

# Council of Governors Membership and Engagement Group Meeting

## AGENDA

**Date:** Tuesday 18<sup>th</sup> April 2023

**Time:** 17:30 – 19:00

**Venue:** Boardroom, Level 1, King's Mill Hospital

No	Item	Status	Paper
1.	<b>Chair's Welcome and Apologies for Absence</b> <i>Quoracy check: (Minimum of 3 Governors, 1 of whom must be a public Governor, and 1 Trust Officer (from Communications) in attendance)</i>	Agree	Verbal
2.	<b>Declarations of Interest</b> <i>To declare any pecuniary or non-pecuniary interests</i> Chair	Declaration	Verbal
3.	<b>Cancer Hub Update</b> Penny Tindall, Lead Cancer Nurse	Update	Verbal
4.	<b>Action Tracker</b> Chair	Approve	Enclosure 4
5.	<b>Communications Feedback / Membership Activity</b> Head of Communications	Assurance	Enclosure 5
6.	<b>Meet Your Governor Feedback Methods</b> Chair	Update	Verbal
7.	<b>Engagement with the Wider Community</b> Chair	Update	Verbal
8.	<b>Meet Your Governor Feedback</b> Chair	Assurance	Enclosure 8
9.	<b>Feedback from Governors</b> Chair / All	Update	Verbal
10.	<b>Any Other Business</b>		Verbal
11.	<b>Date of Next meeting</b> <b>Date:</b> 4 <sup>th</sup> July 2023 <b>Time:</b> 17:30–19:00 <b>Venue:</b> Boardroom, Level 1, King's Mill Hospital		

**COUNCIL OF GOVERNORS - MEMBERSHIP & ENGAGEMENT ACTION TRACKER**  
10th January 2023

Present: S.Holmes (Chair), C.Whitby, I.Holden, J.Stubbings, J.Wood, J.Wyatt, L.Dales, L.Barrett, M.Huskinson, M.Longdon, N.Cooper, R.Scott, N.Slack, S.Higginbotham, C.Ward, R.Brown, S.Bradshaw (Actions)

Apols: V.Desai, A.Mackie, D.Walters

Absent: J.Doddy

There were no declarations of interest  
pertaining to items on the agenda

Key	
Red	Action Overdue
Amber	Update Required
Green	Action Complete
Grey	Action Not Yet Due

Item No	Date	Action	Committee	Sub Committee	Deadline	Exec Lead	Action Lead	Progress	Rag Rating
M&E 22/09	12/07/2022	Explore how governors can get involved with 'Smoking Free Nottinghamshire'	Membership & Engagement	None	04/10/2022	S Holmes	J Doddy	<p><b>Update 04/10/2022</b> Sue Holmes to make contact with John Doddy</p> <p><b>Update 10/01/2023</b> Sue Holmes not yet been able to contact John Doddy - no response to emails. Will keep trying.</p> <p><b>VERBAL UPDATE TO BE PROVIDED</b></p>	Red
M&E 22/10	12/07/2022	Consider contacting Nottinghamshire County Council Youth Service to engage with youth forums to encourage more young members and potential governors	Membership & Engagement	None	04/10/2022	S Holmes		<p><b>Update 04/10/2022</b> Sue Holmes to follow up</p> <p><b>Update 10/01/2023</b> Before contact is made with youth forums, Sue H requested governors who are interested in being involved to contact her to ensure there are sufficient governors to take this forward</p> <p><b>VERBAL UPDATE TO BE PROVIDED</b></p>	Red
M&E 22/12	04/10/2022	Key messages document to be refreshed	Membership & Engagement	None	10/01/2023	R Brown		<p><b>Update 04/01/2023</b> Not yet complete. On Communications Team work programme.</p> <p><b>VERBAL UPDATE TO BE PROVIDED</b></p>	Red
M&E 22/13	04/10/2022	Materials for events to be reviewed	Membership & Engagement	None	10/01/2023	R Brown		<p><b>Update 10/01/2023</b> Not yet complete. On Communications Team work programme.</p> <p><b>VERBAL UPDATE TO BE PROVIDED</b></p>	Red
M&E 23/01	10/01/2023	Membership figures by category to include comparative figures, rather than just total number of people	Membership & Engagement	None	04/04/2023	R Brown		<b>VERBAL UPDATE TO BE PROVIDED</b>	Amber
M&E 23/02	10/01/2023	Confirm if members are asked to identify any protected characteristics, particularly LGBT+, when they join as this will help understand the demographic	Membership & Engagement	None	04/04/2023	R Brown		<b>VERBAL UPDATE TO BE PROVIDED</b>	Amber
M&E 23/03	10/01/2023	Confirm the increase of young members by 17 (as quoted in the Communications Feedback report) is accurate	Membership & Engagement	None	04/04/2023	R Brown		<b>VERBAL UPDATE TO BE PROVIDED</b>	Amber
M&E 23/04	10/01/2023	Check with NHIS if any reason for Communications Team e-mails being filtered out as spam	Membership & Engagement	None	04/04/2023	R Brown		<b>VERBAL UPDATE TO BE PROVIDED</b>	Amber
M&E 23/05	10/01/2023	Approach Equality, Diversity and Inclusion Lead to do presentation to governors - workshop topic?	Membership & Engagement	None	04/04/2023	S Higginbotham		<p><b>Update 19/01/2023</b> Added to Governor Workshop schedule</p> <p><b>Complete</b></p>	Green

