

THE NEWCASTLE UPON HOSPITALS NHS FOUNDATION TRUST

COUNCIL OF GOVERNORS

QUALITY OF PATIENT EXPERIENCE - WORKING GROUP REPORT

This report focuses on the progress made in fulfilling the aims of the Working Group's November 2011- April 2012 Action Plans.

1. Governor Visits to Internal Medicine and Care of Elderly Wards

Visits have been made to Freeman Hospital Wards 9, 13, and 15; Campus for Ageing & Vitality (CAV) Cherryburn/Craggside Wards; and RVI Wards 30 and 42. Most of the visits have been unannounced and Governors have been able to talk to staff and patients. Governors have been impressed with the standards of care, commitment of staff, and the high levels of patient satisfaction. More detailed reports have been submitted to the relevant Ward Sisters/Charge Nurses and Matron, and the Directorate Manager with feedback on patient views (all complimentary) about their care, areas for improvement e.g. suggestions from patients to have a clock + calendar in the Ward bays; (CAV) daily menus available in the ward dining room, display of staff names/photos; introducing new patients to other patients and staff. These areas have all been addressed by the Directorate.

2. Particular points of interest include:

- Ward 13 received a complimentary letter and cheque for £1000.00 from grateful relatives.
- Developing a system for discretely identifying patients who are being barrier nursed by having green lids on water jugs to identify the relevant patients.
- Replacing a full time nurse in response to case based on demands and funding strategy.
- Relocation of Memorial benches and stones (from Walkergate Hospital) to a new location.
- Provision of Readers (professional actors from a Charity called Inter Act) who visit Cherryburn Ward on a regular basis to read chapters from books to patients.
- Visits from student musicians from Newcastle University on a fortnightly basis - providing concerts.
- Well equipped Therapy Rooms on Rehabilitation Wards.

3. Trust Quality Priorities

Over the past three months, in depth discussions have taken place with Mrs Lamont, Dr Walls, and Mrs Palmer on the progress made in each of the Priorities, including falls management and the development of Real Time Patient Feedback. Governors will also be taking part in the Trust Access Audit commencing on 25th January 2012 (CQUIN Priority 6).

Nutrition is a major activity of the Working Group. In addition to involvement in the Nutritional Steering Group, Governors have participated in food tasting visits at the Royal Victoria Infirmary (November 2011) and Freeman Hospital (December

2011). Feedback from patients interviewed by Governors has been positive. However, there were a number of problem areas identified on the November visit (see report overleaf), which have been reported to Catering and the ward for action.

The December visit was the first week of the 'New menu'. The Tasters rated each of the menu choices as excellent – particularly the 'ground rice pudding'. Ward Staff and patients were very satisfied with the varied and interesting menus and high quality of the food.

Finally, two of the Governors were invited to meet with the Chairman and two members of the Mid Staffs Inquiry Team on 13th December 2011. Questions were asked about the involvement of Governors in holding the Board to account for Quality of Patients Experience. We were well able to provide evidence that Governors not only challenge but probe and find out how the Trust is ensuring fulfilment of high standards of care.

Jean Potts
Chair – QPE Working Group
9th January 2012

Food Tasting, Ward 36, RVI – Wednesday 16th November, 2011

Attending: Mr. Mel Henderson, Catering
Diane Gibson, Catering
Two Governors, Eleanor Houlston and Vivienne Hayden
Two Members of the Community Advisory Panel – Jennie Stokell and Sharron Thompson

Ward 36 is upper GI Surgery and consequently requires a different type of food service. The food is delivered in bulk trolleys and is plated by the health Care Assistants.

Unfortunately the food service was very slow that day due to staff not establishing for those patients having just been admitted what they would like to eat for lunch prior to the arrival of the food trolley. Staff were asking the patients what they would like to eat and then returning to plate the meal. If staff are aware of the menu for that day they would save time and prevent the cooling of food by asking for food choices beforehand. Existing patients have to choose their food three days in advance unlike patients on other wards who choose one day for the next. This system is necessary because of the need for bulk delivery but it creates problems as patients can change their minds as to what they would like to eat.

The room used to plate the meals is very small to house a large food trolley and members of staff. I would like to point out that on the day of the visit the added presence of two members of the catering department and four food tasters in this small area did not help in anyway to make the Health Care Assistants job any easier.

There were only two gentlemen on the day who were able to speak with me about the food served to them. It was their first meal since their surgery and they had both enjoyed the meal. One gentleman had been a patient in this ward before for a much longer period and he had no real complaints about the meals and went further to say how helpful the staff were.

It is necessary for the staff plating the meals to try and establish before the food trolley arrives on the ward what everyone would like to eat using the menu for the day and to establish any changes to choices previously made. This would certainly speed up the whole process.

The soup that day was full of vegetables and pearl barley but the texture was not pleasant. The white fish in cheese sauce had what could only be described as an odd taste and we did not think it was cooked right through. None of the patients chose the Gala Pie Salad or the Sandwiches which were as always very tasty but maybe not the right food to choose for the patients in the ward that day.

**Eleanor Houlston
Staff Governor (Volunteers)**