

**Report from the Governors' Quality Scrutiny Committee**

<b>Council of Governors</b>	<b>Item: 7</b>
<b>21<sup>st</sup> January 2020</b>	<b>Enclosure: D</b>
<b>Purpose of the Report:</b> To provide the Council with a summary of discussions from the meeting of the Governors' Quality Scrutiny Committee held on 4 <sup>th</sup> December 2019.	
<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"/>	
<b>Sponsor (Executive Lead):</b>	Susan Simpson, Director of Corporate Governance
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<b>Recommendations:</b> Council members are asked to <b>note</b> the report from the Committee.	

<b>Governors' Quality Scrutiny Committee</b> <b>Key Issues, Actions and Recommendations to the Council of Governors</b>		
<b>Committee meeting held on 4<sup>th</sup> December 2019</b>		
1.	<b>Agenda item</b>	<b>Summary</b>
2.	<b>Role of the Committee</b>	The aim and purpose of the Governors' Quality Scrutiny Committee is to aid the Council of Governors in their duties with regard to oversight and scrutiny in order to ensure that the Trust is delivering quality services to patients and that patients and the public are involved in the quality work of the Trust.
3.	<b>Minutes and matters arising</b>	<p>Members were welcomed including newly appointed Chair of Audit Committee Damien Régent. The minutes were reviewed and agreed.</p> <p>The action log was reviewed and agreed that:</p> <p>Timing of the review of the committees' effectiveness will be discussed with the Director of Corporate Governance.</p> <p>The issue of screens and signage within the outpatient department was raised by Kingston HW in the Healthwatch Forum. It was reported that this has been discussed with the Director of Estates and reinstatement of the signage committee is being considered.</p> <p>Governor Patient/Public engagement/feedback: discussion has taken place with Director of Corporate Governance regarding timings of future engagement to avoid lunchtime visits to clinics and name will be changed to Governor Engagement Events.</p>
4.	<b>Quality: Integrated Performance report – October 2019</b>	<p>The Medical Director and Deputy Director of Nursing presented a verbal summary from the October Integrated Quality Report</p> <p>The committee noted:</p> <ul style="list-style-type: none"> <li>• The process for monitoring of pressure ulcers via the Pressure Ulcer Monitoring Panel and were assured of the good practice throughout KHFT. It was noted that this good practice is being shared elsewhere.</li> <li>• The improvement in the reduction of falls.</li> <li>• The number of cases of Norovirus within the community is high and causing some concern regarding the pressures this may put on the hospital.</li> <li>• That cases of flu are starting to be identified. Not currently an issue but is expected to rise. The number of discharges within the hospital is low which makes the number of readmissions look high. There are no concerns and the committee were assured.</li> </ul>

		<p>Also noted were:</p> <ul style="list-style-type: none"> <li>• The increase in numbers of complaints, this was expected following the Trusts promotion within the hospital on how to complain.</li> <li>• The positive trend in response rates for FFT. The Chair commented on the excellent FFT monthly reports presented to the PEC and considered that they may be of interest to the CoG. In relation to the FFT a concern was raised regarding replying to FFT text messaging where in some cases patients are informed, they will be charged. This has been investigated and the wording changed. The committee was assured that no patients would be charged.</li> <li>• The waiting time for non-cancer diagnostics has increased due to an increase in demand for cancer diagnostics which has the priority. The committee was assured that the Trust is looking into ways of working to support the expected on-going demands.</li> <li>• The improvement in mandatory training rates.</li> <li>• The low levels of staff sickness, KHFT having the lowest rates in London.</li> </ul>
5.	<b>Half Yearly Update on the Quality Priorities 2019-2020</b>	<p>The committee received the report which had been previously presented to the Board. The committee heard of the two projects where the targets will not be met.</p> <ol style="list-style-type: none"> <li>1. Improve the process to identify patients with learning disabilities: it was noted that there is likely to be new national guidelines in relation to this which are awaited.</li> <li>2. Home before Lunch Discharges: it was noted that practice is changing towards Same Day Emergency Care thus reducing admissions.</li> </ol> <p>The encouraging progress on the remaining four priorities was noted.</p>
6.	<b>Agreement of 2020-2021 Quality Priorities</b>	<p>The committee received and agreed the six Quality Priorities for 2020-2021. It was noted that the first three priorities align with the Patient First programme. The second three were identified from consultation and feedback.</p>
7.	<b>Report from QAC</b>	<p>Dame Cathy Warwick presented an overview of discussion at the last QAC meeting 29<sup>th</sup> October 2019. It was highlighted to the committee that the format of QAC has been amended to allow time to explore quality improvement issues whilst continuing to receive assurance on routine data.</p> <p>The annual analysis of Governor feedback had already been seen by QAC but it will be going to the December meeting for a more in-depth review.</p> <p>QAC reported that they had received significant assurance on clinical quality/cluster updates through a variety of data sources, verbal reports and discussions.</p>

