

THE NEWCASTLE UPON TYNE HOSPITALS NHS FOUNDATION TRUST

COUNCIL OF GOVERNORS

QUALITY OF PATIENT EXPERIENCE WORKING GROUP REPORT

Governors will recall that our last report focused on the studies of the quality of patient experience on the Care of the Elderly Wards at Freeman Hospital. The Report of the Staff Governor Survey of 100 inpatients at the RVI will be presented at this meeting. The Action Plans for the next six months have been developed with the aim of following up the recommendations of the two reports and ensuring improvements in the quality of care for the elderly.

In addition, the working group will be monitoring the Trust's progress in all of the Quality priorities including Falls reduction, infection control and CQUIN priority 6 – 'To develop and implement pathways and to review provision of facilities for patients and visitors with physical and sensory impairments'. This will be achieved by:-

Action Plan November 2011 - April 2012

(a) A Governor Study of Internal Medicine and Care of Elderly Wards at CAV, RVI and FRH

Aims

To support staff and ensure that improvements are being made in response to Complaints, concerns from patients and relatives, falls management, CATS¹ performance and Directorate/Ward Action Plans.

To highlight evidence of good practice and good patient experiences.

To ensure that feedback from patients and relatives is used to improve quality of care.

Method

Governors will make unannounced visits to sample of wards on a monthly basis. The visits will include observations, informal interviews of patients, relatives; interviews and discussion with staff.

Outcomes

Governors will report to the Ward Sister/Charge Nurse and Matron on a regular basis – particularly if there are any concerns and need for action. A Composite Report of the results of the visits will be submitted to each Council of Governors.

(b) Staff Governor Survey of the Quality of patients in Outpatient Clinics at the RVI.

Further details will be available at the next Council meeting.

(c) CQUIN priority 6:

Governor members of the Patient, Carer and Public Involvement Committee are working with Caroline Mc Garry to find out how patients are supported when they enter the Trust Hospitals as an outpatient and inpatient; what are the gaps in the service, evidence of concerns/complaints/feedback from patients, what action is

¹ Clinical Assurance Tool Scores

being taken to make improvements? Governors are focusing firstly (Sept-November) on patients with severe visual impairment. This will be followed by similar investigations of people with other physical and/or sensory impairments, and people with learning difficulties (Dec – April 2012).

Other Quality Priorities

The Working group will monitor the progress of each of the priorities by having in depth discussions with relevant Executive Directors, Heads of Nursing, and Director of Quality who are invited to working group meetings. In addition, Governors will continue their involvement in QPE related committees, e.g. Falls Task Group, Nutrition Task Group, Infection Prevention and Control, Clinical Governance and Quality Committee, Complaints Panel, Bereavement etc. and take part in Food Tasting Visits.

Jean Potts
Chair – QPE Working Group
7th November 2011