

<b>Report to:</b>	<b>Council of Governors</b>	<b>Agenda item:</b>	<b>11</b>
<b>Date of Meeting:</b>	<b>7 June 2018</b>		

<b>Title of Report:</b>	<b>Public Governor Member Feedback</b>
<b>Status:</b>	<b>For Information</b>
<b>Sponsor:</b>	<b>Public Governors</b>
<b>Author:</b>	<b>Janet Adeyemi, Membership &amp; Governance Manager</b>
<b>Appendices</b>	<b>Appendix 1: Member Feedback (March 2018 – May 2018) Appendix 2: North Wiltshire Constituency Meeting Feedback- 10<sup>th</sup> April 2018 Appendix 3- North East Somerset Constituency Meeting Feedback- 15<sup>th</sup> May 2018</b>

### **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 via relevant constituency meetings.

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

Other than the information set out below, Public Governors have not submitted additional feedback.

A number of members have raised items with the Membership office which can be seen at appendix 1. In addition to the general member feedback, the Membership Office also sent an email to members on behalf of the Deputy Director of Nursing and Midwifery regarding the 2018/19 Quality Accounts priorities. 11 responses were received and shared with the Deputy Director of Nursing and Midwifery. All members have been responded to and their feedback logged. The feedback showed that the members endorsed the proposed Quality Accounts priorities for 2018/19.

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

1. The North Wiltshire Governors hosted their first 2018 constituency meeting on 10<sup>th</sup> April 2018 in Corsham. The meeting was well attended (13), and the discussion and feedback focused on “Dementia Awareness”. A summary of the feedback is detailed at appendix 2 and a follow-up letter was sent to attendees

2. The North East Somerset Governors hosted their first 2018 constituency meeting on 15<sup>th</sup> May 2018 in Midsomer Norton. The meeting was well attended (11), and the discussion and feedback focused on “Healthy Mind and Healthy Lifestyle”. A summary of the feedback is detailed at appendix 3 and a follow-up letter will be sent to attendees.

### 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 (March 2018 – May 2018)

### Discharges

Date	Member feedback / query	Member ID	Action taken	Response
April 2018	<p>Nick Houlton, Public Governor received feedback from a member:</p> <ul style="list-style-type: none"> <li>I was on Respiratory and was left sitting on a bed for 6 hours waiting for my medication to take away. The matron had already said I could go but the pharmacy did not provide the medication for another 6 hours.</li> </ul>	N/A	Feedback passed to PALS 10/05/18	No response required.

### Estates and Facilities

Date	Member feedback / query	Member ID	Action taken	Response
11/05/18	<p>Anne Martin, Public Governor received the following feedback from members:</p> <ul style="list-style-type: none"> <li>Is there a possibility of a Park and Ride bus from Lansdown to the RUH?</li> <li>Is there any possibility that there could be a Park and Ride bus back to Odd Down at the end of evening visiting time?</li> </ul>	N/A	Questions passed to Sustainable Travel Planner 14/05/18	<p><b>Response from Sustainable Travel Planner</b></p> <ul style="list-style-type: none"> <li>During a recent meeting with BANES Council, it was advised that Park &amp; Ride facilities from Newbridge and/or Lansdown are not possible.</li> <li>BANES Council also confirmed that opening times at the Odd Down Park &amp; Ride cannot be extended due to planning restrictions.</li> </ul>

<p>04/05/18</p>	<p>Nick Houlton, Public Governor received the following feedback from two members:</p> <ul style="list-style-type: none"> <li>• I was having lunch with my wife and noticed that a volunteer came to help. Why it is that they can just wander onto a ward and start providing drinks and nobody really notices they're there? The hospital is quite open and really anybody could walk in. Should the Trust be looking at more security on wards?</li> <li>• What happened to the new parking machines that were promised? Of all the stupid places to put the parking machines, next to the zebra crossing is about it. When they replace the machines they need to move them</li> </ul>	<p>N/A</p>	<p>Feedback sent to Manager of the Friends of the RUH and Security &amp; Car Parking Operations Manager 10/05/18</p>	<p><b>Response from Volunteer Services Manager:</b></p> <ul style="list-style-type: none"> <li>• Our volunteer application process is the same as a staff member. We carry out all pre-employment checks in line with the HR department guidelines. Our volunteer have to have a compliant DBS (disclosure barring certificate) in place before they allowed to go on to the wards. They are also given training sessions first and have to complete the mandatory training set out by the training department. They have to go through the security screening process to apply for an ID badge. Unless they are training and are always accompanied, an ID badge should be worn which makes them recognisable to all.</li> </ul> <p><b>Response from RUH and Security &amp; Car Parking Operations Manager:</b></p> <ul style="list-style-type: none"> <li>• With regard to the question of Security on wards we have very robust systems in place to ensure Security presence is provided when required.</li> </ul> <p>All volunteers have authorised access and ID badges as appropriate to the areas they are designated to work in. Also they will be recognised by staff due to the regular nature of their visits.</p> <p>In terms of others wards that may or may</p>
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				<p>not be secure units depending on their designation. It would not be feasible to provide a physical security presence in all wards at all times but as I have previously mentioned please be reassured that we have robust response systems in place to ensure staff and patient safety.</p> <ul style="list-style-type: none"> <li>The issue with the parking machines is being discussed at the Management Board meeting on 23<sup>rd</sup> May so an update will be provided following the discussion.</li> </ul>
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**Services**