Approvals

## Council of Governors – Membership & Engagement Group

<b>Subject:</b>	Membership and engagement report		<b>Date:</b> 18 <sup>th</sup> April 2023	
<b>Prepared By:</b>	Rich Brown, Head of Communications			
<b>Approved By:</b>	Rich Brown, Head of Communications			
<b>Presented By:</b>	Rich Brown, Head of Communications			
<b>Purpose</b>				
To update Membership & Engagement Group on communications and engagement activity undertaken with public members over the period January to March 2023.			<b>Approval</b>	
			<b>Assurance</b>	
			<b>Update</b>	X
			<b>Consider</b>	
<b>Strategic Objectives</b>				
<b>To provide outstanding care</b>	<b>To promote and support health and wellbeing</b>	<b>To maximise the potential of our workforce</b>	<b>To continuously learn and improve</b>	<b>To achieve better value</b>
X	X	X	X	X
<b>Identify which principal risk this report relates to:</b>				
PR1 Significant deterioration in standards of safety and care				
PR2 Demand that overwhelms capacity				
PR3 Critical shortage of workforce capacity and capability				
PR4 Failure to achieve the Trust's financial strategy				
PR5 Inability to initiate and implement evidence-based Improvement and innovation				
PR6 Working more closely with local health and care partners does not fully deliver the required benefits				
PR7 Major disruptive incident				
PR8 Failure to deliver sustainable reductions in the Trust's impact on climate change				
<b>Committees/groups where this item has been presented before</b>				
Not applicable				
<b>Acronyms</b>				
None listed				
<b>Executive Summary</b>				
<p>The attached report contains a comprehensive update on communications and engagement activity undertaken with members over the period January to March 2023, listed beneath the following headings:</p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Membership overview</li> <li>• Communications and engagement activity with members</li> <li>• Planned activity over the months ahead: Governor elections</li> <li>• Planned activity over the months ahead: Other</li> </ul>				

## 1. Introduction

Business-as-usual communications and engagement activity has continued with public members over recent months, with an overview of communications and engagement activity undertaken over the last past three months provided below.

## 2. Membership overview

The Trust's public membership currently stands at 14,000. That membership is broken down by each of our public constituencies, as set out below:

- Newark & Sherwood: 3,252
- Rest of East Midlands: 10,606
- Rest of England: 125
- Out of Trust area: 17

We continue to recognise the long-standing issue with our membership not reflecting the demographics of the communities we serve – particularly noting underrepresentation among under-50s, men and people from ethnic minorities. Addressing that underrepresentation will require a concerted effort from the Trust (including its governors) to recruit new members to make the Trust's membership more representative of the patients and communities it serves.

