



Agenda item: 18/48

Report to:	Trust Board
Title of Report:	Patient and Staff Experience Committee Assurance Report to Trust Board
Date of meeting:	04 May 2017
Recommendation:	For information and assurance
Chairperson:	Ginny Edwards, Non-Executive Director

Purpose The report summarises the assurances received, approvals, recommendations and decisions made by the Patient and Staff Experience Committee at its meeting on Thursday 27th April 2017.

Background The Committee meets bi-monthly and provides assurance on:

- Patient and staff experience measures, i.e. outcomes of surveys and audits
- Staff engagement
- Progress against the patient experience and workforce strategies
- Organisational development
- Workforce performance (IPR), including training, appraisals, revalidation, recruitment and retention
- Equality and diversity
- Health and wellbeing
- Lessons learnt through comparison of best practice between services

Business undertaken	Terms of Reference The Committee reviewed its proposed terms of reference and approved them with some minor amendments proposed.
	Workforce Report The Committee received April's workforce report which covered key workforce metrics. The Committee noted that the Trust vacancy rate fell for the seventh consecutive month from 13.1% to 12.5%. Sickness absence reduced slightly from 3.7% to 3.5%. Agency spend reduced from £1.86M in February to £1.49M in March. It was noted that due to increased activity the Trust exceeded its annual agency spend target. This nevertheless represented a reduction of £9.64M on agency spend compared to the previous year's spend.
	Workforce and Staff Experience Risk and BAF Continuing workforce related risks were reviewed and a new risk on the corporate risk register relating to changes to ESR which might impact payroll was noted. The management of the principle workforce related risk

	<p>within the Trust BAF was also reviewed and it was agreed that the risk rating should remain at 'amber'. The Committee also asked given its expanded remit for patient experience, whether it should not also have responsibility for assurance around PR8.</p> <p>Updated workforce strategy The committee received the updated Workforce and Development Strategy, 2016-2019 and it endorsed the updated strategy and recommended this be presented at Trust Board.</p> <p>National Staff Survey Results 2016 and next steps The results of the 2016 National Staff Survey were presented to the committee for information and assurance. The Committee welcomed the improvements in overall engagement scores. The committee recommended this paper be presented at Trust Board.</p> <p>Estates Recruitment Strategy The committee received a paper on the Environment Division's recruitment strategy, this included a proposal to re-band certain roles and that recruitment and retention payments within the function be reviewed.</p> <p>Health and Wellbeing Strategy and business case for Charitable funds committee This paper outlined the Trust's Health and Wellbeing Strategy and included a business case to go the Charitable Funds Committee to support the cost of health and wellbeing activities. The business case to was endorsed by the Committee.</p>
	<p>Update on Occupational Health Services This paper described current issues facing the Trust's Occupational Health Service and outlined a number of options for the future provision of the service. The Committee asked for an update in September.</p>
	<p>Patient Experience & Carer Strategy 2016-2019 and Development of a Scorecard This paper outlined progress made in improving patient and carer experience since the launch of the Patient Experience and Carer Strategy in November 2016. The committee welcomed the progress and supported the creation of a patient experience scorecard.</p>
	<p>The committee were asked to note the following:</p> <p>Overview of current commercial contracts held by the HR function The committee received a paper regarding the current commercial contracts held by the HR function.</p> <p>Governance processes for increases in establishment numbers This paper outlined the processes for agreeing increases to the Trust's establishment and provided assurance that the increases in establishment seen during 2016-17 adhered to these processes.</p> <p>The abolishment of the role of Supervisor of Midwives- Midwifery Change This paper highlighted changes to the NMC statutory framework for the regulation of midwives. The committee noted the Trust's new supervision model which adhered to the NMC code.</p>

	Confidential/Embargoed Briefing 2016 Inpatient Survey The committee received a briefing paper on the results of the annual National In Patient Survey 2016.
Risks to refer to risk register	The Committee asked that the current risk rating relating to appraisal compliance be reviewed in light of deteriorating appraisal compliance.
Key decisions taken	The Committee approved the proposal for the current PR 2 on the BAF should remain at amber. It also recommended approval of the Workforce Strategy to the Trust Board. It supported the findings and recommendations within the paper presented on staff survey results. Finally it endorsed the proposal for funding by the Charitable Funds Committee of the proposal around staff health and well being.
Issues to escalate	Who is responsible for providing committee assurance around PR 8 i.e. <i>Failure to engage effectively with our patients, their families, local residents and partner organisations compromises the organisation's strategic position and reputation</i>
Challenges and exceptions	None
Future exceptional items	None

Attendance record
<p>Ginny Edwards, Non-Executive Director Tracey Carter, Chief Nurse & Director of Infection Prevention and Control Paul da Gama, Director of Human Resources Jonathan Rennison, Non-Executive Director Sally Tucker, Chief Operating Officer Lesley Headland, Chair of Staffside Gill Balen, Chair of Patients Panel Maxine McVey, Deputy Director of Nursing Angela White, Head of Nursing, Unscheduled Care Paul King, Head of Nursing, Surgery, Anaesthetics and Cancer</p>