

Council of Governors' meeting, 19th September 2013

Agenda item 55e/13: Annual Report from the Patient and Carer Experience Group

Group Activities from April to July 2012 were included in the report to the Council of Governors in September 2012 at the AGM.

Within the financial year to 31st March 2013 there have been two meetings of the group.

In October 2012 Alan Tobias updated members after his afternoon spent in the Overseas and Private Patients office. This clarified that considerable sums are recovered from overseas patients and there is no discrimination in the questions asked in A&E of new attendees.

Maureen Sutcliffe will represent Governors at the Stroke group- a joint venture involving the Trust and the Community.

We discussed Patient surveys and future Governor Listening exercises, concluding that a few open-ended questions are preferable.

In December the Chair and Vice Chair met Denise Flowers, Associate Director of Clinical Governance, to agree our proposed questions.

In January 2013, Jane Mulreany gave a presentation on the Patient Carer Forum she is setting up. Christine Watts will be the PCEG representative.

The Listening exercise to take place in Ophthalmology in early April was planned with a plea for more Governors to be involved.

The programme for the calendar year was discussed, helped by NED Fred Heddell who now chairs the Board Quality Assurance Committee. He is working with The Chair of PCEG to select relevant issues for the group.

Now that we only meet quarterly some activity takes place between meetings. The Chair talked to Carers at a Saturday Carers' Café in Rayleigh in September and reported Discharge difficulties to PALS. The Chair and Vice Chair participated in the Carers Forum at the Trust when it formulated the Carers' Strategy.

Governors have received the Quarterly Quality reports and commented on the Annual Quality Account. The Chair and Chief Nurse agreed PCEG members inclusion in the Board Safety Walk Rounds after training and CRB checks.

Elaine Blatchford 29-08-2013
Chair of PCEG