

## Healthwatch Representatives Feedback Form

Representative name	Elizabeth Berner
Meeting	SGH Quality and Safety Committee (Remit = Quality Assurance)
Date & Time	24/05/2018
Who attended	Chairman, Chief Exec, 2 Non-Executive Directors (NEDs), Director of Quality Governance, Medical Director & Associate Managing Director, Chief and Deputy Nurses, 2 Governors (one also HW Merton) HWW, E. Berner
Key issues	<p><b>Quality Innovation Productivity &amp; Prevention (QIPP) dashboard</b>          No MRSA cases, 6 C Difficile. Measles on increase locally. 4 hour max emergency waiting time = 88%.          1 Legionella case (identified after patient recovered).          All cancer standards met.          Winter 'flu continued until April. Next Autumn's vaccine to be offered to Staff.          Mortality rates best in peer London group.</p> <p><b>Referral to Treatment (RTT) &amp; Elective Care Recovery Programme (ECRP).</b> Continued satisfactory work against milestones and integration of legacy patients on current tracking lists.          Elective activity continues to drop at SGH; how far this may be related to the reputational damage of RTT and the ECRP needs pursuing.</p> <p><b>Safe Staffing levels</b> nursing and midwifery are compliant with NICE and RCN guidelines but SGH has recruiting difficulties, as experienced nationally.</p> <p><b>Patient experience</b>  <u>Peri-operative experience improvement:</u>          A very interesting and successful model, 150 patient surveys and 2 patient panels for dialogue with anaesthetists and surgeons. Change initiated e.g. over advance pre-op assessments and consenting, better communication and information. Improvements</p>

	<p>also in the op. admission lounge and providing dressing gowns improves patient dignity.</p> <p><b>Patient Partnership &amp; Experience Group (PPEG)</b> Phase 3. Stakeholders' previous feedback was acknowledged. Next steps: confirm Terms of Reference and complete recruitment. 3 roles agreed:</p> <ol style="list-style-type: none"> <li>1. Assessment and evaluation e.g. PLACE</li> <li>2. Work of the PPEG- hub and strategy</li> <li>3. User groups, generic approach e.g. maternity, kidney etc.</li> </ol> <p>Inaugural meeting 25 June 2018. Quality Committee to see the final governance arrangements. NB the Chairman pressed for patient involvement in investigating Serious Incidents (SIs).</p> <p><b>Tissue Storage and transplantation regulation</b> - Compliant.</p>
<p><b>Healthwatch Actions and What to Watch</b></p>	<p><b>HWW role</b> Confirmation that the Committee will undertake the requested review of prison services in September. Feedback on the PPEG has been acknowledged and addressed.</p> <p><b>Unplanned Admissions Care Programme</b> No indicators of progress could be put to the Committee. <i>I asked for a report on this given its centrality to the local health and social care economy.</i></p> <p>CQC focused report expected early June.</p>
<p><b>The Meeting in one sentence (for blog, FB, Tweeter, newsletter)</b></p>	<p>The committee is effective in providing challenge to management.</p>