

Governors Quality Scrutiny Committee Meeting Report

Council of Governors	Item: 10
Date: 5 July 2022	Enclosure: E
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 13 th April 2022	
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 reports from the committee	

Governors Quality Scrutiny Committee 13th April 2022

The chair highlighted that as many members of the committee had also been present at the recent Trust Board and already heard the overview of the February IPR a detailed report was not necessary.

The committee received an update on each domain from Bill Oldfield, Chief Medical Officer

The action log was discussed and updated.

The Committee received reports on:

- Quality Assurance Committee
- Summary of Trust Board Integrated Performance Report (February)
- Patient Engagement/Involvement: Inpatient Survey
- Healthwatch Forum

Quality Assurance Committee:

The committee received and discussed the QAC report for February QAC.

Assurance was provided to QAC on clinical quality through a variety of data sources, verbal reports, presentations and ensuing discussion. Bill Oldfield, Medical Director, gave an update on current activity and noted that services are under intense pressure as, despite numbers of COVID patients not increasing, the service is still managing a range of competing demands at a time when staff are tired and lacking their usual resilience. Pressure on A&E and difficulties discharging patients into the community are the biggest challenges.

QAC discussed the A&E patient survey action plan and received an update on the surgical services thematic review, the Trust wide risk register and the recent HSE Material Breach action plan which has now been closed.

QAC noted:

- The deep dive into serious incidents and never events.
- Waiting times within ED and ensuring patient's are aware of this.
- Discharge letter to GP's noting that this is a quality priority for the coming year.

Quality Report:

The committee agreed the Governors response for the Trust Annual Quality Report.

Patient Safety Partners:

The committee received an update on the process to embed Patient Safety Partners in the Trust's Quality Committee's. Michelle Deans And Susan Smith are two patient safety partners and will be covering HRCH and YHC

Patient and Public Feedback:

The committee noted that a new individual governor feedback form has been distributed to all Governors. These will be submitted to BG who will continue to analyse and feedback themes.

Committee external meeting feedback:

Patient Experience Committee (PEC) October mtg:

- The committee received a verbal report from the February PEC meeting
- Noting the rise in complaints, assurance was gained that work was ongoing to identify a clear pathway to determine if issues raised were a comment or complaint.

Outpatient Transformation Board:

It was noted that due to the ongoing pressures of the trust, the OP transformation board has been stepped down and redirected the oversight to both the Digital Board for the IT work stream and the Elective Recovery Board for the administration workstream.

- (ACMP - Administration Change Management Programme). Noted there has been a re-focus on the Admin Change Management Programme which includes the following
 - Admin Standards and KPIs Project:
 - Admin Improvement System Roll-out:
 - Process Improvement Projects:
 - Admin Staff Development Project

Leads have been identified for each of these workstreams and new regular update meetings have been set up.

Healthwatch Forum:

- The committee received verbal feedback from the March Healthwatch forum with a focus on the maternity survey.
- An increase in complaints for radiology was noted

Equality, Diversity and Inclusion Committee:

Members noted that at this committee discussions took place regarding:

- the gender pay gap
- Accessible information standards
- National reasonable adjustments flag

Matters to bring to the attention of the Council of Governors

- The committee approved the formal Governors response to the Quality Account on behalf of CoG
- Michelle Deans was appointed as the new GQSC Chair and Ash Neil Gallagher as the Deputy Chair of GQSC

The committee gained the following assurance:

Quality:

- Assurance gained from the QAC report
- Governors response to the annual Quality Report

Patient Engagement and Involvement:

No relevant agenda items.

Appointment of a new Chair:

- Michelle Deans was formally voted in as the new Chair of the Governors Quality Scrutiny Committee and Bonnie Green was thanked for her consistent enthusiasm, hard work and engagement with the committee