

<b>Report to:</b>	<b>Council of Governors</b>	<b>Agenda item:</b>	<b>12</b>
<b>Date of Meeting:</b>	<b>5 December 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 (September – December 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.

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

1. The North East Somerset Governors hosted their seventh constituency meeting on 6<sup>th</sup> September 2017 in Keynsham (second meeting during 2018). The meeting was well attended (35), and the group received an update from Claire Radley, Director of People.

Focused presentations included:

- Healthy Ageing , Claire Jackson, Occupational Therapist and Carla Link, Physiotherapist

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.

2. The South Wiltshire Governors hosted their sixth constituency meeting on 10<sup>th</sup>

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September in Melksham (second meeting during 2018). The meeting was well attended (26), and the group received an update from Lisa Cheek, Acting Director of Nursing and Midwifery.

Focused presentations included:

- Discharging Patients, Clare O'Farrell, Deputy Chief Operating Officer & Annette White, IDS Programme Lead.

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.

3. The City of Bath Governors hosted their third constituency meeting on 3<sup>rd</sup> October in Bath (second meeting during 2018). The meeting was well attended (24), and the group received an update from Dr Bernie Marden, Medical Director.

Focused presentations included:

- Keeping Children out of hospital, Dr Bernie Marden, Medical Director.

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.

4. The North Wiltshire Governors hosted their ninth constituency meeting on 10<sup>th</sup> October in Chippenham (second meeting during 2018) . The meeting was well attended (22), and the group received an update from Fiona Bird, Head of Business Development.

Focused presentations included:

- Falls and Fractures, Dr Chris Dyer, Consultant Geriatrician

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

5. The Mendip Governors hosted their seventh constituency meeting on 15<sup>th</sup> October in Shepton Mallet (first meeting in 2018). The meeting was well attended (13), and the group received an update from James Scott, Chief Executive.

Focused presentations included:

- Fit for my Future, Dr Rosie Benneyworth, Director of Strategic Clinical Services Transformation
- Home First, Gina Sargeant, Head of Therapies & Clinical Site

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

<b>Recommendations</b>
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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 (September – December 2018)

### Services

Date	Member feedback / query	Member ID	Action taken	Response
03.10.18	James Colquhoun, Public Governor attended the Bradford on Avon Seniors Forum and received the following feedback:  <b>Pharmacy</b> <ul style="list-style-type: none"> <li>Opening hours are an issue</li> <li>Delayed discharge of inpatients as waiting for medication</li> </ul>	N/A	Feedback passed to Chief Pharmacist 29.10.18	N/A
30.09.18	Jacek Kownacki, Public Governor received feedback from 5 patients receiving chemotherapy from various locations using the Park and Ride service and the car park who offered praise for the dedication, empathy and compassion of the hospital staff. One of the patients reported that when patient transport was late the allocated nurse did not go off duty until the patient was picked up.	N/A	Feedback passed to the Matron for Oncology 11.10.18	N/A
14.09.18	Mike Welton, Public Governor received feedback from 2 members regarding the issue of not being able to collect replacement hearing aid batteries from	N/A	Feedback passed to the Deputy Head of Audiology	The Deputy Head of Audiology confirmed that Frome would be receiving an extra box of 800 cells from this month onwards and that the Head of Audiology would continue to monitor

	<p>the Community Hospital in Frome and were told that they did not know when they would be available. The option is to buy replacements or get them from the RUH's Audiology Department which is not always convenient for patients.</p>		<p>11.10.18 Royal United Hospitals Bath NHS Foundation Trust</p>	<p>the situation. This information was passed to Mike Welton, Public Governor on 29.10.18.</p>
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### Communications

Date	Member feedback / query	Member ID	Action taken	Response
03.10.18	<p>James Colquhoun, Public Governor attended the Bradford on Avon Seniors Forum and received the following feedback:</p> <ul style="list-style-type: none"> <li>• There was a view that notification of results were often delayed for at least a fortnight and further delayed between the dates of signing and posting. The clinical signatures were often illegible, it was said, meaning there was a lack of reassurance for the patient.</li> <li>• Poor or no communication with the GP when patients are in hospital and require follow up by the GP.</li> <li>• Waiting is frustrating – communication is important.</li> </ul>	N/A	No action taken as no specific details provided as to which department / specialty this related to.	N/A

