

### Governor Questions Log

No.	Date	Governor	Query	Response
108	27/01/2021	F Anderson	A Governor queried medical staffing levels on the Acute Stroke Unit on weekends.	A Consultant stroke physician/neurologist carries out ward rounds on the Stroke Unit every Saturday and Sunday. In addition, they run a Rapid Access clinic during the weekend. In addition to this, the on-call medical team also provide cover across various wards during the weekends.
109	04/02/2021		A Governor queried the project scope and timescales of the Wi-Fi rollout across the Trust.	The Wi-Fi rollout began on 15 February 2021 and will run up to August 2021.
110	15/02/2021	K Boyle	A Governor queried whether the Trust could provide feedback on items purchased for the Charity staff amazon wish list, as well as, whether items that were not in a suitable condition could be exchanged.	<p>The Charity Director has confirmed that there was a tremendous response from the community.</p> <p>In relation to returning items, the Charity have only needed to return one item that was broken. There is an efficient process in place to return any unsuitable items.</p>
111	24/02/2021	K Boyle	A governor queried accessibility at the Trust that had been highlighted in the local news. The Acting Chief Executive advised a survey had been commissioned to review building and service access. Following the recommendations, a work programme would be established. A response, including the survey completion date, would be included on the governor question log.	<p>The AccessAble survey commenced during Autumn 2019. Following the first wave of Covid in March 2020 the surveyors were unable to attend the Trust following government guidance and Trust visiting restrictions. Following the lifting of national guidance the Trust will work with the surveyors to complete the survey of the Trust satellite sites. There are 134 'Detailed Access Guides' for the RBH site that are due to be reviewed and it is anticipated this will take place over 4 weeks. As a number of onsite changes have occurred it is anticipated that further revision or surveys may also be required. Once the reports have been finalised this will be published on AccessAble.</p> <p>The current high level overview for Bracknell Health Space is available at: <a href="https://www.accessable.co.uk/bracknell-forest-council/access-guides/royal-berkshire-bracknell-clinic#7abfb6e8-f000-4bfa-8129-79192c78f435">https://www.accessable.co.uk/bracknell-forest-council/access-guides/royal-berkshire-bracknell-clinic#7abfb6e8-f000-4bfa-8129-79192c78f435</a></p>

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112	29/03/2021	P Williams	How is Friends and Family calibrated at the RBH e.g. what conditions need to be met before the patient receives a text message, following in-patience or out-patient appointment(s) asking them to answer friends and family questions?	None of the Friends and Family Test (FFT) is currently automated so no patient will receive a text message asking them to respond to FFT. We are currently reviewing digital options for the FFT.
113	31/03/2021	P Williams	<p>I have picked up concerns from constituents who live in south / central Reading about the difficulties when patients do not have a car to get to appointments at ENT, Townlands in Henley or urology in Bracknell. The patients said they were daunted by the 4 to 5 hour round trip by bus or train or the taxi costs if trying to fit the visit in within a time constrained day.</p> <p>I had understood that patients could insist on and would be offered a consultation in Reading if they had difficulties with transport and or were over 60. Is my memory correct and how is the Reading option conveyed to patients?</p>	<p>A letter was sent to various stakeholders by Steve in June 2020 explaining that we would continue to offer services on the main RBH site, as well as at West Berkshire Community Hospital. However during the most recent wave of the pandemic, services on the RBH site were reduced to a minimum, with the majority of ENT appointments taking place either at Townlands or virtually.</p> <p>As we increase services through the elective relaunch programme, those patients who live closer to the RBH and who are unable to travel to Townlands will be offered an appointment on the main site. When making the appointment, the member of the Clinical Administration Team (CAT) will look at the order placed by the Clinician, look at the patient's postcode and will also have a conversation with the patient.</p> <p>Our Clinicians have been very clear when placing the order for an appointment on where the patient needs to be seen and the CAT follow these instructions. Also, if a patient has received a letter with their appointment and need to change the location, the CAT will do this.</p> <p>There will be times when a patient requires a specific sub speciality and or a specific Consultant, if this is not readily available at the RBH, we use our Surgeon of the Week time to ensure the patient is seen, when the specific Consultant is on this rota as the Surgeon of the Week as this is located at the RBH.</p>

