

Report to:	Council of Governors	Agenda item:	14
Date of Meeting:	6 March 2018		

Title of Report:	Public Governor Member Feedback
Status:	For Information
Sponsor:	Public Governors
Author:	Janet Adeyemi, Membership & Governance Manager
Appendices	Appendix 1: Member Feedback (Dec 2017 – March 2018)

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 other than through constituency meetings.

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 meeting which have taken place during the last quarter:

The City of Bath Governors hosted their first constituency meeting of the year on 13th February 2018 in Bath Royal Literary & Scientific Institution. The meeting was well attended (38), and the group received an update from Francesca Thompson, Chief Operating Officer.

Focused presentations included:

- Dementia Awareness - Maggie Depledge Dementia Co-ordinator
- Winter Pressures and RUH Response - Francesca Thompson, Chief Operating Officer

Discussion and feedback focused on the presentation topics and all questions were answered during the meeting.

Recommendations

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

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Appendix 1 - Member Feedback (Dec 2017 – March 2018)

Discharges

Date	Member feedback / query	Member ID	Action taken	Response sent	Further action at CoG required
11/02/18	<p>Chris Hardy, Public Governor emailed feedback from member:</p> <ul style="list-style-type: none"> • Wife of a terminally ill patient aged 73 felt that her husband had been discharged too soon and that the RUH had been too desperate for the bed. She had received a phone call to say that he was being discharged and transport had been arranged but she was still waiting on various things to put in place for his return. • While the patient was on the ward he was unable to feed himself, but he was given drink without help or a spouted cup. 	-	Comments sent to PALS to log as feedback 22.02.18		

Estates and Facilities

Date	Member feedback / query	Member ID	Action taken	Response sent	Further action at CoG required
15/02/18	Member telephoned Membership Office to cancel his Trust membership. He commented that the Emergency Department was 'dirty and diabolical' as there were toe nails on the floor and holes in the walls. He also commented on the hygiene issues related to staff wearing their uniforms outside of the hospital.	-	Comments sent to PALS to log as feedback 22.02.18	Membership Team apologised for their experience and suggested they contact PALS if they wished to raise a formal complaint and cancelled the member's Trust membership.	
11/02/18	Chris Hardy, Public Governor emailed feedback from member: <ul style="list-style-type: none"> Young mother with a 3 year old attended paediatric A&E. The department was 'filthy, outdated with broken toys and chairs and there were no chairs available for nursing mothers'. 	-	Comments sent to Mandy Rumble, Matron for Emergency Department 22.02.18		

<p>03/01/18</p>	<p>Chris Hardy, Public Governor emailed comments from members: Surgical Short Stay Unit – female shower facilities are poor</p> <ul style="list-style-type: none"> • No windows on the female side • Delayed discharge due to there being no doctor to give scan results <p>Member had to wait 2 weeks for CT results that showed a cancerous tumour and was then told at Southmead that he only had months to live</p> <p>Issues with parking, lack of information and confusion on how to pay results in parking fines.</p>	<p>-</p>	<p>Comments sent to PALS, Car Parking and Estates & Facilities to log as feedback 22.02.18</p>		
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Staffing

Date	Member feedback / query	Member ID	Action taken	Response sent	Further action at CoG required
11/02/18	Chris Hardy, Public Governor emailed feedback from member: <ul style="list-style-type: none"> Staff on the Princess Anne Wing were amazing and Sarah, Registrar was wonderful.' 	-	Comment sent to Women's and Children's divisional team to log as feedback 27.02.18		

Services

Date	Member feedback / query	Member ID	Action taken	Response sent	Further action at CoG required
26/01/18	Helen Rogers, Public Governor met with local Councillor who provided following feedback: <ul style="list-style-type: none"> Praised the RUH for doing a good job in difficult circumstances and new developments e.g. Path Lab Wanted to discuss opportunities for improvements to help patients undergoing radiotherapy 	-	Comments forwarded to Chairman 01/02/18	Membership Manager to draft response to comments and send to Helen Rogers.	

	<ul style="list-style-type: none"> Issues with breastfeeding support and late transfers from Paulton Birthing Centre Issues around car parking system, seemed the only way to appeal a fine was online <p>Questioned whether the RUH was planning to reduce/stop breast reconstruction at the RUH and whether the RUH was outsourcing services like Gateshead had done.</p>				
24/01/18	Member emailed Membership Team regarding recent experience of non-urgent patient transport. Member has previously had several negative experiences of waiting for hours while waiting transport following discharge from RUH. Informed us that his most recent experience was positive as he only had a 30 minute wait.	P00006594	Comments forwarded to Business Continuity & Transport Officer 01/02/18	Response sent to member 08/02/18 informing him that FAST Ambulance were providing transport to patients as part of the Discharge project and passed on details of company so member could contact directly.	
07/11/17 – 05/12/17	Member contacted Amanda Buss, Public Governor regarding her recent experience of the RUH that included a Gynaecology surgery and the PALS	-	Feedback forwarded to Lead for Patient & Carer Experience 15/11/17.	Response sent to Amanda Buss from Lead for Patient & Carer Experience 05/12/17 regarding the PALS office and offered to meet with member should she wish to raise a complaint in the future.	

