

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

Title of Report:	Public Governor Member Feedback
Status:	For Information
Sponsor:	Public Governors
Author:	Roxy Poultney, Membership & Governance Manager
Appendices	Appendix 1: Member Feedback (September 2017 – December 2017)

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 and includes a number of items members have raised directly with the Membership Office as well as feedback received from Governors.

Below is a summary of the constituency meetings which have taken place during the last quarter:

1. The North East Somerset Governors hosted their fifth constituency meeting on 7th September 2017 in Keynsham (second meeting during 2017). The meeting was well attended (26), and the group received an update from Claire Buchanan, Director of Human Resources.

Focused presentations included:

- Nutrition and Hydration at the RUH - Mike Newport, Head of Hotel Services
- Nutrition and Food Safety at home - Sarah Wingfield, Food Hygiene,

Author : Roxy Poultney, Membership & Governance Manager	Date: 11 December 2017
Sponsor: Public Governors	Version:1.1
Agenda Item: 11	Page 1 of 1

Training and Audit Manager

Discussion and feedback focused on the presentation topics and all questions were answered during the meeting. A follow up letter which thanked members for attending was sent to all attendees on 13th September 2017.

2. The South Wiltshire Governors hosted their fourth constituency meeting on 13th September 2017 in Westbury (second meeting during 2017). The meeting was well attended (21) and the group received an update from Francesca Thompson, Chief Operating Officer on the Frailty Flying Squad, Home First Initiative and the RUH Strategy. Discussion and feedback focused on the presentation topics and the questions were answered during the meeting. A follow up letter which thanked members for attending was sent to all attendees on 13th September 2017.
3. The North Wiltshire Governors hosted their seventh constituency meeting on 23rd October 2017 in Chippenham (second meeting during 2017). The meeting was well attended (31), and the group received an update from Brian Stables, Chairman.

Focused presentations included:

- Dementia Awareness - Maggie Depledge, Dementia Coordinator
- Developing the RUH Strategy - Fiona Bird, Head of Business Development

Discussion and feedback focused on “Listening to Patients and Carers” and members were asked to participate in the draft Strategy survey to provide feedback on the RUH Strategy and suggest improvements to the survey before it was disseminated to members. All questions were answered during the meeting. A follow up letter which thanked members for attending was sent to all attendees on 13th September 2017.

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 (September 2017 – December 2017)

Estates and Facilities

Date	Member feedback / query	Member ID	Action taken	Response sent	Further action at CoG required
21/11/17	Member emailed wanting comments to be passed to Mendip Governors after receiving a parking fine from Parking Eye. She had spent the day at the RUH after arriving very unwell and allowing the Atrium reception staff to park her car in the car park. She had not been made aware to pay for parking and so left without paying. She has appealed the fine.	P00003565	Email forwarded to Complaints Manager to raise formally 21/11/17	Complaints Manager contacted member directly.	
21/11/17	Jacek Kownacki, Public Governor undertook member recruitment in the Atrium. <ul style="list-style-type: none"> • Why can't Cancer patients be offered free parking • Too many people smoking outside the front of the hospital • Paid £22 for long term patient to use wifi and it doesn't work 				
12/10/17	Complaint regarding parking machine being out of order but that people in the Atrium were very helpful				
25/09/17	Received letter from member regarding car parking: <ul style="list-style-type: none"> • Suggestions for disabled parking spaces • Additional parking spaces • ParkingEye legally obtaining patients address details to issue fines 	P00009844	Letter forwarded to Car Parking team 03.10.17 to respond directly	Response sent to member asking to contact Car Parking with any future car parking concerns.	N/A

Communication

Date	Member feedback / query	Member ID	Action taken	Response sent	Further action at CoG required
21/11/17	Jacek Kownacki, Public Governor undertook member recruitment in the Atrium - 2 people mentioned issues with not receiving appointment letters and appointments being rearranged a lot.	-			
20/11/17	Member emailed Dr Andrew Girdher regarding her recent experience with the Choose and Book service. She questioned why patients had to ring the centre in Devizes when the RUH book their own appointments, as this was a waste of time and money for the NHS and additional worry for the patient.	-	Original email sent to Andrew Girdher.	N/A	
19/09/17	Received a letter from member who had been directed to A&E from 111 with a GP letter and had to wait for long period of time before being taken to appropriate department as there were not enough staff members to take patient. Suggested that if the GP had telephoned the department the whole process could have been streamlined and patient's pain could have been minimised. Communication needs to be improved and staffing levels in A&E need to be looked at.	-	Letter forwarded to PALS to log.	No response sent as letter did not contain members details.	N/A
13/09/17	Member contacted Membership Office requesting that future Insight magazines did not use white lettering on pale coloured background as it was difficult for people with		Feedback passed to the Communications Team 14/09/17		

	sight problems to read.				
--	-------------------------	--	--	--	--

Discharge

Date	Member feedback / query	Member ID	Action taken	Response sent	Further action at CoG required
06/09/17	Received phone call from member regarding recent experience at the RUH where she felt she had been discharged too early and that it feels like the RUH is blaming old people for all of the problems, this was felt particularly in A&E, MAU and has also had a similar experience in Cardiac ward. But not in Gastro where she has been treated regularly.				

Staffing – no feedback this quarter

Services

Date	Member feedback / query	Member ID	Action taken	Response sent	Further action at CoG required
01/11/17	Nick Houlton, Public Governor passed on letters page from a local newspaper with praise for the Ambulance Service and Emergency Department.	-	-	-	
19/10/17	member emailed with praise for staff on the Acute Stroke Unit following husband's recent admission	P0000994 6	Comments passed to the Chief Executive 19/10/17	Thank you letter response sent from the Chief Executive 30/10/17.	

Any other comments

Date	Member feedback / query	Member ID	Action taken	Response sent	Further action at CoG required
08/11/17	Member requested new North Wiltshire Governor's contact details to discuss discharge and non-emergency patient transport following personal experiences.	P00006565	Membership & Governance Manager responded 16/11/17	Informed member that it was not part of a Governor's role to undertake any action regarding specific issues raised by members and offered contact details for Arriva to raise issues directly and that Discharge was one of the Trust's Quality Account Priorities.	
15/09/17	Member chose not to attend Caring for You event as she did not feel attendees should have to pay for parking as they already pay for petrol and their time to support the events.	P00008893	Membership & Governance Manager replied 18/09/17	Informed member that offer free parking to members taking part in small focus groups but cannot do this for Caring for You events as they are well attended and optional for members who wish to come.	