

Meeting Title	Council of Governors		
Date	15 July 2021	Agenda item	CGo.7.21.6

Matters raised with Governors by members, patients and the public

Presented by	Laura Parsons, Associate Director of Corporate Governance / Board Secretary	
Author	Jacqui Maurice, Head of Corporate Governance	
Governance responsibility	John Holden, Director of Strategy and Integration	
Purpose of the paper	To support the Council in the delivery of their duties and responsibilities in representing the interests of members and the public.	
Action required	To note	
Previously discussed at/informed by	N/A	
Previously approved at:	Committee/Group	Date

Situation
<p>Further to discussions at the Council meeting on 15 April, a session was scheduled with Governors to understand how best to raise issues with the Trust that have been shared with them by constituents. Governors advised that clarity would be helpful.</p> <p>A session took place on Wednesday 2 June 2021 which covered the role of our Patient Experience team and how Governors might wish to share any other general matters received so that all Governors are sighted on matters that have been raised with Governors.</p> <p>Patient Experience Team</p> <p>The Council noted that where patients and service users have queries the most appropriate action is to direct them to our Patient Experience team (formerly known as PALS). Patients and Served users can contact this service by telephoning on 01274 364810 from Monday to Friday between 9am and 4pm. Messages can be left on the answering machine and they will be answered within two working days. Patients and Service user can also email patient.experience@bthft.nhs.uk or, they can write to Patient Experience, Bradford Teaching Hospitals, Duckworth Lane, Bradford, BD9 6RJ.</p> <p>Our Patient Experience Team seeks to help in a range of ways. These include;</p> <ul style="list-style-type: none"> - hearing any concerns, comments, and compliments a service user has about our Trust - helping service users to identify key issues - helping service users identify how they would like their concerns resolved - liaising with Trust staff on service users behalf or refer them promptly to the most appropriate person - advising and supporting service users if they wish to make a formal complaint and identifying independent advocacy and support

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Governors agreed that a routine report should be included as part of the Council meeting sharing any matters raised by Governors. The first of these reports is included at Appendix 1.

Recommendation/s

Governors are asked to consider the report at Appendix 1 and confirm if it is satisfied with the way in which the information is presented.

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Appendix 1: Matters raised by Governors between 1 April and 31 June 2021

Governor	Date requested	Query raised	Lead Executive	Response
David Wilmshurst, Public Governor Shipley	1 April 2020	Matter raised in response to feedback received from a constituent. David Wilmshurst requested information in response to the comment that “arrangements for appointments, with confusing, contradictory messages are being received and different departments, seemingly, not talking to each other.” David Wilmshurst asked “what is being done to try to improve things generally in this area”.	Chief Operating Officer, Sajid Azeb	<p>We are currently developing and refining our process for delivering non Face to Face appointments as part of a national recommendation to minimize patient attendances to hospital, making appointments more convenient and safer. We have an interim measure to manually modify our automatically generated letter, which was designed for standard outpatient appointments, in order to make it clear to our patients that their appointment will be by telephone. On this occasion a member of our booking team forgot to add the information about the telephone consultation and so sent a second letter to correct their mistake. The booking team are now being trained in how to recall letters that they send in error to avoid the confusion of 2 contradictory letters.</p> <p>Radiology utilizes a combination of letters and text messages to inform and then remind patients about their appointment. The text messages are sent automatically at 7 days and 2 days prior to an appointment. These measures have reduced appointments lost as a result of patients not attending. On this occasion the request for an ultrasound was urgent and the department identified a slot at short notice to minimize the waiting time. As the appointment was within 3 days a letter was not sent by post, assuming that it would not arrive in time and an attempt was made to contact the patient by telephone. However as contact was not made the automatic text was sent in isolation 2 days before the appointment. The booking team will now send letters irrespective of the appointment date as this process also triggers an electronic letter that will be emailed to the patient to add another opportunity for communication with patients at short notice.</p>

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Pauline Garnett, Staff Governor	15 April 2021	Matter raised regarding access to patient stories and if the patient story videos are available on any of our social media platforms and accessible by the public.	Chief Nurse, Karen Dawber	The stories can be requested for training purposes but are not stored on the website. Currently, we have two recorded stories that the participants have agreed can be used for training purposes but cannot be made available to the general public. We also have a range of written patient stories that we can adapt for use so that they do not include any personally identifiable information but still provide patient experiences. We are in the process of updating our intra and internet sites from a patient experience perspective and are working with the Head of Communications with this and the wider Patient Experience team. The plan includes some written summaries that are anonymised to demonstrate the learning from these. I have asked for consent for wider share on social media, but the patients and relatives that have been filmed more recently have decline to share on social media platforms.
Governors attending the pre-meeting	15 April 2021	Matter raised at the Governors pre-meeting on 15 April for a session on 'How data is used in decision making.'	Chief Digital and Information Officer, Paul Rice.	A Governor learning/development session has been scheduled for 6 July on Our Plans for a Digital Future with the Chief Digital and Information Officer. The session will be recorded so Governors not in attendance are able to view and raise any further queries they have.