

Report to:	Council of Governors	Agenda item:	11
Date of Meeting:	5 September 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 (June – September 2018) Appendix 2: South Wiltshire Constituency Meeting Feedback- 11th June 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 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. Below is a summary of the constituency meeting which have taken place: 1. The South Wiltshire Governors hosted their first 2018 constituency meeting on 11 th June 2018 in Warminster. The meeting was well attended (22), and the discussion and feedback focused on “Diabetes and Obesity”. A summary of the feedback is detailed at appendix 2 and a follow-up letter was 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)

Services

Date	Member feedback / query	Member ID	Action taken	Response
18/07/18	The mother of a member emailed Andrew Simkins, Public Governor regarding Dementia care for outpatient areas (see full email at appendix 3 overleaf).	N/A	Email forwarded to Maggie Depledge, Dementia Co-ordinator 24/07/18	Response sent to mother 02/08/18 (see appendix 3 overleaf). Received further email from the daughter on 03/08/2018 regarding her mother's care and complaints about communication. The Membership Office passed on the contact details for the Complaints Team and suggested that the daughter speak directly to the Complaints Manager regarding any further concerns going forward on 08/08/2018.
06/07/18	Nick Houlton, Public Governor received feedback from a member: <ul style="list-style-type: none"> Member had twice waited for Arriva to turn up with her husband to bring him to the RUH for an appointment. It had to be cancelled twice because Arriva were so late that he couldn't get to the RUH in time. 	N/A	Feedback sent to Patient Experience at Arriva 31/07/18	No response required.

Communications

Date	Member feedback / query	Member ID	Action taken	Response
02/08/18	Jacek Kownacki, Public Governor received feedback from patients and public regarding appointment letters arriving late.	N/A	Feedback forwarded to PALS 02/08/18	No response required.
21/06/18	Andrew Simkins, Public Governor attended Lupus Awareness Day at the Mineral Hospital and stated that a key message was that there needs to be greater awareness of Lupus across the medical profession - especially GPs - and the general public.	N/A	No action required.	No response required.

Staffing

Date	Member feedback / query	Member ID	Action taken	Response
02/08/18	Jacek Kownacki, Public Governor received high praise for hospital staff and volunteers.	N/A	Feedback forwarded to PALS 02/08/18	No response required.

Estates & Facilities

Date	Member feedback / query	Member ID	Action taken	Response
02/08/18	Jacek Kownacki, Public Governor received complaints from patients and the public regarding patient transport provided by Arriva.	N/A	Feedback forwarded to PALS 02/08/18	No response required.

Discharges – no feedback received

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Appendix 3:

Original Email from the daughter of a member 18th July 2018:

Dear Mr Simkins, I understand you are the RUH public governor for the rest of England and Wales. I write to you in that capacity. I live in Yorkshire.

Recently I have had problems getting updates about my mother's condition - she lives in Bath and has been attending RUH outpatient clinics for an infected foot. I can attend some appointments with her but, unfortunately, not all because I live so far away.

These updates are especially important as my mother has dementia. I have Lasting Power of Attorney for her, which the RUH is aware of.

I have had problems getting updates because staff, apparently inexperienced in dementia (in other disciplines), are making decisions about how capable my mother is of absorbing information about her condition, and how well she can remember what she is being told by medical staff..

In fact, she is often unable to remember what she has been told by medical staff long enough to inform family, and what she does tell us cannot always be relied upon. I have told the RUH this.

Letters have been sent by the clinic concerned with her care to her GP, and I seen copies sent to my mother. However, clarification is often needed, and this has been difficult to obtain from the RUH.

Although, I must say, late this afternoon one of her consultants did call to update me.

I have discussed this problem of getting updates on my mother's condition with the PALS service at the RUH, the Trust's complaints' office, and RICE (dementia care).

I was told there is an office which assists in-patients with dementia, and their families, but no similar office to assist outpatients with dementia and their families.

I would ask that you take steps to ensure such a service is also available for outpatients with dementia and their families - someone

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families can seek assistance from if they experience the same problem obtaining updates about a relative's condition.

I look forward to hearing from you.

Response from Maggie Depledge, Dementia Co-ordinator and Andrew Simkins, Public Governor 2nd August 2018:

Thank you for your email about your mother's experiences at the RUH and your own efforts to seek answers. We have asked the Dementia Co-ordinators to shed some light on these matters and their response is detailed below:

I am sorry to hear of the difficulty you have had in communication with the outpatient services at the RUH.

You are correct in that as Dementia Co-ordinators we do only provide a service to inpatients, however we are aware that there can be difficulties ensuring effective communication for those with Dementia who attend outpatient clinics and so we do offer training to outpatient services in how to care for those attending their service who have memory problems. Our Pre-Operative Assessment service has adopted a screening tool to check if an individual has Dementia care needs.

I am sorry to hear that you are still experiencing issues with receiving updates even though you have already informed the RUH that you hold lasting Power of Attorney (POA). It is possible for an alert to be placed on your mother's case notes on our computer system so that you are contacted and kept updated with information regarding your mother's care, treatment and needs as a matter of course. It would be helpful for a copy of the POA documents to be kept as evidence in your mother's medical notes if this is possible.

I hope that this helps and that the RUH is able to assist you in being updated in your mother's care. If I can be of any further assistance please do not hesitate to contact me through the Membership Office.

Appendix 2: South Wiltshire Constituency Meeting feedback – 11th June 2018

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

	Excellent	Good	Fair	Poor	No Answer
Arrival and Welcome	10	4	0	0	1
Introduction from your Public Governors	10	5	0	0	0
Update from the RUH Board of Directors	10	5	0	0	0
Diabetes and Obesity	15	0	0	0	0
Audience Participation Questions and Answers	10	5	0	0	0
Overall Content	11	4	0	0	0

Did you find Warminster Civic Centre a suitable venue?

Yes	No	No Answer
13	2	0

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

- I wear hearing aids and would have liked use of the hearing loop facility
- Yes to the facilities and no as we use hearing aids so a microphone could have improved with an audio system
- Staff at the centre not very friendly on arrival

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

- A meeting discussing mental health issues X2
- Topics of research that is happening at the RUH
- Same philosophy – over different areas
- Yes I come regularly to talks at the RUH
- Any newsletters that keep one up to date with the future progress of the RUH
- Dietary advice on weight loss

- Aftercare for people discharged from hospital now that community hospitals have been closed. This was covered by Victoria with a new initiative, but is it working?
- After care after hospital discharge, how the NHS integrates patient care and how cutting edge techniques are brought into the RUH
- The cancer centre

Do you have any other comments?

- Parking brilliant, even though I live in Bradford on Avon I would have appreciated a map with the invite
- A very welcoming and informative meeting, I look forward to more
- Very instructive
- I enjoyed this talk, I found it instructive and clear – too bad I could not hear everything
- I found the whole meeting very enjoyable and the enthusiasm of the speakers who came over as being an essential part of the RUH team
- Another very good session, thank you again X2
- I didn't get a specific invitation I picked it up from a general members mailing
- Good support to community hospitals, relieve pressure on the RUH & Salisbury etc. Our local MP supports community hospitals. Bring back the walk-in in Devizes – they ease pressure on A&E and are cost effective