	<ul style="list-style-type: none"> <li>• A concern that doctors surgery and hospital didn't have all information relating to a referral e.g. hospital not expecting patient even though had letter, hospital didn't inform doctor/doctor not aware of patients subsequent treatment.</li> <li>• <b>Arriva</b> After an outpatient appointment, patient and partner had to wait 4 hours for collection, even after reception trying to liaise with Arriva. Reception rang a taxi to get them home. It was suggested that there should be something in the appointment letter that gives some warning that you could be waiting for a long time for hospital transport; other arrangements can then be made in advance.</li> </ul> <p>Inpatients don't always know what's going on – helpful to hear what the next stage of treatment should be</p>	<p>Royal United Hospitals Bath NHS Foundation Trust Feedback sent to Outpatient Administration Services Manager 29.10.18</p> <p>Feedback sent to Outpatient Administration Services Manager 29.10.18</p> <p>Feedback sent to Acting Director of Nursing &amp; Midwifery 29.10.18</p>	<p>The Outpatient Administration Services Manager stated that no action could be taken forward as no specific details provided and suggested that the patient contact the PALS department regarding this issue.</p> <p>The Outpatient Administration Services Manager stated that the outpatient appointment letters already included a lot of information and that the Trust was reluctant to include additional information that was not relevant to every patient as this could result in patients not reading the majority of the information and potentially missing vital information for their specific appointment.</p> <p>N/A</p>
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Staffing

Date	Member feedback / query	Member ID	Action taken	Response
03.10.18	<p>James Colquhoun, Public Governor attended the Bradford on Avon Seniors Forum and received the following feedback:</p> <ul style="list-style-type: none"> <li>Nursing staff were overheard in a ward saying they had not been able to take a lunch break causing concern about their stress levels and capacity to concentrate on complex tasks e.g. medications, medical records etc.</li> <li>There was a concern that clinical staff too often didn't read the notes on the screen and patients then felt they were having to explain everything all over again thereby taking up valuable time etc.</li> </ul>	N/A	<ul style="list-style-type: none"> <li>Feedback sent to the Acting Director of Nursing &amp; Midwifery and Director of People 29.10.18</li> <li>No action taken as no specific details were provided as to which department / specialty this related to.</li> </ul>	<p>The Director of Nursing &amp; Midwifery provided the following response:</p> <p>Thank you for bringing this issue to my attention. We are aware that we do have vacancies across the hospital for Registered Nurses. On a day to day basis the matrons for medicine, surgery and women's and children division are aware of the staffing levels on each of their wards. In addition there is a duty matron each day who will scrutinise duty rotas and ensure adequate staffing is in all wards. All wards have a staff room where nurses can take their break as well as various facilities within the hospital grounds that staff can use to purchase food and drink. Nurses are always encouraged to ensure they take this break, although at times this can be difficult. In the light of this issue being brought to our attention we will speak with matrons and wards sisters as a matter of urgency reiterating the need to ensure all nurses receive their break entitlement on all shifts.</p>

**Estates & Facilities**

**Royal United Hospitals Bath**

Foundation Trust

Date	Member feedback / query	Member ID	Action taken	Response
03.10.18	<p>James Colquhoun, Public Governor attended the Bradford on Avon Seniors Forum and received the following feedback:</p> <p>Finding a space to park was still found to be impossible at 11.00ish recently and was only resolved by parking in the drop-off point to collect husband from a ward.</p> <p>The bus was acknowledged to be a good way of reaching RUH but a plea was made to instruct drivers to switch off their engines when they're waiting for more than a minute at the bus stop to reduce air pollution in a relatively confined space.</p> <p>Arriva - concern over delays in hospital transport was also shared with one example citing a gap of 5 hours between 3.00 notification and 8 pm exit.</p> <p>Recently, an elderly lady (94+) had to wait 4 hours before the ambulance arrived at her home in Broughton Gifford in the middle of the day. It turned out that her injury was</p>	N/A	<p>Feedback sent to the Security Operations Manager and Interim Director of Estates &amp; Facilities on 29.10.18</p> <p>Feedback sent to the Relationship Manager for Arriva 29.10.18</p> <p>Feedback sent to Deputy Chief Operating Officer</p>	<p>The Interim Director of Estates &amp; Facilities confirmed that the car parking committee would be made aware of the feedback and that with regards to the switch off of engines, a campaign is being planned for January 2019 to coincide with the smoke free campaign.</p> <p>The Relationship Manager confirmed that the feedback would be passed to the Quality Team to add to the trends and themes review that is shared with Arriva's commissioners on a monthly basis.</p>



