

Report to:	Council of Governors	Agenda item:	11
Date of Meeting:	5 September 2017		

Title of Report:	Public Governor Member Feedback
Status:	For Information
Sponsor:	Public Governors
Author:	Roxy Poultney, Membership & Governance Manager
Appendices	<p>Appendix 1: Member Feedback (June 2017 – September 2017)</p> <p>Appendix 2: City of Bath Constituency Meeting Feedback – 15th June 2017</p> <p>Appendix 3: North East Somerset Constituency Meeting Feedback – 21st June 2017 including “You said, We did” follow-up letter</p> <p>Appendix 4: South Wiltshire Constituency Meeting Feedback – 27th June 2017</p> <p>Appendix 5: Mendip Constituency Meeting Feedback – 29th June 2017</p>

Purpose

To provide the Council of Governors with an overview of the feedback received from public members and the general public over the past 3 months.

Background

The report is prepared to inform the Council of Governors on the salient issues or concerns raised by the public.

Interfacing with membership

The Public Governors have not explicitly interfaced with the Membership during the past 3 months.

Public issues, ideas and concerns raised directly with the Membership Office

Public Governor feedback is included in appendix 1 with a number of items members have raised with the Membership office.

Following the announcement that a general election would be held on Thursday 8 June, we entered a period of 'purdah' so as a result we have had a busy three months hosting the postponed constituency meetings. Below is a summary of the constituency meetings which have taken place:

1. The City of Bath Governors hosted their first 2017 constituency meeting on 15th June 2017 in Bath. The meeting was well attended (59), and the group received an update from Dr Tim Craft, Medical Director with focused audience participation on “How can we encourage the public to make the best use of healthcare services?” Dr Dorothy Goddard, Associate Medical Director for Cancer who presented on cancer and survivorship with focused audience participation on “What can we do to support people living with cancer and its treatment?” A summary of the feedback is detailed at appendix 2.
2. The North East Somerset Governors hosted their first 2017 constituency meeting on 21st June 2017 in Radstock. The meeting was well attended (27) on what was the hottest day of the year. The group received an update from Brian Stables, Chairman and then some focused presentations on Physiotherapy and Healthy Ageing. Discussion and feedback focused on the presentation topics. A summary of the feedback is detailed at appendix 3 and a follow-up letter has been sent to attendees as well as other members inviting them to the next meeting on 7th September.
3. The South Wiltshire Governors hosted their first 2017 constituency meeting on 27th June 2017 in Bradford on Avon. The meeting was well attended (31), and the group received a presentation from Joss Foster, Commercial Director & Fiona Bird, Head of Business Development on “Supporting Patients and their families at the RUH. A second presentation focused on dementia awareness and the audience and Governor interaction during this item was fantastic. The Governors spent time describing things that they had learnt about the RUH and the audience shared community experiences and support groups focusing on dementia. A summary of the feedback is detailed at appendix 4.
4. The Mendip Governors hosted their first 2017 constituency meeting on 29th June 2017 in Frome. The meeting was well attended (30), and James Scott, Chief Executive provided a presentation which focused on “Making the RUH fit for the future”. Regitse Lewis, Joint Clinical Lead Home First also attended the meeting to provide an update on the Home First initiative. Discussion and feedback focused on the presentation topics. A summary of the feedback is detailed at appendix 5.

Unfortunately due to an increased workload and capacity constraints within the Membership Office, follow-up letters have not been sent for three out of the four meetings listed above. The team are hoping to send these to attendees as soon as possible.

Recommendations

The Council of Governors is asked to note the report and pass any areas of focus to Governor Working Groups as appropriate.

Appendix 1 - Member Feedback (June 2017 – September 2017)

Estates and Facilities

Date	Member feedback / query	Member ID	Action taken	Response sent	Further action at CoG required
05/06/17	<p>Member telephoned the Membership Office to provide feedback regarding the new parking system:</p> <ul style="list-style-type: none"> • Machine wouldn't accept card payment • Machines were confusing • Couldn't remember how long had parked for • Staff shouldn't be charged for parking out of their wages when they are not at work e.g. annual/sick leave 	P00003865	Membership & Governance Administrator took telephone call	Member did not want any action, just wanted to pass on feedback.	N/A
07/06/17	<p>Member telephoned Membership Office regarding the new parking system. Member was unsure of how long she had parked for as she was in a rush which may result in receiving a parking fine – she suggested cameras should log the arrival to help make this easier.</p>		Membership & Governance Administrator took telephone call	Member did not want any action, just wanted to pass on feedback.	N/A