Quite simply: we need to hear from each and every part of our communities. At present, just 130 of the Trust's membership (less than 0.01%) is made up of people aged 15 to 25.

A concerted effort is also required to ensure that we obtain email addresses for as many of our members as possible, as we currently have email addresses for just 2,414 (17.2%) of our membership.

Obtaining email addresses for our members will reduce our reliance on postal communications, helping to reduce costs and increase the frequency with which we can communicate with the remaining 82.8% of our public membership.

Efforts are already underway for us to obtain email addresses for more of our members, with email addresses now a mandatory field on the online registration form for new members. Members will also be encouraged to register their email addresses when they receive electoral information by post over the coming months.

## 3. Communications and engagement activity with members

Highlights of membership engagement activity over recent months is included below:

### i. **Meet your Governor events**

Meet your Governor events have continued within the Trust over recent months, with week-long programmes of activity carried out during the following weeks. A number of new members have been registered as a result of those engagements:

- W/C 23 January 2023
- W/C 20 February 2023
- W/C 20 March 2023

### ii. **Community engagement events**

We are grateful to our Trust governors for their participation in a number of recent community events where they have been on-hand to talk to members of the public about the opportunity to register to become members of the Trust.

iii. **Trust Matters membership e-newsletter**

Trust Matters continues to be sent electronically to members each month. In recent weeks, the format of this update has been changed to be sent out using the Microsoft Sway platform. The next edition of Trust Matters is scheduled to be shared later this month.

iv. **Improving the members pages of the Trust's public website**

As a result of feedback from governors, the Communications team has redesigned the membership pages of the Trust website to make it as easy as possible for members to sign up online – further reducing the reliance on paper forms at public events.

The membership web pages of the Trust's website have been updated to streamline multiple pages into one, creating a single landing page for members of the public wanting to learn more about becoming a member of the Trust.

**4. Planned activity over the months ahead: Governor elections**

The Communications team will be supporting the forthcoming governor elections, including with ramped-up communications to encourage more people to consider becoming governors.

More detailed information about these plans will be shared with governors verbally during the forthcoming Membership and Engagement meeting.

**5. Planned activity over the months ahead: Other**

In addition to the above, the following member communications and engagement activity will continue:

- Governor presence at the forthcoming *Step into the NHS* careers events, taking place on Tuesday 25 April (showcasing non-clinical roles within the Trust) and on Monday 19 June (showcasing clinical roles).
- Monthly e-newsletter to members in April, May and June 2023
- Meet your Governor events taking place during the weeks commencing 24 April, 22 May and 19 June 2023. Please note that these dates remain subject to change.

Additional planned activity is also listed below:

- Update of the publicity materials that governors share at membership engagement events, including provided updated pop-up banners and posters.
- Provide a bank of key messages on timely issues to better support governors during membership engagement events.