Date	Member feedback / query	Member ID	Action taken	Response
11/05/18	<p>Anne Martin, Public Governor received the following feedback from members and her own personal experience:</p> <ul style="list-style-type: none"> <li>Member had a screening to check that there was no return of her cancer. When she asked if there was anything on the screen she was told, 'There's a small cancer.' with no, 'I'm sorry' or any acknowledgement that this was very unwelcome news. The member did not know the doctor concerned as the three consultants she did know were all on leave from the hospital at the same time. Her concerns were:</li> </ul>	N/A	Feedback passed to PALS to log 14/05/18	No response required.

	<ul style="list-style-type: none"> <li>The lack of care and empathy from the previously unknown doctor; technical care was fine, but there was no patient care.</li> <li>The fact that the three consultants were away at the same time.</li> </ul> <p>From my own experience and that of others I know that many of us do not make a complaint when they may well be cause for one. This raises questions about the value of the PALS statistics.</p>			
06/05/18	<p>James Colquhoun, Public Governor received the following feedback:</p> <ul style="list-style-type: none"> <li>High standards of terminal care shown in difficult family circumstances in Combe Ward</li> </ul>	N/A	Feedback passed to PALS 10/05/18	No response required
06/05/18	<p>Andrew Simkins, Public Governor received the following feedback:</p> <ul style="list-style-type: none"> <li>Patients have accepted that there can be greater pressure on A&amp;E during bad weather and the long winter, but they have difficulty accepting the situation when the weather picks up and there are still long queues.</li> </ul>	N/A	Feedback passed to Deputy Chief Operating Officer 10/05/18	<p><b>Response from Deputy Chief Operating Officer</b></p> <p>The Trust monitors waiting times in A&amp;E on a daily basis. This is included as one of the key metrics used to assess Trusts escalation level (OPEL Levels 1 to 4). The Trust holds three site meetings daily to review the Trusts escalation position.</p> <p>The Trust has a range of actions that are taken at each OPEL level and these are designed to support flow across the Trust and reduce</p>

	An explanation would be helpful in placing the situation in context, and what measures (in the broadest terms) are being taken to alleviate the pressures.			pressure in the A&E department.  Although the Trust has been under significant pressure from January to April 2018, in May the Trust has seen escalation levels reduce and waiting times in ED, particularly for admission have been improved.  Emergency department attendance levels and the number of ambulance arrivals do however remain high, reflecting the general increase in urgent and emergency demand, which is not weather dependent.
04/05/18	Nick Houlton, Public Governor discussed feedback from a member: <ul style="list-style-type: none"> <li>I went for a colonoscopy and wanted to congratulate the colonoscopy suite on their care and compassion. Excellent care and communication</li> </ul>	N/A	Feedback passed to Ward Manager 10/05/18	No response required
20/03/18	Jacek Kownacki, Public Governor received the following feedback from Patients whilst recruiting at the 'Home Hub': <ul style="list-style-type: none"> <li>The staff were marvellous, the only problem was providing me with appropriate food as I suffer from Crohns Disease</li> <li>The staff fussed over me as if I were a V.I.P and the food was</li> </ul>		Feedback relating to food passed to Hotel Services Manager and general feedback passed to PALS to log 10/05/18	No response required

	<p>better than I get at home. The hospital does seem very overcrowded</p> <ul style="list-style-type: none"> <li>• The departure lounge is a good idea to free beds up ASAP. Nothing is too much trouble for the staff</li> <li>• I spent several hours in A&amp;E before I was admitted to a ward, it was horrendously busy but throughout the time the staff were calm, attentive and caring. The food was a shock to me, when I was here four years ago it was terrible and now it is marvellous. I can only praise everything about the hospital, thank you</li> <li>• The nurses made you forget about how busy the hospital is even though they were run ragged</li> </ul>			
Feb 2018	<p>Member contacted Amanda Buss, Public Governor regarding his recent experience of the Cardiology Ward:</p> <ul style="list-style-type: none"> <li>• The cardiology ward is incredibly noisy at night with staff making no effort to work quietly and waking patients up for seemingly no reason - e.g. to put a pair of socks on.</li> <li>• He was told that, apart from the operation, his care would be</li> </ul>		<p>Feedback passed to Cardiology Ward Manager in April 2018</p> <p>Issues passed to Specialty Manager in April 2018</p>	<p>The Board of Directors Secretary contacted the Specialty Manager responsible for Cardiology regarding the written procedures and how they are communicated to staff. The process for patients such as this that are transferred to other providers is as follows:</p> <p>A patient is referred to another provider for a specific diagnostic or opinion that is not available at the RUH. In this instance they are referred with a referral letter, for the specific care required, and the results are then sent</p>



