

Report to:	Council of Governors	Agenda item:	15
Date of Meeting:	8 June 2017		

Title of Report:	Governor Quality Working Group Update Report
Status:	For Information
Sponsor:	Jane Shaw, Public Governor, South Wiltshire (Interim Chair)
Author:	Roxy Poultney, Membership & Governance Manager
Appendices:	Appendix 1: Working groups Terms of Reference

Purpose
To provide the Council of Governors with an update following the Governor Quality Working Group held on 6 th April 2017.

Background
The report is prepared to inform the Council of Governors on the salient issues discussed and agreed at the Governor Quality Working Group.

Business Undertaken
<p>The Working Group received the following updates which had been delegated from CoG:</p> <ul style="list-style-type: none"> • Update on Patient Transport • Board Monitoring Report actions – proposed way forward <p>The Working Group received the following updates:</p> <ul style="list-style-type: none"> • Quality Accounts Priorities for 2016-17 update <ul style="list-style-type: none"> ◦ Update on QA priority 1 – Discharge • Outcomes of the 15 step challenge <p>The working group discussed the content for annual report.</p>

Key Decisions
<p>The working group discussed the Board Monitoring Report actions which were delegated by CoG to the Quality Working Group. The Membership and Governance Manager had detailed a proposed way forward to address actions. The working group agreed with the suggested approach.</p> <p>The group discussed the actions and noted that the following topics would be presented at the meeting in July:</p> <ul style="list-style-type: none"> • Antibiotic prescribing • Stewardship regarding C Diff

- Complaints response time

The Chair of the working group highlighted the importance of reading the Board reports and the working group noted the report.

Governors Dashboard

The working group agreed that the Governor dashboard would be a standing item on the agenda going forward.

Exceptions and Challenges

Patient Transport

The working group received an update on Patient Transport following the request by the Council of Governors at its meeting in March 2017. The working group learnt that the providers of non-emergency patient transport services (NEPTS) for the Trust were:

- Arriva Transport Services Ltd. (ATSL)
- E-zec and Somerset Cars
- The South West Ambulance Service Foundation Trust (SWASFT)

The working group understood that the Arriva Operational Group (AOG) reviewed ATSL service provision at the RUH and was focusing on improvements to the following problem areas:

- delayed outpatient arrival and/or pickup due to shortfalls in ATSL provision
- delayed discharge due to shortfalls in ATSL provision
- shortfalls in ATSL issue management and support to Trust staff and patients
- difficulties in the use of ATSL online systems by Trust staff

The working group asked many questions in order to understand the nature of the problems experienced. Members appreciated the amount of staff time involved, and the detrimental effects of delays on patients' experience. In the end they felt assured that, despite the very unsatisfactory situation, the Trust was doing all it could to address patient transport concerns. But in order to gain full assurance on the patient transport contract, the working group requested that the following question was directed to the Non-Executive Directors:

Are you satisfied at Board level that the CCG are doing all they can to secure improvement to patient transport?

Governance and Other Business

Terms of reference

The working group accepted the Terms of Reference as appropriate. A copy is attached at appendix one **for approval**.

Annual Report

The working group discussed the content that could be included in the annual report

and noted that the draft would be reviewed at the meeting in August 2017.

Future Business

In line with the Governor Quality Working Group work plan.

Recommendations

The Council of Governors is asked to:

1. Note the update report
2. Approve the working group’s Terms of Reference

Appendix 1: Working groups Terms of Reference

**Royal United Hospitals Bath NHS Foundation Trust
Governor Quality Working Group
Terms of Reference**

1. Objectives

The objectives of the Group are:

- To identify issues affecting Quality, including patient experience, patient safety and clinical outcomes.
- To advise the Council of Governors in contributing to setting the Quality Accounts priorities.
- To ensure that work topics delegated by the CoG are addressed
- To gain assurance from the NED’s on matters relating to Quality
- To ensure that members’ views relating to Quality Issues are considered and addressed

2. Roles and Responsibilities

- To develop an understanding of the Quality priorities of the Trust and obtain assurance as necessary.
- To consider the Trust’s Quality Accounts
- To participate in determining of the Trust’s Quality Accounts priorities
- To consider reports, surveys and data.
 - Focusing on the Quality & Operational reports, Integrated balanced scorecard

- To liaise with the Governors' Membership & Outreach Working Group to ensure that :
 - Membership views are obtained on the Quality Accounts priorities and issues arising.
 - Feedback relating to issues raised by Members is provided in sufficient detail and in an appropriate form
- To give progress reports to the Council of Governors at full meetings of the Council.
- To provide an annual report on the work of the Group to the Annual Members meeting

3. Membership

- Not less than two elected public governors
- Not less than one staff governor
- One Executive Director

4. Attendance

- Support to the Group will be provided by the Membership & Governance Manager.
- One Non-Executive Director to attend if requested

5. Quorum

- Three Governors
- One member of the Trust's Board of Directors or suitable Deputy.

6. Frequency

- The Group will meet quarterly but extraordinary meetings or workshops may be held as required.

7. Accountability

- Accountable to the Council of Governors.

8. Review of Performance

- The Group will formally report annually to the Council of Governors on its work and effectiveness.

Date of Approval:

Date of Review:

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Document Approved by: Jane Shaw, Public Governor, Interim Chair	Version:1.2
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