## Meet Your Governor Feedback – February 2023

### King's Mill Positive Comments

Comment	Theme (as identified by governor)
1. ENT operation planned for last July, cancelled when she got here. Treatment subsequently was excellent	Treatment
2. Diagnosed today with breast cancer. Upset of course but can't fault help and information	Breast cancer
3. Cancer patient, regular blood tests regularly waits a long time but otherwise very happy	
4. Cancer patient, young woman never been to hospital before, couldn't ask for better treatment	
5. Cancer, man and wife, both very happy with treatment and how they have been dealt with	
6. Young woman 4 years ago diagnosed with anorexia then leukaemia. Put on demotherapy, became pregnant. Child autistic. Treated at Derby, now referred back here to see Dr Jones, Haematology (has no wish to make any formal complaint or concern about mis diagnosis). Dr Roberts "has been my saviour." Later, after seeing Dr Jones, she found him interested, kind, helpful and now feels confident that someone is now going to try and identify her problem and sort it out. Depressed – hopeful!	Haematology
7. Fractured shoulder, A&E on Friday, very quickly dealt with, very pleased about that.	ED
8. Clinic 2 fracture, lady with son broken toe, Nottingham resident went to QMC A&E on Saturday, 4 hours wait so came here. Seen very quickly, very happy including travelling from Nottingham, door-treatment-home-2 hours, they are very impressed.	ED
9. Girl fractured clavicle, A&E on Sunday, very swiftly dealt with	ED
10. Child fractured arm. A&E over weekend. Quick service	ED
11. Son fractured finger. UCC Newark. Treated quickly	UCC
12. Child fractured foot, UCC Newark, very impressed. Long wait this morning – fracture clinic full of damaged children – but subsequent treatment will be at Newark	UCC
13. Main Entrance- sign to say if help is needed, please ask at reception	
14. A patient referred through A&E. He had excellent A&E care and was then admitted on to an acute ward. He had timely blood tests, scans, investigations etc. He was happy with his care and grateful.	Patient feedback
15. Spoke with a domestic help who was happy in her role. She felt well supported by her colleagues and has relevant training and resources to do her job.	
16. Spoke to several nurses who work in different areas. All were happy in their work and felt proud to be part of SFHT. The nurses I spoke to also felt well supported.	Nursing
17. Spoke to several KMH volunteers who feel valued	Volunteers

In February 2023, King's Mill Hospital (KMH) had 4 'Meet Your Governor' sessions, held on 21<sup>st</sup>, 22<sup>nd</sup>, 23<sup>rd</sup> and 24<sup>th</sup> February 2023. Feedback forms have been received for all of these sessions.

The 3 governors spoke to a total of 58 people. There were 17 positive comments regarding KMH. No new members were recorded during these sessions.

### King's Mill Negative Comments

Comment	Theme (as identified by governor)
1. Clinic 3 absolutely full at 9am	Clinic 3
2. Sent for blood test by GP, no appointments available	Clinic 3
3. Wife needs a blood test weekly, always very busy, plan to wait an hour	Clinic 3
4. Sent by GP for blood, no nurse available	Clinic 3
5. ENT operation planned for last July, cancelled when she got here. No message, text, phone call the previous day from a private number which when she called it wasn't answered.	ENT communication
6. Fracture clinic, Polish mum with child found it very difficult without interpreter! Has found some information leaflets in Polish	Fracture clinic – no Polish interpreter
7. Fractured shoulder, A&E on Friday. Told to come early today to be x-rayed before seeing doctor. Arrived 8am and told by x-ray to go to clinic first. Have seen doctor, sent to x-ray, now seeing doctor again, still waiting at 10am. Feel they have wasted a doctor's appointment time having to see him twice – contradicting what he was told in A&E.	Communication
8. Patient lives at South Normanton, MSK pathway. X-rays at Clay Cross chose KMH for treatment. No transfer of records or x-rays to here so had to start again with more x-rays (wasting time, money and appointments). Not the first time, treated at NUH transferred to Sheffield, no transfer of records, information given by wife.	
9. Very poor signage	Signage
10. More seats so can rest on way to clinics	Seating
11. Why voluntary buggy can only go one way when porters' blue buggies can go both ways?	
12. Reception- A couple spoke with me about the receptionist not being helpful or patient. This was the main receptionist	Staff
13. The nurses I spoke to said communication could be stronger and that they would value bullet point updates	Communication
14. Spoke with several patients who said they had waited a long time to get a hospital appointment.	Waiting times for appointment

From the 58 people spoken to at KMH, 14 negative comments were received.