	<p>department. The member raised issues of privacy in the PALS office and the hospital procedure and medical notes storage. The member did not wish to raise a formal complaint regarding her care.</p>				
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Any other comments

Date	Member feedback / query	Member ID	Action taken	Response sent	Further action at CoG required
11/12/17	<p>Member telephoned the Membership Office to ask whether a knitting pattern for the baby bobble hats be included in the next Insight magazine and also suggested people could knit blankets and cardigans for use on the ward.</p>	-	<p>Comments forwarded to Maternity Dept. and Communications Team 12/12/17</p>	<p>Quality Improvement & Education Midwife provided a knitting pattern for the bobble hats and was forwarded to the Communications Team to include in the Insight magazine.</p>	
23/02/18	<p>Anne Martin, Public Governor emailed feedback from member:</p> <p>Park and Ride:</p> <ul style="list-style-type: none"> Is it possible to have a bus returning to the Odd Down P&R which goes late enough for people to use at 	-			

	<p>the end of evening visiting hours</p> <ul style="list-style-type: none"> • A bus for Sunday visiting • Is there any possibility of a bus from Landsdown P&R to the RUH. . 				
	<p>Anne Martin, Public Governor emailed feedback from member:</p> <p>Clinical</p> <ul style="list-style-type: none"> • The wait between having a diagnostic test or x-ray and actually getting the result. Certainly in a couple of cases they found the waiting time very difficult as they knew the results could be life-changing. 	-	Comments forwarded to PALS to log		

Communications- no feedback received.

Email received from a member about WoS

Dear Janet

I am a member of the RUH and I was disturbed to learn that the Directors are proposing to create a Subsidiary Company into which non clinical staff will be transferred . This is a significant change and means that a large number of staff will no longer be NHS employees subject to national terms and conditions. I believe that this will have a substantial effect on recruitment and retention which will have a knock on effect on patient care.

I am astonished to learn that the Directors have stated that they will not be undertaking a public consultation on these proposals. As a member of the RUH I think that the Board should be accountable to the community it serves. We should be given an opportunity to discuss these proposals, look at the potential impact on patient care and comment. I would be grateful if you could take up this matter urgently with the RUH Communications Dept to ensure that a public consultation is arranged before any decision is made.

Yours sincerely,

XXXX

My response to XXXX

Dear XXXX

Thank you for your recent email in which you outline your concerns around the Trust looking into establishing a wholly owned subsidiary. I have now had opportunity to contact our communications team and am pleased to be able to provide you with the following further information.

Should the new organisation go ahead it will be 100% owned by the RUH NHS Foundation Trust and would have the benefit of being able to focus completely on providing a managed healthcare facility to the RUH and would include; Estates and Facilities functions and Procurement. It is envisaged that this proposed organisation would have greater flexibility and provide an opportunity to bring new skills and resources into the NHS that we can reinvest in our staff, patient care and our environments.

Recruitment and retention are key reasons that we are looking at taking this step. Please be assured that should we proceed with this initiative we have made a commitment that any member of staff who would TUPE transfer to the new organisation would retain their existing terms and conditions.

Establishing a wholly owned subsidiary is being considered by many hospitals based on the success of models elsewhere. As it would be some of our non-clinical services that would move across to the new organisation there is no change to clinical care or the services provided to the public and therefore there is no mandate to undertake full public consultation.

I hope that this provides you with some reassurance on this matter.

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Regards

Janet

Dear Janet

Thank you for your reply. I am afraid I am not at all reassured and I remain concerned that this is a cost cutting exercise. In fact, information I have seen suggests that it is being sold to Trusts as a way to get around paying VAT and reducing staff costs by shifting staff off the nationally agreed terms and conditions including access to a good pension scheme.

Can you tell me how much the RUH is paying QEF consultants to advise on your plans?

I strongly believe that the business case for proposals such as these should be open to public scrutiny because you are after all spending public money and providing a public service. All parts of the NHS need to work together so to claim that hiving off 500 non clinical staff has no impact on clinical care is not credible. Poor morale, poor levels of retention and recruitment all affect the quality of care. This is surely public consultation is something that the Members Office should organize otherwise what is the point of being a member?

I note that the North Bristol NHS Trust Board have decided not to go ahead with their plans to create a Subsidiary Company because of widespread concern from all staff not just those directly affected.

I would like to see an open meeting for staff and members of the public before the Board makes a decision on this important matter.

Yours sincerely

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