

Report to:	Council of Governors	Agenda item:	15
Date of Meeting:	5 September 2017		

Title of Report:	Governor Quality Working Group Update Report
Status:	For Information
Sponsor:	Jan Taylor, Public Governor, North Wiltshire (Chair)
Author:	Roxy Poultney, Membership & Governance Manager
Appendices:	Appendix 1: Draft Annual Report

Purpose
To provide the Council of Governors with an update following the Governor Quality Working Group held on 5 th July 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 Multi-Disciplinary Team (MDT) Progress <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 2 – Frailty

Key Decisions
<p>The working group reviewed their self-assessment and discussed the frequency and timing of the meetings. It was agreed:</p> <ul style="list-style-type: none"> • Not to have more frequent meetings, but to remain with quarterly meetings. • To move the start of the meeting to 4pm <p>The working group requested that they received an update on the following topics:</p> <ul style="list-style-type: none"> • HSMR review in six months' time (including diagnostics) <p>The working group agreed to continually review the Governor Dashboard in order to identify trends and seek further assurance from NEDs if required.</p>

Exceptions and Challenges

Governor Dashboard

The working group discussed the statistics shown on the dashboard and expressed concern over the number of cancelled operations. The group developed the following question for the NEDs:

“Are you satisfied that the cancelled elective operations had been rebooked and undertaken within an appropriate and acceptable timeframe?”

Governance and Other Business

Annual Report

The working group discussed the annual report and the Membership and Governance Manager requested that the working group send any comments to her in order to circulate a redraft to the working group prior to CoG.

The annual report has been redrafted and approved by the working group and is attached at appendix 1 for approval.

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 draft annual report

Appendix 1: Draft Quality Working Group Annual Report 2016/17

Introduction

This working group ensures that Governors are able to gain assurance from the Trust's Non-Executive Directors on matters relating to the quality of services provided by the Trust. By gaining an understanding of the Trust's Quality priorities, the group is able to fulfil its main objective, to identify any issues affecting the quality of care provided and which encompasses all aspects of patient experience, patient safety and clinical outcomes.

The Working Group is made up of:

Jan Taylor, Public Governor, North Wiltshire (Chair)
 Amanda Buss, Public Governor, City of Bath
 Nick Houlton, Public Governor, North East Somerset
 Jane Shaw, Public Governor, South Wiltshire
 Anne Martin, Public Governor, Mendip (*from November 2016*)
 Hassan El-Wakeel, Staff Governor (*until November 2016*)
 Ian Bynoe, Public Governor, Mendip (*until 31st October 2016*)
 Phil Morris, Public Governor, South Wiltshire (*until 31st October 2016*)
 Liz Brown, Staff Governor (*until November 2016*)
 James Colquhoun, Public Governor, South Wiltshire (*from February 2017*)
 Shaun Lomax, Staff Governor (*from February 2017*)
 Dave Chodkiewicz, Staff Governor (*from February 2017*)
 Jane Scadding, Non-Executive Director (*LINK NED*)
 Roxy Poultney, Membership & Governance Manager
 Helen Blanchard, Director of Nursing and Midwifery (*or Deputy*)

Activity

Each year the working group agrees its work plan. The main focus of activity is always on the Trust's progress against its Quality priorities. In addition to this, the working group also advises the Council of Governors in the setting of the Trust's future Quality Accounts priorities, and ensures that member's views on Quality related issues are properly considered and addressed. Our agenda is made up of items delegated by the Council of Governors, which routinely consists of issues or topics highlighted by other Governors and members.

The working group meets four times during the year.

Activity

The working group has had the opportunity to consider an array of reports, surveys and data focusing on the Quality and Operational Board of Directors reports as well as the Trust's performance scorecard. The attendance of the Director of Nursing and Midwifery enables the group to seek assurance on any issues that arise from them, in addition to which the group can seek assurance from the Non-Executive Directors that the Trust is achieving its quality priorities and objectives.

Key decisions, Monitoring & Assurance Activities

In February 2017, the working group had the opportunity to contribute to and comment on this year's Quality Accounts (QAs) and has ensured that feedback from

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members on last year's QAs has been used to inform the 2017-8 process. The following QAs for 2017/18 were endorsed by the working group:

- Frailty
- Jaundice management in babies
- To continue to improve the experience of patients and carers at discharge
- Sepsis

As well as endorsing the QA priorities, the working group is also required to select a "local indicator" whereby the external auditors are asked to examine data used by the hospital. In February 2017, the working group debated the possible indicators and chose the "2 week GP referral to first outpatient appointment" as the local indicator to be audited. This was endorsed by the Council of Governors and all measurements were found to be satisfactory.

Some agenda items have been directly delegated from the Council of Governors and areas that have been considered by the group include:

- The revision of a Governor Quality Dashboard - This piece of work was carried out by two of the public governors to revise the document which is produced by the Trust to provide an overview for Governors, of the Trust's performance in relation to the key performance indicators up-dated on a month by month basis. The document acts the starting point for Quality monitoring by the QWG, and is often the trigger for further consideration and discussion.
- Patients Transport – in particular non-emergency transport (NEPT) - an issue which appears in the top three matters reported through the Datix Incident reporting system.
- Assurance focusing on the Trust's CQC improvement plan
- Assurance focusing on the Trust's C. Difficile improvement plan
- The Wiltshire Health and Care Performance Dashboard

In addition, the group has sought assurance on a wide range of quality related issues including:

- The 2016/17 Winter Plan
- Nursing workforce concerns
- Problems associated with difficulties in maintaining the quality of Cleaning across the trust as a result of staff vacancies.
- Patient Discharge Planning

Public Views

The Council of Governors and Trust have a well-established mechanism for ensuring that members', service users and the public views are taken into account.

All feedback is identified by Governors, collated and common themes are discussed by the Council of Governors. Issues that relate to the Quality of services and patient care are then delegated to the QWG.

Future Workplan:

Throughout the next year, the Quality Working Group will continue to monitor the Trust's performance in relation to Quality issues, and its response and action plans in respect of the CQC report findings, as well as to ensure that members' views are taken into account when Quality Priorities are agreed.

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