

<b>Meeting Title</b>	<b>Council of Governors</b>		
<b>Date</b>	<b>26 January 2023</b>	<b>Agenda item</b>	<b>CGo.1.23.7</b>

## Matters raised with Governors by members, patients and the public

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

Situation
<p><b>Background</b></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><b>Patient Experience Team</b></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 <b>01274 364810</b> 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 <a href="mailto:patient.experience@bthft.nhs.uk">patient.experience@bthft.nhs.uk</a> 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"> <li>- hearing any concerns, comments, and compliments a service user has about our Trust</li> <li>- helping service users to identify key issues</li> <li>- helping service users identify how they would like their concerns resolved</li> <li>- liaising with Trust staff on service users behalf or refer them promptly to the most appropriate person</li> <li>- advising and supporting service users if they wish to make a formal complaint and identifying independent advocacy and support</li> </ul> <p><b>Matters raised with Governors by members, patients and the public</b></p> <p>Governors agreed that a routine report should be included as part of the Council meeting</p>

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sharing any matters raised by Governors.

The matters raised with Governors since the last meeting of the Council in October 2022 are included in the report at Appendix 1.

#### **Recommendation/s**

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

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### Appendix 1: Matters raised by Governors

Governor	Date requested	Query raised	Lead Executive/s	Response
David Wilmshurst  On 14 Nov 2022 Public Governor, David Wilmshurst attended a couple of patient participation groups in the community (at Bingley and Saltaire).	29 Nov 2022	<u>Issues raised at the Saltaire Patient Participation Group</u> 1. Not being able to get in touch with wards by phone about patients - phones just ringing nonstop 2. Multiple appointment letters - by hard copy, email and text for the same appointment 3. Not being able to get a "yellow" wheel chair for an aged patient attending an out-patient appointment (was in the new wing) 4. Hygiene in A&E back in the summer (said staff were great though). Very crowded, people vomiting on the floor which wasn't cleaned up properly; people lying on the floor. Someone else said that their mother wouldn't go back to A&E after a bad experience, when something else happened for which she should have gone to A&E. Others at the meeting were very positive about their experience in A&E though.	Karen Dawber, Chief Nurse and Sajid Azeb, Chief Operating Officer	<p>We think it is really hard to answer generalised questions when we have been working in an environment over the last few years that has meant high numbers of patients, sicker patients and lower numbers of staff.</p> <p>None of the comments come as a surprise and we do pick up on some of these themes through complaints and feedback through friends and family etc.</p> <p>We think what is important when we gather patient concerns is that whoever it is offers an apology and also (if they can) offers some sort of explanation. So, for example, in relation to the phones not being answered.</p> <p>We do believe governors are aware of staffing levels on wards and the work we have done to establish a relative's line.</p>