Questions were raised were:

1. Why voluntary services buggy can only go one way when porters' blue buggies can go both ways? (see bullet point 11 – negative comments)
2. Bullet point updates for staff (see bullet point 13 – negative comments)

## Newark Positive Comments

Comment	Theme (as identified by governor)
1. One woman wanted to pass on her thanks to the team involved in her cataract operation. They had all been very helpful and supportive and made the process very easy	
2. Woman had brought her husband who was being assessed for hip replacements, but he also suffers from motor neurone disease and dementia. She said the staff were extremely supportive and sensitive to his problems	
3. Woman brought her elderly mother who had to have an injection, for which she also needed a local anaesthetic injection. The whole procedure was carried out with great skill so that the mother had hardly noticed what was expected to be a painful process	
4. Woman whose husband had surgery for bowel cancer at KMH. He had absolutely no complaints about his treatment or the way the operation was carried out.	

In February 2023, Newark Hospital (NWK) had 2 'Meet Your Governor' sessions held on 23<sup>rd</sup> and 24<sup>th</sup> February 2023. Feedback forms were received for both of these sessions

The one governor spoke to a total of 9 people. There were 4 positive comments regarding NWK.

No new members were recorded during these sessions.

## Newark Negative Comments

Comment	Theme (as identified by governor)
<p>1. Woman whose husband had surgery for bowel cancer at KMH. He had absolutely no complaints about his treatment or the way the operation was carried out. However, his wife explained how she had been treated by the lead nurse in the department when they had gone in to find out about the operation and what they could expect. The nurse who spoke to them, apparently, described in graphic detail a whole series of scenarios i.e., what might happen if things went wrong, which were completely inaccurate and gratuitous. When asked for clarification on any point the nurse simply said, "I've already told you that."</p> <p>I asked whether the patient had lodged a complaint and was told they had spoken to the surgeon about what the nurse had said, and he had said that the things she had told them were wrong. Thereafter, however, they both felt that they were being patronised by the nurses in the department and they had decided not to lodge a formal complaint because they feared that it might jeopardise the future relationship with KMH.</p> <p>The second part of the concern related to the way her husband had been treated after discharge. She described having been sent home with little to know information about how to manage his</p>	



<p>stoma. The stoma care nurses had been very unhelpful and, for example, when he tried to find out where he could obtain a supply of disinfectant wipes for keeping the stoma wound clean, he had, after being referred through three of four organisations, been told he could find them on Amazon. - although he was clearly entitled to such supplies on prescription.</p> <p>Conclusion was that the stoma aftercare at KMH was extremely poor, and this opinion was shared by several other patients she had spoken to, individual members of staff attempted to be helpful but there was/is no systematic support.</p>	
<p>2. I was speaking to a young man being treated at KMH yesterday morning. He has multiple issues, including having had a silent stroke but, on top of all that, he was diagnosed with myeloma at the beginning of February. He was booked in for an appointment with a consultant on the 7th (or 8th?) March but was told he would have to have a full body MRI before that date. A few days later he rang to see what date the MRI would be but was told that he was down as a routine patient so it would be five or six months wait. After asking for the request to be reviewed he was moved up to urgent and told it would be six to eight weeks. Needless to say, his appointment with the consultant has been cancelled. It would seem our one-day diagnostic centre cannot come fast enough.</p> <p>09.03.23 Update- I should note that I spoke to the gentleman concerned a day or two ago and the issue has now been resolved. However, the point is that it should never have happened in the first place as it raised his already high levels of stress even more.</p>	

From the 9 people spoken to at NWK, 2 negative comments were received.

**Mansfield Community Positive Comments:**

Comment	Theme (as identified by governor)
1. Seen on time, staff attitude first class. Staff nurse in physio is named Michelle, patient has a lot of problems and attends once a week, Michelle is excellent and has instilled confidence in walking. She has been very encouraging and has really helped recovery.	Rehab clinic
2. Podiatry patient happy with treatment he has received	Podiatry

In February 2023, Mansfield Community Hospital (MCH) had 1 'Meet Your Governor' session held on 23<sup>rd</sup> February 2023. Feedback forms were received for this session.

The one governor spoke to a total of 7 people. There were 2 positive comments regarding MCH.

No new members were recorded during these sessions.