		<p>The committee had requested a report from QAC regarding Post-partum Haemorrhage (PPH). The work and QI projects planned within Maternity to address concerns relating to the rate of PPH were highlighted.</p> <ul style="list-style-type: none"> <li>• STAN (ST Analysis)</li> <li>• Cradle project</li> <li>• Episcissors</li> </ul> <p>It was noted that reducing PPH has been agreed as a 20/21 Quality Priority. The committee was assured.</p>
<b>8.</b>	<b>Patient/public feedback from Governor Desks</b>	<p>The chair noted the feedback received from the patients/public in the latest Governor Feedback Report which covered a visit to Maternity. There was a recurring theme regarding drinks and a lack of cups noted.</p> <p>A brief discussion took place around how the Governors could better engage with their communities.</p>
<b>9.</b>	<b>Committee Reports</b>	
<b>a</b>	<b>Equality and Diversity Committee</b>	<p>The committee heard a summary of Headlines from the November meeting</p> <ul style="list-style-type: none"> <li>• National Guidance on Transgender Patients is awaited.</li> <li>• An application for the production of a video addressing bullying has been submitted.</li> <li>• 10 members of staff within Emergency Department are involved in reverse mentoring.</li> <li>• Working groups remain for:</li> <li>• Brexit, MEGA, LGBT and Disability Group</li> </ul>
<b>b</b>	<b>Patient Experience Committee</b>	<p>A report of the October PEC was circulated prior to the meeting and the chair was happy to answer questions.</p> <p>It was noted that:</p> <ul style="list-style-type: none"> <li>• The Children and Young Persons report remained embargoed.</li> <li>• The annual analysis of Governor Feedback, revised to include more qualitative feedback, would be on the agenda for the December PEC meeting.</li> </ul>
<b>c</b>	<b>Healthwatch Forum</b>	<p>The committee heard a verbal report about the Healthwatch Forum of 4<sup>th</sup> December 2019.</p> <p>The committee heard that the Healthwatch meeting had been very positive. Outcomes of projects very positive for the hospital and both HWs praised KHFT for its response to recommendations.</p> <p>HWK Discharge report has been published.</p> <p>HWK 15 Steps project with REU and Audiology had been undertaken.</p> <p>Joint working with LBR in the Wolverton Centre planned for February 2020</p>

		The Dementia Strategy Annual report had was presented at the forum and the improvements noted.
10.	<b>Matters to report to QAC</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
11.	<b>Matters to bring to the attention of the Council of Governors</b>	<ul style="list-style-type: none"> <li>• The committee is assured about the process of selecting quality priorities and agreed the process for approval of the 2019/20 Quality Report and the formal response on behalf of Governors.</li> <li>• Post-Partum Haemorrhage: The committee is assured by the report</li> <li>• Action being taken on Bullying and Harassment of Staff</li> <li>• The work of the Outpatient Admin Steering Committee</li> </ul>
12.	<b>AOB</b>	<p>The Armed Forces Covenant was discussed. This has been considered by EMC and whilst there is great support for it, currently the Trust is unable to provide the staff to do the work required to meet the standards.</p> <p>The chair noted that by the time of the next meeting the Medical Director will have retired. The chair thanked JKW for all of her hard work, support and contribution to the committee.</p>