

Meeting Title	Council of Governors		
Date	21 July 2022	Agenda item	CGo.7.22.6

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>Background</p> <p>On 2 June 2021 a session was held with Governors 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 Service 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 users 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 <p>Matters raised with Governors by members, patients and the public</p> <p>Governors agreed that a routine report should be included as part of the Council meeting</p>

Meeting Title	Council of Governors		
Date	21 July 2022	Agenda item	CGo.7.22.6

sharing any matters raised by Governors.

Two matters have been raised with Governors since the last meeting of the Council in April 2022 and these are included in the report at Appendix 1.

The Council is asked to note that a formal response has been provided to one of the matters raised.

Recommendation/s

Governors are asked to note the report provided at Appendix 1.

Meeting Title	Council of Governors		
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Appendix 1: Matters raised by Governors

Governor	Date requested	Query raised	Lead Executive	Response
Heather Jacklin and Kathryn Simons-Porter, Public Governors Bradford East	30 June 2022	A Foundation Trust member has raised a question regarding the recent results of the RCN Employment Survey Report 2021: Workforce diversity and employment experiences and asks if “BTHFT is guilty of ' Structural racism ' found in NHS holding back Black and Asian nurses (msn.com)”	Pat Campbell, Director of HR	<p><i>As a Trust there has been some considerable focus on our workforce race equality standard data and current action plan. In 2015 we set a target of having a 35% ethnic minority workforce (representative of the local community) by 2025. This target has now been achieved and we are pleased to report that there has been an increase in ethnic minority staff for nursing and midwifery roles from band 5 and above.</i></p> <p><i>We carried out a race disparity ratio calculation on nursing and midwifery staff which has highlighted that the disparity between white and ethnic minority qualified nursing & midwifery staff is reducing. Our data was compared with the average for Yorkshire and Humber and this analysis shows we compare favourably with other neighbouring Trusts. However, our current WRES data informs us that we do have some disparity at senior leadership roles particularly for clinical staff and this is an area that we have prioritised in our existing WRES action plan to have some dedicated and targeted focus in partnership with our race equality staff network, this includes exploring a study on promotional journeys for ethnic minority v white nurses over a period of time.</i></p> <p><i>As a Trust we are committed to ensuring equal opportunity in career progression and as a result of the targeted focus in the WRES action plan; we have had some recent successes in our approaches to recruitment and selection. For example we have adopted the principles of positive action to recruit to senior nursing roles and this</i></p>

Meeting Title	Council of Governors		
Date	21 July 2022	Agenda item	CGo.7.22.6

				<i>has resulted in ethnic minority staff being successful for these roles. We have also mandated our recruitment and selection training for everyone involved in recruitment of staff, the training now includes a section on the Equality Act 2010 which also includes unconscious bias and the impact of discrimination in recruitment.</i>
Dermot Bolton and Ibrar Hussain, Public Governors Bradford West	5 July 2022	Matters raised with Governors by a Foundation Trust member regarding their experiences within Accident and Emergency and, the Trust Policy on Covid and mask wearing enforcement.	Sajid Azeb, Chief Operating Officer	<i>The issues raised are being dealt with through the Trust's complaints process. If it is concluded that there are any general areas of learning; these will be shared with the Governors in due course.</i>