Royal United Hospitals Bath

NHS Foundation Trust

14/06/17	Member emailed Membership Office regarding issues with patient drop off. As a volunteer driver he has been unable to drop off patients and walk them into the Atrium as ambulance drivers have been complaining that the drop off zone is specifically for ambulances and the 20 minute drop off bays were always full.	P00003796	Passed enquiry onto Head of Security and Parking 05/07/07	Thanked member for feedback and informed them of the plans to redevelop the front of the hospital. The drop off zones were monitored and were in high demand but no other option currently available. 12 th August member replied and felt that his query wasn't answered in full. Member has been given the car parking contact details to liaise directly with them.	N/A
21/06/17	Member emailed Membership Office regarding recent issues with Arriva.	P00006594	Comments forwarded to Senior Matron Clinical Site, Resilience & Discharge Services and Business Continuity & Transport Officer 26/06/17	Sent member Arriva Locality Manager's details and leaflets for information.	N/A
21/08/17	Anne Martin, Public Governor received feedback from 3 members on issues regarding the Wessex bus service that runs from the Odd Down Park and Ride to the RUH. The service does not run late	-	Membership & Governance Manager advised Governor to ask complainants to forwarded feedback to	Gareth Veal to pass on feedback to Wessex. Governor provided with external company's information for members to contact directly.	



	enough into the evening or on Sunday's.		Wessex directly. Also sent feedback to Gareth Veal, Estates Compliance Engineer		
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Communication

Date	Member feedback / query	Member ID	Action taken	Response sent	Further action at CoG required
07/06/17	Member contacted Membership Office as NHS choices website has incorrect information on it about the RUH (I checked and it was last updated Aug 2016): <ul style="list-style-type: none"> • Parking charges are incorrect • Number of parking spaces is incorrect 		Comments passed on to the Communications Team to update NHS Choices.	N/A	N/A
13/06/17	Member contacted Nick Houlton, Public Governor as written correspondence received from University Hospital Southampton NHS	Unknown	Documentation shared with Bowel Cancer Screening Dept. 13/06/17	Administrator amended documentation and circulated to the Hub across different Trusts who distribute information.	N/A



	Foundation Trust (map and directions received for an appointment) contained typos and incorrect information.				
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Staffing

Date	Member feedback / query	Member ID	Action taken	Response sent	Further action at CoG required
14/06/17	Member emailed Membership Office following a visit to the Audiology Department with a relative. She had made a formal complaint after receiving verbal abuse regarding the way she spoke from the audiologist who was treating her mother. Member did not want further action taken, but details of the complaint were sent to us for information.	P00005734	Membership & Governance Administrator responded 20/06/17	Thanked member for submitting the feedback and for following complaints procedure.	N/A
16/06/17	City of Bath Governor received a comment from a member regarding whether admin staff had received a pay increase whilst nursing staff pay increases had been frozen.		Question forwarded to Director of Human Resources 19/06/17	Response was that all staff received the same pay rise of 1% across the hospital - nurses, doctors, admin etc.	N/A



Services

Date	Member feedback / query	Member ID	Action taken	Response sent	Further action at CoG required
07/06/17	<p>Member telephoned MO to provide feedback regarding the RNHRD:</p> <ul style="list-style-type: none">The running of the RNHRD has changed since being acquired by the RUH and had gone downhill at the expense of the patientsOutpatient appointment was delayed for the RNHRD, but member had contacted the team and rectified this herself. She was concerned that the appointments team made appointments later than requested by the consultants as they had no knowledge of how important and timely they needed to be. As member had resolved her concerns she asked that this was logged as feedback.	P00003865	Membership & Governance Administrator took telephone call	Member did not want any action as had taken action prior to contacting the Membership Office. Member asked that feedback was logged.	N/A