	conducted by and under the care of RUH. However, it seems that the follow up did not happen in a timely manner after his discharge from Bristol, even though he had been told that it would. Is there a problem of connecting information when an operation is performed at another hospital?			back to the RUH clinician. Pathways differ slightly depending on the specialty and/or diagnostic required.  Feedback from the Specialty Manager will be passed onto Amanda when received.
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 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.	-	Following the previous response from the Lead for Patient & Carer Experience, further information was requested requiring further investigation.	The Board of Directors Secretary responded confirming that the Specialty had not subcontracted this activity to the Circle and were not aware of any issues with patient records. He suggested that the patient was encouraged to make a formal complaint regarding her experience so this could be investigated further as it would also be beneficial for the organisation to review the case to ensure there are no patient safety issues.

### Communications

Date	Member feedback / query	Member ID	Action taken	Response
11/05/18	Anne Martin, Public Governor received the following feedback from members and her own personal experience with appointments: <ul style="list-style-type: none"> <li>Conflicting information about the time before one can expect to have an appointment which leads to</li> </ul>	N/A	Feedback passed to PALS to log and also to the Commercial Director for inclusion in the Admin Review	Jenny Dando, ENT, Audiology and Patient Administration Services Manager, Surgical Division contacted Anne Martin to reassure her that the Trust is keen to learn from patients and make improvements where possible. She confirmed that she would inform the various departments of her comments and that the paragraph about building a new car park has

	<p>unnecessary letters being sent out.</p> <ul style="list-style-type: none"> <li>• Received a letter saying that records showed that I did not attend an appointment, however I'd had no notification of the appointment until the consultant rang to say I should have been at the clinic – so business was done on the phone.</li> <li>• Some members have thought the RUH is building another new car park as the appointment letters still have the paragraph relating to the building of the 'new' car park.</li> <li>• The sheaf of letters I received over the 7 months between having the assessment of cataracts and finally having the second operation make me think that a more streamlined system would be a lot easier for the patient, and save a considerable amount of money in the course of a year.</li> </ul>		<p>Programme 14/05/18</p>	<p>been deleted from appointment letters.</p>
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**Staffing** – no feedback received.

**Appendix 2: North Wiltshire Constituency Meeting feedback – 10<sup>th</sup> April 2018**

**Please rate each section of the event by ticking the relevant box:**

	Excellent	Good	Fair	Poor	No Answer	Total
Arrival and Welcome	9	3	0	0	1	13
Introduction from your Public Governors	6	5	0	0	2	13
Update from the RUH Board of Directors	8	3	0	0	2	13
Dementia Awareness	12	0	0	0	1	13
<b>Audience Participation Questions and Answers</b>	2	8	1	0	2	13
Overall Content	9	2	0	0	2	13

**Did you find Springfield Leisure Centre a suitable venue?**

Yes	No	Total
13	0	13

**If you answered ‘No’ to the above question, is there another venue that you feel would be more suitable?**

- Very pleased to have a venue that does not incur parking charges

**What would you like to hear about from us in the future?**

- The Wiltshire/RUH connection. Do Wiltshire residents miss out at all? Could they be better informed about healthcare locally?
- Stroke care in hospital and care on discharge
- Hospital expansion and what extra funding will be needed
- What plans are in development (if any) for transition from hospital to home care?

**Do you have any other comments?**

- It was good to hear the presentations and also get clean answers to questions from the audience. Thank you all.

- I found it a very informative meeting including dementia awareness with my wife and I, will look a lot more into it
- This meeting was very interesting, particularly about dementia
- Thank you for an interesting session
- Excellent talk/presentation on dementia
- Better use of the microphones would help

Author : Janet Adeyemi Membership & Governance Manager	Date: 01 June 2018
Sponsor: Public Governors	Version:1.1
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**Appendix 3: North Somerset Constituency Meeting feedback – 15<sup>th</sup> May 2018**

Please rate each section of the event by ticking the relevant box:

	Excellent	Good	Fair	Poor	N/A
Arrival and Welcome	4	3	1	0	0
Introduction from your Public Governors	2	5	0	0	1
Update from the RUH Board of Directors	2	5	0	0	1
Healthy Mind and Healthy Lifestyle	3	5	0	0	0
<b>Audience Participation</b> Questions and Answers	1	2	2	0	3
Overall Content	2	3	0	0	3

**Did you find Midsomer Norton Town Hall a suitable venue?**

Yes	No
6	2

**If you answered ‘No’ to the above question, is there another venue that you feel would be more suitable?**

- Poor, no Car parking. Keynsham Masonic Hall has good Car parking X2

**What would you like to hear about from us in the future?**

- Diabetes
- Sepsis training
- Urology
- Any future constituency training
- Opening of the RNHRD

**Do you have any other comments?**

- My first time of attending but not the last
- Microphone needed