**Mansfield Community Negative Comments:**

Comment	Theme (as identified by governor)
1. Whilst in King's Mill (can't remember name of ward) regularly rang the bell at the bedside and average wait for response was 40 minutes and once ended up wetting the bed, which was not good for dignity. The fact that they were short staffed was obvious to anyone. A problem at night was unable to understand some nurses where English was not their first language.	
2. Podiatry patient was discharged without his knowledge as he had not attended for six months. He had not attended in that time because they kept cancelling his appointments, he had to re-register with the clinic. Another concern he had when he came for his last appointment, he was told it had been cancelled so was a wasted journey and another long wait for an appointment, he was not informed of the cancellation, however when he was seen in the clinic the service was excellent.	
3. Podiatry patient was discharged without his knowledge as he had not attended for six months. He had not attended in that time because they kept cancelling his appointments, he had to re-register with the clinic. Another concern he had when he came for his last appointment, he was told it had been cancelled so was a wasted journey and another long wait for an appointment, he was not informed of the cancellation, however when he was seen in the clinic the service was excellent.	Podiatry
4. Podiatry patient was told on arrival to wait for his appointment in the foyer. When he got into the clinic, he was told he was late, in fact he had been early, but he had been all the time in the foyer as instructed. As clinic has a waiting area why was he told to wait in the foyer?	Podiatry

From the 7 people spoken to at MCH, 4 negative comments were received.

**February 2023 MYG feedback numbers**

	<b>King's Mill Hospital</b>	<b>Newark</b>	<b>Mansfield Community Hospital</b>
Sue Holmes	1 session, feedback forms received	0 sessions	0 sessions
Liz Barrett	1 session, feedback forms received	0 sessions	0 sessions
John Wood	2 sessions, feedback forms received	0 sessions	0 sessions
Ian Holden	0 sessions	2 sessions, feedback forms received	0 sessions
Jane Stubbings	0 sessions	0 sessions	1 session, feedback forms received

## Council of Governors – Membership & Engagement Group Cover Sheet

<b>Subject:</b>	Meet Your Governor Feedback	<b>Date:</b> 18 <sup>th</sup> April 2023
<b>Prepared By:</b>	Sue Bradshaw, Corporate PA	
<b>Approved By:</b>	Sue Bradshaw, Corporate PA	
<b>Presented By:</b>	Sue Holmes, Lead Governor	
<b>Purpose</b>		
Governors to note the feedback received from the Meet Your Governor sessions held in January and February 2023		<b>Approval</b>
		<b>Assurance</b>
		<b>Update</b>
		<b>Consider</b>
<b>Strategic Objectives</b>		
<b>To provide outstanding care</b>	<b>To promote and support health and wellbeing</b>	<b>To maximise the potential of our workforce</b>
<b>Identify which principal risk this report relates to:</b>		
PR1	Significant deterioration in standards of safety and care	
PR2	Demand that overwhelms capacity	
PR3	Critical shortage of workforce capacity and capability	
PR4	Failure to achieve the Trust's financial strategy	
PR5	Inability to initiate and implement evidence-based Improvement and innovation	
PR6	Working more closely with local health and care partners does not fully deliver the required benefits	
PR7	Major disruptive incident	
PR8	Failure to deliver sustainable reductions in the Trust's impact on climate change	
<b>Committees/groups where this item has been presented before</b>		
N/A		
<b>Acronyms</b>		
MYG – Meet Your Governor		
<b>Executive Summary</b>		
Governors are asked to note the analysis of the feedback provided during the January and February 2023 MYG sessions. March 2023 information has not yet been received and will, therefore, be presented to the July meeting of the Membership and Engagement Group.		