Royal United Hospitals Bath

NHS Foundation Trust

19/06/17	Member attended City of Bath constituency meeting 15 th June and spoke to Governor regarding the lack of information for support groups and counselling for cancer patients with young children. The member was a current patient with terminal cancer.	P00012648	Membership & Governance Administrator spoke to Cancer Information Centre 20/06/17	Membership & Governance Administrator contacted Cancer Information Centre at the Trust to seek more information. They advised for patient to contact them directly or drop into Oncology Department to discuss concerns. Information sent to Governor and email also sent to member regarding the action taken.	
27/06/17	Member attended South Wiltshire Constituency Meeting and provided feedback on ED following a recent visit. <ul style="list-style-type: none"> Spillage on the floor of waiting room was left for long period of time before being cleaned up. Admin staff not using their time efficiently No information on waiting times or process of being seen Would be beneficial to have volunteers to help care for patients in the waiting room 	-	Head of Business Development met with ED Admin Manager 6 th July.	Head of Business Development responded to member. Feedback had been logged and taken into account. Assurance was provided to the member that the day she experienced was a particularly busy day, that they had a designated cleaner that worked 7 days a week and that steps would be introduced to improve information on waiting times etc.	N/A

Appendix 2: City of Bath Constituency Meeting feedback – 15th June 2017

How can we encourage the public to make best and most appropriate use of health care services?

- Communicate more through different avenues to ask and provide information for patients. Use different media to communicate messages across primary care – GP PPGs etc.
- Have written articles in newspapers, e.g. a different medical topic every week
- Use the televisions in GP surgeries to display useful information on screen instead of TV programmes.
- Use social media, e.g. Facebook and Twitter to provide younger people with useful and important information
- Make good use of Primary Care Service to provide patients with prescriptions rather than using GPs or A&E.
- Signpost citizens to the most appropriate service, e.g. therapists, pharmacy, GP etc.
- Co-ordination in primary care is vital.
- Hospital should provide literature about appropriate use of appointments and should communicate and tell people about how much it costs for missed appointments. People need to understand and appreciate cost of waste.
- Pain services at the RUH are amazing.
- Local surgery – worries about people using A&E due to being unable to get a GP appointment

What can we do to support people living with a cancer diagnosis and treatment?

- Use Art Therapy
- In the Intensive Care Unit, provide music and relaxation
- Member had been diagnosed with cancer with only a few months to live. It's very much about living in the now. Important to have art and music therapy – medicine should be balanced with drugs and therapy.
- New Dyson Centre needs to combine medical care, therapies and holistic treatment

- Information and health and wellbeing unit. Alternative treatments – art/music therapy
- Communication is key to have an understanding about specific conditions
- Patient information needs to be shared with each department to ensure the patient pathway is consistent
- To include relevant medication and previous illness/conditions
- Medical professionals should be advocates for physical activity to promote and encourage a good and healthy future
- Member with ovarian cancer since 2008 – received excellent treatment and excellent department, pleased about research and hope it will continue
- Diet is important. Penny Brohn Cancer Care can provide information on various diets and the advantages.
- Cancer research and cures – provide more information on the successes
- Could information be included in newspapers and include diagnosis – significant information e.g. how long you would survive after diagnosis

Appendix 3: North East Somerset Constituency Meeting Feedback – 21st June 2017 including “You said, We did” follow-up letter

What would you like to hear about in the future?

Estates & Facilities

- Updates on the Parking Eye payment system
- Update on the Park and Ride services
- Updates on the RNHRD and Therapies Centre
- Updates on future plans for the Friends of the RUH shop in the Atrium

Services

- Virgin Care Services
- Service updates for patients of The Min

Any other comments

- Updates on health food options at the RUH

Any questions that referred to a specific presentation were answered at the meeting and updates were provided through the ‘You said we did’ follow up letter.

Dear Member,

Firstly, we would like to thank you if you were able to attend our forth North East Somerset Constituency meeting which was held in Radstock on 21st June 2017 and please accept our sincere apologies for the delay in sending this update letter to you but it ties in nicely with the announcement of our next meeting (**details on page 3**).

Despite the heat, we feel that the meeting was very positive and there were many interesting questions asked. We hope that we were able to answer most of your questions and have provided some further information on the following topics:

You said: Tell us more about car parking

The Trust is aware of the issues that patients have experienced since the new payment systems have been introduced and have been grateful for the feedback from patients and visitors. The Trust has been working with the external company ParkingEye to rectify the problems and as a result, ParkingEye have developed a new system that will be introduced to the Trust later this year.

Between 5th and 7th September, members of the ParkingEye team will be in our main Atrium area demonstrating the proposed new ParkingEye payment machine. So if you are at the hospital and would like to see the proposed new machines, please pop and see the team.

We hope that the new payment systems will be simpler to use and should improve the user experience.

