Groups update report																		
Purpose of the report and the key issues for consideration/decision:	The purpose of the report is to update the Council of Governors on the activities and areas of focus from each of the Committee's and Working Groups attended by Governors since the last meeting.																		
Prepared by:	Committee or Group member/representative																		
Presented by:	Committee or Group member/representative																		
Strategic Objective(s) supported by this paper:	<table border="1"> <tr> <td>Financial Sustainability</td> <td>x</td> <td>Empower & Engage Staff</td> <td>x</td> </tr> <tr> <td>Quality of Care</td> <td>x</td> <td></td> <td></td> </tr> </table>			Financial Sustainability	x	Empower & Engage Staff	x	Quality of Care	x										
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Quality of Care	x																		
Is this on the Trust's risk register:	<table border="1"> <tr> <td>No</td> <td>x</td> <td>Yes</td> <td></td> <td>If Yes, Score</td> <td></td> </tr> </table>			No	x	Yes		If Yes, Score											
No	x	Yes		If Yes, Score															
Which CQC Standards apply to this report:	Well-led domain																		
Have all implications related to this report been considered: (please X)	<table border="1"> <tr> <td>Finance Revenue & Capital</td> <td></td> <td>Equality & Diversity</td> <td>x</td> </tr> <tr> <td>National Policy/Legislation</td> <td></td> <td>Patient Experience</td> <td></td> </tr> <tr> <td>Human Resources</td> <td></td> <td>Terms of Authorisation</td> <td>x</td> </tr> <tr> <td>Governance & Risk Management (BAF)</td> <td>x</td> <td>Other:</td> <td></td> </tr> </table>			Finance Revenue & Capital		Equality & Diversity	x	National Policy/Legislation		Patient Experience		Human Resources		Terms of Authorisation	x	Governance & Risk Management (BAF)	x	Other:	
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Action Required: (please X)	<table border="1"> <tr> <td>Approve</td> <td></td> <td>Discuss</td> <td></td> <td>Receive for information</td> <td>x</td> <td>Decision</td> <td></td> </tr> </table>			Approve		Discuss		Receive for information	x	Decision									
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Previously Considered By:	<table border="1"> <tr> <td>n/a</td> <td>Date:</td> <td></td> </tr> </table>			n/a	Date:														
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Recommendations:	The Council of Governors are asked to receive and note the reports from Governors.																		

Jerry Stanford, Lead Governor update
Patient & Public Engagement and Experience Steering Group

Meeting 6th September 2018

1. Patient Experience Trends: A draft structure of the Paper to be presented to Board was tabled; it is the first attempt at an overview of all sources of patient feedback but is not yet a qualitative analysis.
2. Friends & Family Test – the existing contract to be extended for 6 months in light of national FFT review which has already indicated the name and format will change.
3. Developing PPEE Volunteering opportunities: a pilot project using students from Keighley College due to start in October on Ward 10. Your Governor reported his involvement in youth awareness focus.
4. Improvement Aims for Dementia Patients: Trust is a pilot site for Enhanced Collaborative Care which has already created improvements. Youth Volunteering project will be involved.
5. Patient Experience Hub – Planning to create a hub for Patient Experience moving forward.
6. Events for 'Seldom Heard' groups: Progress being made and report to come to next meeting.
7. Healthwatch Complaints Report: Feedback from 95 people about the complaints process across local NHS providers in W Yorkshire. Issues included length of time to progress, navigational complexity, lack of faith and trust in the system and fear of impact on own treatment. Action Plan being created for or response to the report.
8. Accessible Information Standard: Progressing toward full compliance with regular meetings being held. Areas to do include identifying and flagging stages of AIS consistently then move to turning patient letters into accessible formats.
9. WYAAT Elective Orthopaedic Pathway: To generate consistency across the Trusts the quality and content of patient information on Hip and knee replacements is being standardised.
10. Governor Update: Governor Engagement –

CoG at end October will hopefully approve our Governor Development Plan:

1. Relevant elements include:
 - a. Governors to seek membership of their local PPG
 - b. Feedback always through Jane Downes/Nicola Reed
 - c. Membership Development group business to be delivered within Governors Engagement Forum (formerly Network).
 - d. Develop local youth involvement with Lynsey Nicholson
 - e. Participate in WY&H engagement forum
 - f. Outpatient engagement to continue monthly.
2. Latest outpatient feedback summary-
 - a. Removal of parking pass from volunteer drivers
 - b. Hydrotherapy pool 30 min sessions outside 20 min free parking
 - c. A retired nurse's sister in AAU – 25 min wait for buzzer response
 - d. 12 strong compliments for provision of services both outpatient and in-patient experience
 - e. Volunteer driver said all her patients had reported favourably on the service received over the last year.
11. Updates from Teams:

Maternity – Maternity Voices Partnership engagement work, including with BAME communities, is well, and ward 17 methods of allowing children who have paid carers to continue task on ward being developed. New volunteer role on neonatal ward being discussed.

Community – Work proceeding well to support early discharge from Ward 10, enabling a good transition to home and improve awareness of collaborative care.