

Agenda Item 21/16

PATIENT & CARER EXPERIENCE GROUP

Report for Council of Governors June 2016

The group met on 4th May 2016

The group now has nine members

Complaints Department

The promised paper from the complaints department was tabled at this meeting. The report provided information on the number of complaints received by the Trust from October 2015 to March 2016 (487), graphs showing the number of clinical complaints and the total number of complaints by Directorate. Key issues were highlighted and learning was summarised. A group member suggested a few amendments to the process which Alan Tobias agreed to take to the Complaints Manager.

Board Walk Rounds

Some of the walk rounds by the NEDs had been without Governors. It would appear that the walks are being attended by a few governors on a regular basis but many are not participating. It was agreed that these are very useful as many issues are raised by patients and staff, we should be encouraging all Governors to participate where possible

Ophthalmic Clinic

The group continues to keep an eye on the work, staffing and future refurbishment of the department.

Work Plan

A rolling work plan had been distributed

Effectiveness Self-Assessment

This form had been distributed to the members of the group with the minutes of the May meeting

Terms of Reference

An up to date version of the T of R had been agreed and distributed with the minutes of the May meeting.

Barbara Oliver
Group Chairman