



STRATEGY

CG22/07/04 Corporate Communications Strategy

Justine McGuinness (JMcG), Head of Communications distributed a paper with the Trusts Corporate Communications for 2019/20 to 2024/5.

ACTION

£513k for MRET funding, PSF, and FRF.

John Mangan asked if there were going to be any changes in the long term for Gastroenterology clinical approach in regard to partnerships with other organisations, as we were talking local partnerships but now CCB had mentioned Swindon. CCB replied that it depends on the solution that is being looked for. For example, with Southampton that would be joined positions with consultants travelling between both sites. But what the Trust needs to look at would be the most cost effective solution for the Trust but that doesn't mean that Southampton is not an option. There could be an internal solution through an establishment of a joined surgical medical unit which then means the Trust has got better virtual resilience as we have a strong surgical team. The Trust wants the best solution for our local population.

Jan Sanders asked if the Trust was increasing the nurse's roles in Gastroenterology so that they are doing more. Lorna Wilkinson (LW); Director of Nursing answered that the Trust has been doing so over time but that there still needs to be Consultants to supervise. LW informed the Council that the workforce was being looked at in its entirety.

The Council noted the Integrated Performance Report.

#### QUALITY and RISK

CG22/07/06 Patient Experience Report – Quarter 4  
Lorna Wilkinson (LW), Director of Nursing presented the Patient Experience Report for quarter 4

Therefore, as some of our services were not re-inspected they retained the 'Requires Improvement' rating, and also because of how the CQC aggregate their ratings.

LW shared some of the positive observations that were made by the CQC:

- Staff recognised incidents and reported them appropriately. These were investigated and lessons learned with the whole team and wider
- Patients care and treatment was planned and delivered in line with evidence-based guidelines
- Staff involved patients and those close to them in decisions about their treatment
- Staff spoke positively about multidisciplinary working within teams and this was observed

LW also shared some of the things that that CQC said we should improve on, for example

- SSEU function and processes – this areas use needs to be clearer.
- Care of children in ED – environment and competencies
- IT systems – more user friendly , reduce the risks of not being able to effectively monitor and improve quality of care

LW said that the Trust now needs to celebrate its success, take action on feedback and work towards outstanding.

Alastair Lack asked if the inspectors inspired her with confidence as a few questions have been raised about the CQC inspections. LW responded that

