

Report to:	Council of Governors	Agenda item:	17
Date of Meeting:	5 December 2017		

Title of Report:	Governor Quality Working Group Update Report
Status:	For Information
Sponsor:	Amanda Buss, Public Governor, City of Bath
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Appendices:	None

Purpose
To provide the Council of Governors with an update following the Governor Quality Working Group held on 5 th October 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"> • Falls Improvement Programme Implementation <p>The Working Group received the following updates:</p> <ul style="list-style-type: none"> • Action plans and trends of PALs and Complaints • Quality Accounts Priorities for 2016-17 update <ul style="list-style-type: none"> ○ Update on QA priority 3 – Jaundice Management

Key Decisions
<p>The working group made the following recommendations for the 2018/19 Quality Account Priorities:</p> <ul style="list-style-type: none"> • Learning from Feedback - complaints and patient stories • Outpatient communication <p>The working group agreed to monitor the status of RTT through the Board of Directors reports and seek assurance via the Non-Executive Directors if necessary.</p>

Exceptions and Challenges
N/A

Governance and Other Business

The Working Group will select a new Chair at its next meeting on 10th January.

Future Business

The working group requested that they received an update on the following topics:

- Falls Improvement Programme (April 2018)
- Patient Survey Results (TBC)
- CQC Inspection Update (TBC)

Recommendations

The Council of Governors is asked to:

1. Note the update report