

Borders NHS Board



Meeting Date: 5 December 2019

Approved by:	Mr Tris Taylor, Chair, Public Governance Committee
Author:	Miss Iris Bishop, Board Secretary
PUBLIC GOVERNANCE COMMITTEE UPDATE	
Purpose of Report:	
<p>The purpose of this report is to brief the Board on any areas of concern within the Committee's remit, in order to provide assurance to the Board that those matters have been identified and are being addressed.</p>	
Recommendations:	
<p>The Board is asked to note the update from the Public Governance Committee.</p>	
Approval Pathways:	
<p>This report has been prepared for the Board.</p>	
Executive Summary:	
<p>The Public Governance Committee would like to highlight the following to the Board from its meeting held on 5 November 2019:-</p> <ul style="list-style-type: none"> • <u>Terms of Reference:</u> The Committee's terms of reference were reviewed and further amendments were to be made. • <u>Communication:</u> The Committee received an update from Peter Lerpiniere on Communication with Patients & Families. The key points of discussion were: reduction of upheld complaints regarding oral communication; ensuring a sense of belonging; pilot programme in Ward 4 for bedside handover to include patients, relatives and staff to improve overall communication; and work was commencing on cultural behaviours and attitudes with the hospital. • <u>Public Involvement:</u> The Committee received an update from Clare Oliver in regard to public involvement and engagement, using the key principles within the Public Involvement and Engagement Strategy 2016-19. • <u>Yetholm Branch Surgery:</u> The Committee received an update on the closure of the Yetholm Branch Surgery which was part of the Kelso Medical Practice. The Committee had requested assurance that the correct processes had been followed especially in regard to engagement with the local population. The matter had identified that clarity was required in regard to public involvement requirements for the Integration Joint Board and NHS Borders processes. 	

- Patient Feedback: The Committee received a report from Laura Jones on patient feedback which highlighted that overall there was a 90% positive feedback rating and a 10% unsatisfactory feedback rating.
- Scottish Health Council (SHC): Work continued to be progressed in regard to turnaround and SHC were keen to assist with support and advice. A position statement on the Scottish Health Council Review was anticipated.

Impact of item/issues on:	
Strategic Context	Not Applicable
Patient Safety/Clinical Impact	As set out above
Staffing/Workforce	As set out above
Finance/Resources	As set out above
Risk Implications	As set out above
Equality and Diversity	Complaint
Consultation	Not Applicable
Glossary	Not Applicable