	diagnosed as a broken hip – a high risk with a fall at her age and difficult to understand why the case was not given higher priority even though there is an understanding it is not down to RUH.		29.10.18	Royal United Hospitals Bath NHS Foundation Trust
19.09.18	James Colquhoun, Public Governor had a discussion with a member at a Caring for You event regarding the cleanliness of the Surgical Short Stay Unit on consecutive days of a recent hospital stay; there had been blood on the floor, dirty windows/sills and marks on disposable curtains. She expressed concern regarding the infection control of a ward with high turnover. The member informed James that she had raised this issue with PALs but wanted to know if he could fast track the response.	P00005480	Comments forwarded to Kenny Gale, Matron for Surgical Short Stay 11.10.18	Kenny Gale informed the Membership Administrator that he had spoken with the patient regarding his concerns around cleanliness and was satisfied with the response. He was informed of the cleaning process on the ward and how the standards are monitored. He confirmed that the cleaning schedule is undertaken during the day and that during the night it is up to the ward staff to do any urgent cleaning and stated that had the patient informed a member of staff of the blood in the toilet this would have been dealt with immediately, the patient agreed that he had not made the staff aware of the issue.

### Discharge

Date	Member feedback / query	Member ID	Action taken	Response
03.10.18	James Colquhoun, Public Governor attended the Bradford on Avon Seniors Forum and received the following feedback:  Discharge is not always as smooth as it could be. On one occasion, someone was discharged from A&E at 3.00 am; on another occasion, the patient was discharged late in the day from a ward	N/A	Feedback sent to Deputy Chief Operating Officer 29.10.18	The Deputy Chief Operating Officer confirmed that she has shared the feedback with the Team in charge of Discharge.

	with virtually no guidance on caring for him at home. Assessment at home did however take place the following day but the overnight experience was extremely stressful for the family concerned.  Delayed discharge of inpatients as waiting for medication			
06.09.18	Member emailed Helen Rogers, Public Governor regarding discharge and questioned what happened to the Discharge Passport that was trialled by the Trust. He also asked for more information regarding the Home First scheme and questioned whether a study had been made as a follow up to discharge to ensure patients could help with their own self-treatment.	P00006743	Email forwarded to Kerrie Hopson, Clinical Lead for Home First 28.09.18	Response received from Kerrie Hopson 11.10.18 confirming that she was not aware that a study had been made as a follow up to discharge in terms on self-treatment etc. and that the Discharge Passport was not rolled out across the Trust as compliance completing the document wasn't good as staff felt that the amount of additional paperwork to fill out outweighed the benefits of it.  The response was sent to the member on 18.10.18 along with the Home First leaflet that is available on the Trust's website.

### Any Other Comments

Date	Member feedback / query	Member ID	Action taken	Response
09.10.18	Member emailed Anne Martin, Public Governor regarding whether orthopaedic shoes were only provided for patients living in the BA1 and BA2 areas as this is the information that a colleague believed was given at the Mineral Hospital.	N/A	Email forwarded to Annie Martin 09.10.18	Response from Anne sent to member 17.10.18 informing them that the patient will be able to find out whether they required an orthopaedic shoe and where to get them from or to contact the Orthopaedic Department at the RUH.

<p>09.10.18</p>	<p>Member sent information to Mike Welton, Public Governor following on for a discussion at the AGM on 26<sup>th</sup> September.</p> <p>The relevance of complexity to the RUH's success in achieving an outstanding level of patient experience for its patients and their families/carers and as a result, having this achievement endorsed by receiving from the CQC an overall rating of 'Outstanding'.</p>	<p>P00000688</p>	<p>Information sent to Mike Welton 09.10.18</p>	<p>N/A Royal United Hospitals Bath IHS Foundation Trust</p>
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