

**Cover Sheet**

**Council of Governors Meeting: Tuesday 30 April 2024**

**CoG2024.09**

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**Title: Patient Experience, Membership and Quality Committee Report**

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**Status: For Information**

**History: Report from PEMQ to Council**

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**Lead: Committee Chair**

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**Confidential: No**

**Key Purpose: Strategy**

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## Patient Experience, Membership and Quality Committee Report

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### 1. Purpose

- 1.1. This paper forms part of the Patient Experience, Membership and Quality Committee's regular reporting to Council of Governors, providing Council with a summarised report highlighting key Committee business and issues arising from its meetings.

### 2. Background

- 2.1. The remit of the Committee is to consider matters concerning the development and maintenance of an active membership; the experience of patients using OUH services; and measures of the quality of services provided by the Trust. It also considers for the Council of Governors how the Trust Board obtains assurance regarding these matters.
- 2.2. Since the last meeting of the Council of Governors the Committee has held one meeting on 28 February 2024. The main issues considered and discussed at the meeting are set out below.

### 3. Future Committee Arrangements

- 3.1. Due to the changes that would take place after the coming elections, the Committee's membership and the 2024/25 schedule of meetings would be finalised at that stage.

### 4. Developing OUH's Anchor Approach

- 4.1. The Committee was joined by the Interim Director of Strategy who provided an overview of OUH's Anchor approach, sharing the progress within Oxfordshire so far and proposed next steps.
- 4.2. OUH was not the only anchor in the area but was the largest through a combination of being a large scale employer, the largest purchasers of goods and services in the locality and controlling large areas of land as well as having fixed assets that embedded it in the community.
- 4.3. OUH aimed to understand and define its role as an anchor institution, focusing on creating a shared vision and developing a charter to guide future actions.
- 4.4. The Committee was briefed on an anchor event in Barton which had over 60 attendees from various sectors. The feedback from the event highlighted the desire for OUH to be an enabling and trusted partner in the community and supported the need for an anchor roadmap for sustained change.

- 4.5. The Committee heard of a proposal to form a network within the Oxfordshire Inclusive Economy Partnership (OIEP) to collaborate on common action areas, share learning and hold members accountable without duplicating efforts.
- 4.6. The next step was to refine proposals and prepare for an OUH-hosted event in April.
- 4.7. The Committee and other governors were asked for feedback on what OUH would look like as a successful anchor institution in five years and its impact on the people of Oxfordshire.
- 4.8. The Committee encouraged the team to continue to link with PEMQ on this work.

## **5. Equality Delivery System 2023**

- 5.1. Caroline Heason presented an update on Equality Delivery System Report 2023 (EDS). The EDS measured performance across services, workforce health and wellbeing, and leadership ensuring a comprehensive approach to equality.
- 5.2. The key achievements of the EDS in 2023 include:
  - Delivery of high standard presentations by Acute Medicine and Rehabilitation (AMR) and Children's, and Maternity Services to a grading panel which included volunteers, Trust Governors, and Foundation Trust members, enhancing the multifaceted approach of EDS.
  - Directorates like AMR, Children's, and Maternity services excelled in providing inclusive services, with Maternity services achieving 'Excelling' grades in outcomes 1A and 1B.
  - Compared to 2022, the teams were better prepared, submitted on time, and benefited from in-person presentations and consistent templates.
- 5.3. The next EDS event was to be held in November and the intention to involve a more diverse group of people was highlighted. Governors were again welcomed to be involved.
- 5.4. The Committee commended the work done with the EDS and welcomed continuous improvement in the approach.
- 5.5. It heard that each division had been sharing the good practice within their teams and incorporated this into their work. The feedback would be in the annual report and shared as a newsletter with staff.

## **6. Membership Update**

- 6.1. The Committee has been kept updated on recruitment events and carer's cafes coming up at various venues, some of which governors were welcomed to attend.
- 6.2. The Committee heard that as part of the arrangements for governor elections, governor information sessions were on offer. The ballot was due to end on 14 March and nominees would be informed of results on 15 March.

## **7. Draft Primary Care Strategy**

- 7.1. Rachael de Caux, Chief Medical Officer, BOB ICB and Dr Abid Irfan, Director of Primary Care, BOB ICB joined to present the Draft Primary Care Strategy. Other governors from beyond PEMQ joined the meeting for this session.
- 7.2. The presentation provided the Committee with an overview of the draft Primary Care Strategy with a focus on a preventative and community-based model of care, ensuring the right support is available when needed, and with a particular emphasis on non-complex same day care, integrated neighbourhood teams and cardiovascular disease prevention.
- 7.3. The draft strategy was open for feedback from the public and professionals to refine and produce a final strategy with a shared vision and commitment.

## **8. Recommendations**

- 8.1. The Council is asked to note this update.