

**GOVERNORS QUALITY SCRUTINY COMMITTEE**

<b>Council of Governors</b>	<b>Item: 11</b>
<b>Date: October 2022</b>	<b>Enclosure: D</b>
<b>Purpose of the Report:</b>	
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 <sup>th</sup> July 2022.	
FOR: <b>Information</b> <input checked="" type="checkbox"/> Assurance <input type="checkbox"/> Discussion and input <input type="checkbox"/> Decision/approval <input type="checkbox"/>	
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<b>Risk Implications – Link to Assurance Framework or Corporate Risk Register:</b>	
<b>Legal / Regulatory / Reputation Implications:</b>	CQC registration NHS Resolution CNST
<b>Link to Relevant CQC Domain: All</b>	
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"/>	
<b>Link to Relevant Corporate Objective:</b>	Strategic Objective 1: to deliver quality, patient centred healthcare services with and an excellent reputation.
<b>Document Previously Considered By:</b>	None
<b>Recommendations:</b>	
Council members are asked to note the reports from the committee.	

## **Governors Quality Scrutiny Committee 13<sup>th</sup> July 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 April IPR a detailed report was not necessary.

The committee received an update on each domain from Sarah Shade, Deputy Chief Nurse.

The action log was discussed and updated.

The committee held a discussion around 'What is Quality' to remind and focus discussions throughout the meeting.

### **The Committee received reports on:**

- Quality Assurance Committee
- Summary of Trust Board Integrated Performance Report (April)
- Patient Engagement/Involvement: Inpatient Survey
- Healthwatch Forum
- PEC
- Governors ED Visit
- EDI Committee
- Outpatient Transformation

### **Quality Assurance Committee:**

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

Assurance was provided on clinical quality through a variety of data sources, verbal reports, presentations and ensuing discussions. Nic Kane and Tracey Moore, gave an update on current activity. Services have recently been under slightly less pressure with numbers in A&E reducing, patients being discharged home or into community care more readily and our ability to manage elective backlogs improving. However, it is not clear exactly why this is and activity may increase again.

QAC discussed the new Triangulation report Q1. This is a collation of a number of quality indicators which enables themes and trends related to quality be recognised. Various suggestions were given as to how future reports might be developed with Committee members being particularly keen to see how various indicators interrelate and to see trends over time against national benchmarks.

Discussions took place regarding the current focus on resolving issues within the REU

QAC noted:

- The SI report for May 2022
- Quarter 4 reports from clinical audit
- Quarter 1 Triangulation Report
- Maternity CNST standards
- The BAF Trust wide risk register

**Patient Engagement:**

The committee received an update from Jane Suppiah regarding the national annual patient engagement surveys.

Highlighted themes which have come from the latest survey are

- Impacted support during mealtimes,
- Impacted support during personal care
- Impacted support with hydration

**Patient and Public Feedback:**

The committee heard that the governors desks have recommenced. Future meetings will report back on feedback from the governors covering the desks.

**Committee external meeting feedback:****Patient Experience Committee (PEC) April 2022 meeting:**

- The committee received a report from the April PEC meeting.
- Noted the Rapid Diagnostic Cancer Clinic opened in May.
- Noted the community falls volunteering service.
- Highlighted the Children and Young People National Survey.
- Discussed examples of de-escalating complaints.
- Noted the patient experience survey for the orthopaedic physiotherapy practitioner services.

**Outpatient Transformation Board:**

Nothing to report at this meeting.

**Healthwatch Forum:**

- The committee received the June Healthwatch forum report with a focus on the patient portal.
- Noted the work underway for patients with a learning disability and autism.
- Received an update from Healthwatch.
- Highlighted the overall increase in complaints.

**Equality, Diversity and Inclusion Committee:**

The committee heard that the most recent EDI committee was a joint venture with HRCH and KHFT. This will be co-chaired by the HRCH and KHFT leads.

The committee were updated on the compassion and respect oversight group with the focus being on freedom to speak up guardians.

**Governors ED Visit:**

- The committee received a report from the Governors visit to the ED
- The report highlighted the key recent changes within the ED and issues to notes

**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
- Discussion on Quality
- Triangulation Report

**Matters to report to QAC:**

The chair of QAC will report back to QAC ongoing concerns with ED.

**Matters to report to CoG:**

No items of concern to be escalated noted.