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114	08/04/2021		What are the plans to re-introduce volunteers to ward areas?	<p>We are gradually reintroducing volunteers into different areas. The next areas will be to roles like the welcome desk and to bring back our second buggy. We will then be starting to look at the clinical areas but we will need to assess each role and area and decide what additional measures we will put in place, balancing the continued need to minimise footfall on site, restrictions on visiting versus the benefits volunteers could bring from a patient experience perspective. We will then need to look at individual volunteer's risk assessments and work with them about whether they can come back, when they are ready and what we need to put in place for them as individuals. In addition, we need to work with each individual ward or clinical area to make sure they are happy to have volunteers, what they need to do to have them back and to support them to bring back volunteers, e.g. some volunteers may not have been out socially for a long time and may require additional support or some may have been recruited during the pandemic and not know what 'normal volunteering' is like on the wards. Some volunteers may not have had to wear the level of Personal Protective Equipment (PPE) that might be required so this would need to be explored with each area and volunteer. We will be starting to look at this in the coming weeks but it is anticipated it will take time to have all the volunteers back onto wards.</p>
115	08/04/2021	J Bagshaw	<p>Could you tell me the best person to ask about volunteering at RBH? I am on the books for Berkshire Health Care as a volunteer driver, and have DBS and am on their insurance, but they don't seem to manage to find any driving work to be done! Given the discussion about patients getting to and from the Henley, Bracknell and Reading sites it seems obvious that I could help.</p>	<p>We have currently paused our volunteer recruitment while we focus on reintroducing volunteer roles and bringing back our previous volunteers and placing those who have recently been recruited. We anticipate opening up our recruitment again in a month or so and those who are interested can contact <a href="mailto:voluntary.services@royalberkshire.nhs.uk">voluntary.services@royalberkshire.nhs.uk</a> and they will be able to advise on starting their recruitment process. Voluntary Service does not currently have volunteers that drive patients from various locations. We can only use volunteer drivers to deliver or collect items for the Trust from various, mainly local, locations or our spoke sites. Mainly patients have used volunteer organisations in their local area who offer this service that have specifically been set up as patient driving</p>

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				charities.
116	16/04/2021	T Lloyd	How many cases of suspected negligent care of adult care home patients coming to the RBH via A&E or for planned care were reported or referred to local authorities in the 6 months to 31 March 2021	The Associate Chief Nurse Safeguarding, Mental Health & LD advised that the information was not currently recorded. However, this information would be collated and included in the Trust Safeguarding Annual Report from 2021/22.
117	28 April 2021	S Lobo	I would like to find out about paediatrics, Long COVID and care and after-care (post discharge) for children as young as 1 or less?	The aftercare aspect is dependent on the patient's clinical status as babies are usually asymptomatic with Covid. They would have been offered a follow up appointment if they had been unwell with Covid.
118	26 May 2021	Member of Public	A member of the public raised question in relation to the closure of hydrotherapy pool and the privacy impact assessment.	<p>The consultation was widely promoted via local media, websites and social media. We engaged with key stakeholders including local MPs, lead councillors, Healthwatch and the voluntary sector who shared details of the consultation on their communications channels to ensure the information reached as wide an audience as possible.</p> <p>The consultation was open to all members of the public but, because it concerned the future commissioning of NHS hydrotherapy services, a key part of our communications and engagement was focussed on NHS patients and not groups that used hydrotherapy at the Royal Berkshire Hospital pool in a private capacity. However, we did respond individually and privately to specific questions and concerns raised by individuals.</p> <p>The three month consultation was regularly promoted via social media and in patient newsletters and included full details of how to take part. A meeting was also convened with a local MP and a group of representatives from organisations who used the hydrotherapy service with the then Deputy</p>

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				<p>Chief Officer of the CCG.</p> <p>Links to the PPG newsletter:</p> <ul style="list-style-type: none"> <li>• <a href="#">August 2020</a> - launch of hydro 12 week consultation</li> <li>• <a href="#">Sept 2020</a> – there’s still time to have your say</li> <li>• <a href="#">October 2020</a> – last few days to have your say</li> <li>• <a href="#">February 2020</a> – result of CCG GB decision</li> </ul> <p>Social media – a few examples from the CCG account:</p> <ul style="list-style-type: none"> <li>• <a href="#">10 August</a></li> <li>• <a href="#">19 August</a></li> <li>• <a href="#">26 August</a></li> <li>• <a href="#">11 September</a></li> <li>• <a href="#">23 September</a></li> <li>• <a href="#">1 October</a></li> <li>• <a href="#">14 October</a></li> <li>• <a href="#">22 October</a></li> </ul>
122	26 November 2021	Paul Williams	Primary care appear to be going into overdrive about messaging the shortage of blood sample bottles. The messaging does not seem to be a joined up NHS response. Is the shortage an issue for the RBH, if so, what are the mitigating actions being taken?	We have been informed by Pathology (BSPS) that this is now stable and no longer an issue for RBFT. Perhaps the restriction is still in place in Primary care but not in hospital Trusts? From our end, we have resumed normal operations with regards Blood bottles. We have a minimum of 3 weeks stock at any point in time for the pathology network and our BSPS colleagues are closely monitoring the stock levels.
123	28 July 2021	Governor	<p>How many catheter ablations were referred to other Trusts in the last 12 months?</p> <p>How many catheter ablations were</p>	<p>5 catheter ablations were referred to another Trust for complex procedures.</p> <p>48 catheter ablations were performed at the Trust between August 2020 and</p>

