

### Report from the Governors' Quality Scrutiny Committee

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| <b>Council of Governors</b>                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>Item: 7</b>                                                 |
| <b>20<sup>th</sup> March 2019</b>                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>Enclosure: D</b>                                            |
| <p><b>Purpose of the Report:</b></p> <p>To provide the Council with a summary of discussions from the meeting of the Governors' Quality Scrutiny Committee held on 15<sup>th</sup> January 2019.</p> <p>A brief verbal report was provided to the Council of Governors from the Governors Quality Scrutiny Committee meeting on the 12<sup>th</sup> December 2018 at their meeting on the 22<sup>nd</sup> January 2019. Further information is documented below.</p> |                                                                |
| <p><b>For: Information</b> <input checked="" type="checkbox"/> <b>Assurance</b> <input checked="" type="checkbox"/> <b>Discussion and input</b> <input checked="" type="checkbox"/> <b>Decision/approval</b> <input type="checkbox"/></p>                                                                                                                                                                                                                            |                                                                |
| <b>Sponsor (Executive Lead):</b>                                                                                                                                                                                                                                                                                                                                                                                                                                     | Susan Simpson, Director of Corporate Governance                |
| <b>Author:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Melanie Whitfield, Head of Patient Safety, Governance and Risk |
| <b>Author Contact Details:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                       | melaniewhitfield@nhs.net<br>020 8934 2971                      |
| <p><b>Recommendations:</b></p> <p>Council members are asked to <b>note</b> the report from the Committee.</p>                                                                                                                                                                                                                                                                                                                                                        |                                                                |

**Governors' Quality Scrutiny Committee**  
**Key Issues, Actions and Recommendations to the Council of Governors**

**Committee meeting held on 15th January 2019**

| 1. | Agenda item                                           | Summary                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| 2. | <b>Role of the Committee</b>                          | New members were welcomed – Natalie Ash as Patient Safety and Risk Manager taking minutes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 3. | <b>Minutes and matters arising</b>                    | <p>The committee reviewed the comments regarding the Trust Zero Tolerance Policy. Questions were raised regarding staff awareness of patient needs when patients have difficulty communicating. An agreement was made to review the Friends and Family Test comments and feed this back through the Patient Experience Committee.</p> <p>The committee held a discussion to determine if there were alternative options to better the patient experience, such as using volunteers as care navigators. This information will be considered and triangulated with a review of themes.</p> <p>The action log was reviewed and agreed that:</p> <ul style="list-style-type: none"> <li>• Some further work is required around the use of volunteers in outpatients</li> <li>• The process regarding feedback from quarterly and annual reports from governors requires clarity</li> <li>• The paediatric staffing is being benchmarked against other hospitals to identify how they are attracting, recruiting and maintaining staff in these posts and the incentives used.</li> </ul> |
| 4. | <b>Quarterly Quality Report 2018/19 April to June</b> | <p>The Director of Nursing presented an overview of issues within the Trust, including the management of Flu and Infections. The committee heard that the Trust have been able to maintain Quality and Safety outcomes throughout the winter period when there has been increased demand and acuity. A discussion was held concerning the Trust processes for escalation and opening of beds as necessary.</p> <p>The committee were informed that the Trust has welcomed 11 newly qualified Nursing Associates. These have all been allocated to areas within the Trust to provide additional staffing resource and support to improve the patient experience. There are a further 23 students who will commence their Nursing Associate Training this academic year and 65 new student nurses were welcomed to the hospital.</p>                                                                                                                                                                                                                                                   |
| 5. | <b>Quality Priorities 2019/2020</b>                   | <p>The committee discussed and agreed the Quality Priorities for 2019/2020. The committee were informed that each priority has been allocated a lead and the Trust will be using QI methodology for these improvements throughout the year.</p> <p>Following questions from the committee the process for</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

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|           |                                                                      | <p>developing the metrics for the priorities was explained – acknowledging that the Trust are required to establish the methodology that will be used in the first instance, with a primary action to determine the problem that requires solving, this will enable identification of a clear metric. All leads will be supported by the Head of Improvement and a 6 month update will be presented to the committee.</p> <p>The committee heard that the first draft of the Quality Report is underway and will be circulated for comments during the last week in February.</p>                                                                                                                     |
| 6.        | <b>Committee and Feedback Report</b>                                 | The committee did not receive any reports, as this meeting followed in quick succession from the December Committee meeting and as such no further meetings had taken place to provide feedback.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>7.</b> | <b>Committee Reports</b>                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| a         | <b>Equality and Diversity Committee</b><br>- Disability Group        | There have been no meetings since the last GQSC meeting.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| b         | <b>Patient Experience Committee</b>                                  | There have been no meetings since the last GQSC meeting.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| c         | <b>Healthwatch Forum</b>                                             | There have been no meetings since the last GQSC meeting.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 8.        | <b>Matters to bring to the attention of the Council of Governors</b> | <ul style="list-style-type: none"> <li>• The committee has requested reassurance from QAC around the patient experience within the REU.</li> </ul> <p>Action following this request:</p> <ul style="list-style-type: none"> <li>• A update on the progress of works being undertaken within the REU to be reviewed by the chair of GQSC to allow further decisions to be considered to demonstrate assurance in the processes within REU.</li> <li>• The draft Quality Report for 2018/19 will be reviewed at the GQSC April meeting.</li> <li>• The Chair has met with the Trust Director of Governance to discuss the process for wider consideration of the Governors Feedback Reports.</li> </ul> |