## **Meet Your Governor Feedback – January 2023**

### **King's Mill Positive Comments**

<b>Comment</b>	<b>Theme (as identified by governor)</b>
1. Happy with all	Clinic 1
2. Very happy	
3. Patient Portuguese, no problems. Clinic 1, 40 min wait, going to work after	Clinic 1
4. X-ray x 3, satisfied	X-ray
5. Skin cancer, treated very quickly, very happy	Clinic 3
6. Lady from GP for blood, couldn't get an appointment at GP's until 27 Feb!! Very happy to be seen here	Clinic 3
7. Two ladies, Haematology, find services here excellent, bears no relation to previous hospital in Bournemouth	Haematology
8. Elderly couple (very disabled)-most clinics, very happy with treatment,	
9. Clinic 3/15-very happy	Clinic 3 / 15
10. Clinic 3/clinic 1, very happy	Clinic 3 / 1
11. Clinic 1-Haematology x 3 all very happy with treatment	Clinic 1
12. Clinic 1,3 & 8-excellent hospital, excellent treatment	Patient care
13. Couldn't wish for better care-Physio	Patient care
14. Very appreciative and complimentary about hospital staff	
15. Patient very complimentary about services when they were an in-patient	Inpatient care
16. This is a very good hospital, A&E and clinics	

In January 2023, King's Mill Hospital (KMH) had 8 'Meet Your Governor' sessions held on 23<sup>rd</sup>, 24<sup>th</sup>, 25<sup>th</sup>, 26<sup>th</sup> and 27<sup>th</sup> January 2023. Feedback forms were received for all of these sessions, including some feedback outwith the MYG sessions.

The 7 governors spoke to a total of 94 people. There were 16 positive comments regarding KMH.

No new members were recorded during these sessions.

## King's Mill Negative Comments

Comment	Theme (as identified by governor)
1. Approached by a member who had an experience with his elderly, chronically disabled mother. Once she was ready to go home and with the pressure on beds, she was transferred to the discharge lounge awaiting TTOs. He explained that when he arrived, some 2 hours later, she was still awaiting her TTOs and a person close by mentioned he had been waiting 5 hours with his relative for their drugs. He asked the team why can we just go and collect them on the way home at a community pharmacy? They had said this wasn't an option. So, they waited until 8pm and took her home late at night, in the dark and passed 4 pharmacies on the way. In all a wait of 6 hours. Why do we not issue FP10s for those we can so that this relieves some pressure on the TTO service to deal with those requiring more complex drugs, or have not ability to access local pharmacies, in a more timely manner.	Pharmacy - specifically TTO management
2. Most of the patient experience was good but she has been in maternity for 2 weeks now, awaiting a c section. Staff where supportive once patient was admitted, the concern was that the consultant said she should be admitted at 36 weeks and the ward told her to go home as it should be 37 weeks. Consultant told her she was an emergency so refused to go home; she was finally admitted. Patient had made childcare arrangements at home, making going home a worry for her. Patient notes say admission should be at 36 weeks, maternity say it should be 37, very confusing for patient!	Maternity
3. This respondent was a patient and a member of staff. She says patients could be served better with the vacancies being filled. She says that a staff survey should be done about shift patterns, current shift patterns are not flexible enough, especially for staff with childcare to consider. She sees the problem often in catering, portering and HCA's but nurses are affected too. She says that staff would stay if more of their shift patterns were suitable. She feels patient care would improve with happier staff.	
4. A lady came to ask me where the mental health services were in the hospital, and I directed her to the Patient Experience Team as I was not sure myself. She had been to an appointment in Clinic 8, she said they were too busy to find out for her. Had to wait over an hour to be seen, and thought the staff were very abrupt with her as they were so busy. Patient didn't like the staff attitude in Clinic 8.	Clinic 8
5. Patient wanted her husband to go into the appointment with her, but he was asked by a staff member to wait in the waiting room. He was concerned that his wife may not understand what she was being told and, in the event, she did not understand the doctor and what he was saying. Both husband and wife considered the appointment a waste of their time	Clinic 4 – cardiology
6. Eye clinic. Patient not happy, nurses arguing	Eye Clinic

