

TRUST BOARD
24th September 2015

TITLE	Patient Panel Report
EXECUTIVE SUMMARY	To keep the Board connected to the key interactions, feedback and involvement of the ASPH Patient's Panel, inviting opportunity for two way communication around issues, actions and opportunities.
BOARD ASSURANCE (RISK)/ IMPLICATIONS	The Patient Panel update assists in connecting the Board with prevalent issues affecting Patient Experience within the hospital.
LINK TO STRATEGIC OBJECTIVE	SO2: Excellent experience.
STAKEHOLDER/ PATIENT IMPACT AND VIEWS	The aim of the group is to build a strong partnership between the Trust, patients and the public and ensure that everyone's 'voice' is heard.
EQUALITY AND DIVERSITY ISSUES	We endeavour to represent the views of all our users equally in all their diversity.
LEGAL ISSUES	None identified
The Trust Board is asked to:	Review the paper and discuss its contents.
Submitted by:	Louisa Daly, Head of Patient Experience and Involvement on behalf of Sue Ells, Non-Executive Director.
Date:	18 th September 2015
Decision:	For Receiving

Patient Panel Report

Key points of interest / activity for Board awareness			
ITEM	QUESTIONS / SUGGESTIONS FOR BOARD	ACTION / OUTCOME / NEXT STEP	
1	Feedback and observation: <ul style="list-style-type: none"> - Panel members raise concern over Physician Associate posts as the posts don't appear to have a governing body. - Concern that patients will not understand who they are being treated by and will assume a qualified doctor. 	Consideration of promotion of these posts for patient understanding should they increase.	Patient panel will seek further assurance.
2	Feedback and observation: <ul style="list-style-type: none"> - Following Outpatient user group, it is suggested that there is a need for a part time phlebotomist to be placed within the Ashford Outpatients area. The consequence currently that many patients, often with mobility issues are requested to attend for a blood appointment some distance away before attending their appointment. It has been fed back that some patients are finding this distance difficult. 	Awareness of the department's intention to propose additional part time phlebotomist to improve this aspect of patient experience.	Department to put forward proposal.
3	Feedback and observation: <ul style="list-style-type: none"> - Panel members have been invited to apply for a role on the Patient Advisory Group, a CCG initiative to support better care for elderly frail patients in the community. Applications are not yet finalised. 	For information	Await further information
4	New initiatives: <ul style="list-style-type: none"> - Panel members are made aware of a new initiative known as "Always events". ASPH is one of ten Trusts nationally partnering with Picker Europe and IHI to trial the roll out of ten Always events. This initiative is a patient and staff co-design programme which will support the culture programme, putting patients first, and empowering staff to lead change. 	For information	Further promotion within the Trust following initiation.
5	New initiatives: <ul style="list-style-type: none"> - Panel members supporting 15 steps project within Outpatients area supporting improvement work. 	For information	Await further information