			conducted in house in the RBH in the last 12 months.	August 2021.
124	28 July 2021	Governor	Are local patients (by postcode) offered an audiology appointment at Royal Berkshire Hospital as opposed to being offered an appointment at another site.	The Trust is increasing appointments that it offers in order to reduce waiting lists. When an appointment is available at Townlands Hospital a person can be offered an appointment there if this waiting list is shorter. However, a patient can ask for an appointment at the Royal Berkshire Hospital if that is not offered as a first choice.
125	21 October 2021	Governor	<p>I have seen the announcement around the community diagnostic centres and notice one in the BOB footprint. Given the backlog and issues in primary care, does the RBFT / BOB team have any further info on the potential of these hubs and how they could benefit the catchment population?</p> <p><a href="https://www.gov.uk/government/news/40-community-diagnostic-centres-launching-across-england">https://www.gov.uk/government/news/40-community-diagnostic-centres-launching-across-england</a></p>	<p>Patients in Berkshire West will benefit from an expansion of diagnostic services at West Berkshire Community Hospital (WBCH). WBCH already offers a range of diagnostic services, chemotherapy and renal dialysis, and additional funding will enable the Royal Berkshire NHS Foundation Trust team to expand the service, add to the equipment on site and create new jobs.</p> <p>Diagnostic community centres provide a one-stop-shop service offering checks, scans and tests. The aims are to provide:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> earlier diagnoses for patients through easier, faster, and more direct access to the full range of diagnostic tests needed to understand patients' symptoms including breathlessness, cancer, ophthalmology</li> <li><input type="checkbox"/> a reduction in hospital visits which will help to reduce the risk of COVID-19 transmission</li> <li><input type="checkbox"/> a reduction in waits by diverting patients away from hospitals, allowing them to treat urgent patients, while the community diagnostic centres focus on tackling the backlog</li> <li><input type="checkbox"/> a contribution to the NHS's net zero ambitions by providing multiple tests at one visit, reducing the number of patient journeys and helping to cut carbon emissions and air pollution</li> </ul> <p>This investment will help progress work on tackling waiting lists and also</p>

				help ease pressure on our acute hospital site at the Royal Berkshire Hospital in Reading. The enhancement of facilities at WBCCH, including extended opening hours, will help improve access to diagnostic services.
126	November 2021	Governor	A query was raised in relation to a limit on adults attending hydrotherapy sessions	<p>Hydrotherapy services for NHS patients are available in Berkshire West at two locations – Castle School, Newbury (paediatrics) and Lynden Hill, Reading (adults).</p> <p>NHS patients are referred via the IFR process if it is felt hydrotherapy is the most appropriate form of healthcare. There is no limit on numbers – the referrals are based on NHS patients meeting the criteria in the IFR process which is undertaken by Berkshire West Clinical Commissioning Group.</p>
127	11 January 2022	Governor	A query was raised on the Trust pilot project with Whitley Primary Care Network (PCN)	<p>As a result of an increase in demand being seen across all urgent care services resulting in significant pressure, particularly in ED and primary care, a system wide workshop was held in May 2021 with a subsequent task and finish group, to identify a set of actions that could be taken to address these pressures both in the short term and moving into autumn / winter. The work of the task and finish group concluded that actions to create immediate capacity were required that included a need for primary care overflow arrangements and streaming / divert system in ED. As a result, a pilot with Reading Primary Care Network (PCN) for overflow solution allowing ED to directly book patient appointments as well as increasing PCN capacity, was commissioned by Berkshire West CCG. The initial pilot went live, late December and is trialling, ED directly booking patients into Whitley PCN. The CCG are monitoring activity as the commissioner of the service and the working groups will be looking at developing KPI's.</p>
128	26 January 2022	Governor	A query was raised on multiple letters being provided to confirm an appointment, followed by a letter of cancellation and then a rescheduled appointment letter	<p>Letters are generated automatically each time an appointment is made or cancelled, so it is anticipated this was caused by an appointment time being amended for a clinic. Occasionally, appointments are extended where there are additional requirements and this will automatically populate a new appointment time for a patient. Currently there is not another option as this</p>

				would increase the clinical administration workload and the possibility of human error occurring.
129	23 February 2022	Governor	A query was raised as to whether a family could appoint an independent pathologist to attend an autopsy	<p>When an autopsy takes place at the hospital the family can discuss an independent pathologist attending and the mortuary team would help to facilitate the request. The family would be required to cover the cost of any expenses related to the independent pathologist.</p> <p>If the autopsy was being undertaken by us but at the request of the Coroner the family would be required to liaise with the Coroner's office to discuss an independent pathologist attending.</p>