Comment	Theme (as identified by governor)
7. A&E communication-man in wheelchair, fractured femur. Came in through A&E, 5 hours, didn't know why he was waiting. It was to see orthopaedic consultant, which he was happy about but thought he had been forgotten	A&E
8. No disabled spaces left and very difficult to find any parking at all	Disabled parking
9. Car Park full at 9.50am, late for appointment	Parking
10. Cash machine for car park temperamental	Parking pay points
11. TV for long stay patients is very expensive, is there a welfare fund to help with this?	TV
12. Why do we still have to wear masks? Many staff and volunteers don't	Mask wearing
13. Volunteer café-lack of sandwiches at times and tills not working due to loss of wi-fi	Refreshments
14. Confidentiality - patient and her husband came to discuss that when they were checking in at clinic reception - the receptionist asks their name / date of birth and 1st line of address - all this happens in plain sight and hearing of all around and there is no privacy - they are concerned if unsocial elements heard this then everyone is at risk of identity theft - I did say that we are getting electronic self-checking in systems (soon I hope but not all will be able to use them)	Confidentiality
15. Number of disabled parking spaces - patient had to drive around for 30 minutes before finding one - my reply was unfortunately a lot of people using the services would be registered disabled - especially my orthopaedic services and we can't have innumerable spaces, but I will feed in	Disabled parking
16. Ward nurses would like ward-based physiotherapist so that there is someone always there to mobilise patients	Physiotherapy
17. Parking is chaotic, drop off zone is too small	Parking
18. Patient and husband concerned that when they book into a clinic reception, shouts name/date of birth and first line of address. They are concerned that other people in the queue also could hear the details. Therefore, there was no privacy, name and details are shouted out loud, enough for people to hear	Confidentiality
19. Can there be more litter bins outside clinics	
20. Can there be better signage? Name of clinic, not just number	Signage
21. No masks outside clinic 1.	

From the 94 people spoken to at KMH, 21 negative comments were received.

Questions were raised were:

1. TV for long stay patients is very expensive, is there a welfare fund to help with this (see bullet point 11 – negative comments)
2. Provision of litter bins (see bullet point 19 – negative comments)

### Newark Positive Comments

Comment	Theme (as identified by governor)
1. I did not get any really negative comments from patients. Patients also expressed pleasure about the development of the hospital	

In January 2023, Newark Hospital (NWK) had 2 'Meet Your Governor' sessions held on 25<sup>th</sup> and 26<sup>th</sup> January 2023. Feedback forms were received for all of these sessions.

The 1 governor did not record how many people they spoke to. There was 1 positive comment recorded regarding NWK.

No new members were recorded during these sessions.

### Newark Negative Comments

Comment	Theme (as identified by governor)
1. The car park continues to be a cause of real distress, but people seem to be aware that we are trying to do something about it.	Parking
2. There was a problem with a patient who appeared to have been given appointments at KMH when they usually came to Newark. However, I was not clear from the letters they had brought in with them whether the change represented a different element of their treatment	
3. I did hear concerns from a member of the admin staff about persistent bullying and harassment. I have heard similar complaints from this individual before. Her main complaint is that she has spoken to Rob Simcox and Paul Robinson but neither of them appear to have done anything about the problem. I also spoke with another member of the admin team who said that there was absolutely no point in complaining about anything because senior management does not take a blind bit of notice.	

3 negative comments were received.

### There were no Meet Your Governor sessions held at Mansfield Community Hospital in January 2023



**January 2023 MYG feedback numbers**

	<b>King's Mill Hospital</b>	<b>Newark</b>	<b>Mansfield Community Hospital</b>
Jane Stubbings	1 session, feedback forms received	0 sessions	0 sessions
Sue Holmes	1 session, feedback forms received	0 sessions	0 sessions
Neal Cooper	1 session, no feedback forms received	0 sessions	0 sessions
Michael Longdon	2 sessions, feedback forms received	0 sessions	0 sessions
John Wood	2 sessions, feedback forms received	0 sessions	0 sessions
Vikram Desai	1 session, feedback forms received	0 sessions	0 sessions
Ian Holden	0 sessions	2 sessions, feedback forms received	0 sessions