

Council of Governors	Item: Governors Quality Scrutiny Committee
Date: October 2021	Enclosure: C
Purpose of the Report:	
This report has been produced for the Council of Governors Meeting to provide an update on discussions held at the Governors Quality Scrutiny Committee on 22 nd September 2021.	
FOR: Information <input checked="" type="checkbox"/> Assurance <input type="checkbox"/> Discussion and input <input type="checkbox"/> Decision/approval <input type="checkbox"/>	
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Risk Implications – Link to Assurance Framework or Corporate Risk Register:	
Legal / Regulatory / Reputation Implications:	CQC registration NHS Resolution CNST
Link to Relevant CQC Domain: All	
Safe <input checked="" type="checkbox"/> Effective <input checked="" type="checkbox"/> Caring <input checked="" type="checkbox"/> Responsive <input checked="" type="checkbox"/> Well Led <input checked="" type="checkbox"/>	
Link to Relevant Corporate Objective:	Strategic Objective 1: to deliver quality, patient centred healthcare services with and an excellent reputation.
Document Previously Considered By:	None
Recommendations:	
Council members are asked to note the report from the committee	

Governors Quality Scrutiny Committee 22nd September 2021

Following a period throughout the COVID19 pandemic when the Executive team were unable to attend the GQSC meetings it was a pleasure to be able to welcome Nic Kane in her new role as Chief Nurse to the meeting.

Dame Cathy Warwick, Dr Nav Chana and Dr Rita Harris continue to offer assurance to this committee.

Key highlights of the July 2021 Integrated Performance and Quality Report (IPQR) were reported.

The action log was discussed and updated.

The Committee received reports from:

- Quality Assurance Committee The members attention was drawn to the excellent work being undertaken by the Lung Nodule Service and their patient information materials.
- the continued programme of work in relation to outpatient transformation, the elective recovery programme and the emergency care pathway was discussed.

Maternity Services Deep Dive: The committee received a requested report on the Maternity Services within KHFT from CW which covered the Caesarean Section rates. the ongoing project to review the way the data is presented in the IPQR plus postpartum haemorrhage rates. The committee was assured by the report.

- Patient Experience Committee
- Equality, Diversity and Inclusion Committee
- Healthwatch Forum
- The committee heard an update on the Trust's current Quality Priorities from the Head of Quality Improvement and via the Healthwatch Forum report
- Discussed plans for publishing the 21/22 Quality Report and identifying/agreeing 22/23 Quality Priorities

Patient and Public Feedback:

The committee discussed the ongoing concern that governors are not currently able to attend the hospital site for any engagement activity. NK advised that this is currently under review.

Integrated Quality and Operational Compliance Report:

Performance indicators in the July IPQR show that overall quality is being maintained despite the pressures. Areas that were discussed include:

SAFE:

- The committee heard an update on the current COVID position within the hospital.

EFFECTIVE:

- The committee received assurance regarding the Stroke unit audit scores and discussed the sepsis scores.

CARING:

- The committee discussed work around responding to complaints and timescales and noted some increased negative feedback from the FFT responses. Appreciated that this is linked to Covid pressures.
- In relation to the ED Patient Survey the generally positive results were noted. BG drew attention to the low scores in communication and discharge but was reassured that this was being looked at

RESPONSIVE:

- The ongoing good cancer performance was noted

WELL LED:

- The issue of workforce and staff sickness is being reviewed in detail to ensure we have a workforce for the future to get KH through the winter. BG noted that the staff away day programme is good and that they have been receiving positive feedback and are open to all staff.

Equality, Diversity, and Inclusion Committee:

Rita Harris reported that the committee was observed by a staff governor for KHFT and the Equality and Diversity lead for HRCH.

The committee was updated on:

- A patient story from a deaf gentleman who had no access to a BSL interpreter
- An update on the improvement in the RES results
- The positive recruitment of diversity champions throughout the Trust
- The recruitment of an additional learning disability practitioner
- The actions in place to ensure that staff with disabilities have their voices heard and are active members of staff networks. It was noted that there may be an issue of staff not reporting that they have a disability

Patient Experience Committee (PEC):

- The committee noted the Chair's report of the September meeting
- The committee was informed of the positive FFT responses in many areas. It noted the report of a complaint from a relative whose family member contracted COVID19 in hospital and how it was dealt with
- The committee noted a number of reports focussing on patient engagement and gaining patient experience
- The committee was updated on the change to the FFT provider.

Healthwatch Forum:

- The committee noted the Deputy Chair's report of the September meeting
- Healthwatch Kingston has published a report on their website regarding people's experiences during covid.
- Healthwatch Richmond has started analysis of their long covid survey
- Healthwatch Kingston and Richmond have a joint ongoing project at the Wolverton Clinic working with Youth Out Loud. It will be published as a film in December. Had positive feedback about the service during Covid.
- Healthwatch Wandsworth is planning a range of engagement activities covering carers, people with learning difficulties and dementia

- The Forum received a detailed update on 21/22 Quality Priorities

Matters to bring to the attention of the Council of Governors

The committee gained the following assurance:

Quality

- Positive work in the Maternity Services to address post-partum haemorrhage and caesarean rates
- Progress on the 21/22 Quality Priorities
- Covid Recovery and staff vaccination

Patient Engagement

- Engagement and involvement of patients in Quality Improvement via the PEC Report