You said: Tell us more about the RNHRD and Therapies Centre

Now our new pharmacy is now fully operational, and work has begun to demolish the old pharmacy building and clear the site which sits to the left of the main entrance. Once clear, construction of the RNHRD & Therapies Centre will begin.

Old Pharmacy



New Pharmacy



As you probably know, we're planning to relocate the outpatient services currently provided by the RNHRD Rheumatology Therapies Service from their current location at the Mineral Hospital site to a purpose built RNHRD and Therapies Centre on the RUH's Combe Park site in 2018. The new Centre will bring together a number of outpatient services from the RUH and RNHRD which support patients to live independently in the community.

This is part of a careful and phased approach to relocating all RNHRD services from the Mineral Hospital site to the RUH or appropriate community based settings. Clinicians have been closely involved in these plans over the last few years, focusing on the continuity of high quality care and the importance of maintaining valued relationships with patients.

The picture below is an artist's impression of what the front of the hospital will look like once the work has been completed:



You said: Tell us more about healthy food at the RUH

The Trust continues to promote healthy eating across the site and ensures that there is a range of healthy snacks and food available to patients and visitors that include a balance of high energy foods. Our Head of Hotel Services Manager has confirmed that 70% of soft drinks available within the Trust's retail outlets are now low sugar options with 5g or less of sugar per 100ml and that the vending machines are now Smart Water branded rather than Coca Cola and out of the eight choices available, seven are low sugar.

Did you also know that patients and visitors have access to a variety of hot meals that are cooked onsite in the kitchens using locally sourced ingredients?

The RUH's Nutrition and Hydration Group continue to monitor the food throughout the Trust and help make improvements and develop food that is suitable for all patients that takes into account different diets and requirements.

We would also like to take this opportunity to invite you to our next meeting that will be taking place as follows:

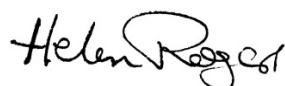
Thursday 7th September 2017
6:30pm – 8:30pm (tea and coffee from 6pm)
Keynsham Masonic Hall, Keynsham, BS31 1SR

This meeting will include an update from a member of our Executive Team on progress at the RUH. The main focus of the evening will be Nutrition and Hydration, Mike Newport, Head of Hotel Services will talk about this in the hospital setting. Sarah Wingfield, Food Hygiene, Training & Audit Manager will talk about developments in the domestic environment; her topics will cover cooking methods, food safety and storage. We will also have a general Q&A session, so please do join us for an informative event.

If you would like to attend this meeting, please remember to book a place by contacting the Membership Office on 01225 826288.

We would once again like to thank you for attending our meeting and for your continued support as a member of the Trust. **Please don't forget to vote during the election in October!**

Very best regards



Helen Rogers
Public Governor,
North East Somerset



Nick Houlton
Public Governor,
North East Somerset

Appendix 4: South Wiltshire Constituency Meeting Feedback – 27th June 2017

What more do you think we should be doing for Dementia patients and their carers/visitors?

- Black mats look like holes so can be very disturbing for patients
- Anxiety and confusion starts before entering the hospital for appointments or admission
- Refer to dementia by using words like ‘forgetful’ and ‘getting old’ something to describe their situation rather than using the term ‘dementia’

What would you like to hear about in the future?

Estates & Facilities

- Updates on the Parking Eye payment system

Services

- Updates on services – why doesn’t the RUH provide plastics?
- Dementia research
- Could appointments be co-ordinated so travel could be reduced
- Updates on improvements to the Emergency Department
 - Updates on waiting times
 - More proficient cleaning
 - Clear information on process of appointment etc.

Discharge

- Updates on discharge progress including the Frailty Flying Squad
- Discharge plans and communicating with GP surgeries

Any questions that referred to a specific presentation were answered at the meeting and updates will be provided through the ‘You said, We did’ follow up letter.

Appendix 5: Mendip Constituency Meeting Feedback – 29th June 2017

What would you like to hear about in the future?

Estates & Facilities

- Updates on the Trust's estate development and financial situation
- Updates on future tenders and the outcomes
- Updates on car parking and new Parking Eye payment system and improvements

Services

- What the Trust is doing to support carers
- Progress on Home First initiative
- Cardiology appointment times need to be reduced

Discharge

- Bed blocking and any progress that the Trust is making

Any other comments

- Improvements made to reduce the number of hospital acquired infections

Any questions that referred to a specific presentation were answered at the meeting and updates will be provided through the 'You said, We did' follow up letter.