



Royal Berkshire
NHS Foundation Trust

Council of Governors - 28/09/2022

MEETING
28 September 2022 17:00

PUBLISHED
23 September 2022

Agenda

<i>Location</i>	<i>Date</i>	<i>Owner</i>	<i>Time</i>
Seminar Room, Trust Education Centre, Royal Berkshire Hospital	28/09/22		17:00
1. Apologies for Absence (Verbal)		Graham Sims	
2. Declarations of Interests (Verbal)		Graham Sims	
3. Minutes for Approval: 25 May 2022 and Matters Arising Schedule		Graham Sims	17:00
4. Changes to the Council Membership (Verbal)		Caroline Lynch	17:05
5. Questions from the Public (Verbal)		Graham Sims	17:10
Holding the Board to Account			
6. Chief Executive Update (Presentation)		Steve McManus	17:15
7. Buckinghamshire, Oxfordshire and Berkshire Integrated Care Board (Presentation)		Catherine Mountford	17:45
Items of Council Business			
8. Membership Committee Minutes: 26 July 2022		John Bagshaw	18:25
9. Governors Assurance Committee Minutes: 27 July 2022		Tony Lloyd	18:30
Representing the Views of Members and the Public			
10. Governor Question Log		Caroline Lynch	18:35
11. Questions from the Public (Verbal)		Graham Sims	

Agenda

<i>Location</i>	<i>Date</i>	<i>Owner</i>	<i>Time</i>
Seminar Room, Trust Education Centre, Royal Berkshire Hospital	28/09/22		17:00

12. Date of Next Meeting (Verbal)

12.1. Wednesday 30 November 2022 at 17.00

Council of Governors

Wednesday 25 May 2022

17.00 – 18.25

Video Conference Call

Present

Mr. Graham Sims	(Chair of the Trust) (Chair)
Mr. John Bagshaw	(Public Governor, West Berkshire & Borders)
Mrs. Wendy Bower	(Partner Governor, West Berkshire CCG)
Cllr. Graham Bridgman	(Partner Governor, West Berkshire Council)
Mr. Ross Carroll	(Public Governor, East Berkshire & Borders)
Mr. Martyn Cooper	(Public Governor, West Berkshire & Borders)
Mrs. Alice Gostomski	(Public Governor, West Berkshire & Borders)
Cllr. Clive Jones	(Public Governor, Wokingham)
Mr. Tony Lloyd	(Public Governor, Wokingham) (Lead Governor)
Ms. Sunila Lobo	(Public Governor, Reading)
Mr. William Murdoch	(Public Governor, Southern Oxfordshire)
Mr. Brian Painting	(Public Governor, Reading)
Mr. Chris Plumb	(Staff Governor, Admin/Management)
Mrs. Roberta Stewart	(Public Governor, Wokingham)
Prof. Carol Wagstaff	(Partner Governor, University of Reading)
Mr. Paul Williams	(Public Governor, Reading)

In attendance

Dr. Bal Bahia	(Non-Executive Director)
Mr. Julian Dixon	(Non-Executive Director)
Mr. Dom Hardy	(Chief Operating Officer) (for minute 20/22)
Mrs. Sue Hunt	(Non-Executive Director)
Mrs. Priya Hunt	(Non-Executive Director)
Mrs. Helen Mackenzie	(Non-Executive Director)
Mr. Steve McManus	(Chief Executive) (up to minute 19/22)
Mr. Peter Milhofer	(Non-Executive Director)
Mrs. Hannah Travers	(Deputy Trust Secretary)
Mr. Dominic Wong	(Corporate Governance Officer)

Apologies

Dr. John Crossman	(Staff Governor, Allied Health Professionals/Scientific)
Cllr. Deborah Edwards	(Partner Governor, Reading Borough Council)
Mr. Andrew Haydon	(Staff Governor, Nursing/Midwifery)
Mrs. Pam Lynch	(Volunteer Governor)

17/22 Declarations of Interest

There were no declarations of interest.

18/22 Minutes for Approval: 23 February 2022 and Matters Arising Schedule

The minutes of the meeting held on 23 February 2022 were agreed as a correct record and would be signed by the Chair.

The matters arising schedule was noted. All items have been completed or included on the Governor Question Log.

19/22 Chief Executive Update

The Chief Executive provided an overview of Wave 4 of Covid that had impacted on elective activity in March and April 2022. Staff absences due to Covid had increased. However, this had returned to normal levels. The majority of patients had attended with non-Covid related conditions and the severity of Covid infection was less in comparison to previous waves. Infection Prevention and Control (IPC) measures had been reduced as the UK alert level had been downgraded to Level 3.

The Chief Executive provided an overview of the Integrated Care System (ICS) developments. The ICS would become a statutory body from 1 July 2022 and replaced Clinical Commissioning Groups (CCG). Directors had also been appointed to the Integrated Care Board (ICB). Nominations were being sought for a Trust, Local Authority and Primary Care Partner member.

In response to a query of whether there should be more than one Partner member on the ICB, the Chief Executive Officer advised that the nominee selected would need to ensure that the interests of all the provider trusts in the system were taken into account when representing them.

The Chief Executive advised that construction work on the staff Health & Wellbeing Centre (H&WB) was scheduled to be completed in July 2022. Development of the garden would be in collaboration with local voluntary partners. The Council noted that the Trust CARE Awards had taken place on the 20 May 2022 and the awards included 12 categories. 650 nominations had been received and approximately 200 people attended the event.

The Chief Executive provided an overview of the Trust Behaviours Framework that had been refreshed following feedback from What Matters 2021. A Trust Leadership Behaviours framework was also in development based on the CARE values that set out expectations of colleagues in managerial positions across the Trust.

The Chief Executive provided an overview of the Continuous Quality Improvement (CQI) programme that would focus on priorities that mattered most to patients and staff. ICU and Renal departments had achieved the 'University of' Status in recognition of their excellence in clinical care, teaching and research. Work was also progressing to increase diagnostic capacity and it was anticipated that an MRI scanner would be installed in West Berkshire Community Hospital (WBCH) in summer 2022 and CT scanners at the Reading site in August 2022.

A governor raised a query on whether there were any staffing issues in relation to CT/MRI provision. The Chief Executive advised that challenges had included increased demand for CT/MRI appointments. The staff group that provided the service were also in high demand as diagnostic work had also increased nationally. It was agreed that an update would be provided on the Governor Question Log in relation to CT scanner capacity at the weekend and usage by private providers.

Action: H Travers

In response to a query as to whether a diabetes centre could be established as part of the new hospital development, the Chief Executive highlighted that the Trust already had a robust diabetic department. There was an increased focus on working with community partners to support patients to self-manage their diabetes.

A query was raised as to whether the CQI programme had a financial or quality focus and whether this was provided in partnership with local care providers. The Chief Executive confirmed the approach supported priorities that would increase quality improvements and use of resources and provide a clear focus for every ward across specific priorities. The Trust worked with local providers across specific pathways that supported quality care improvement.

20/22 Covid and Elective Recovery

The Chief Operating Officer provided an overview on urgent and emergency care. Attendances had increased in comparison to the previous two years. However, patient admissions had decreased. Staff supported patients to access alternative support where required as well as information on self-care. Work was also ongoing with system partners in relation to urgent and emergency access.

The Chief Operating Officer provided an update on the ICS elective recovery programme and the number of patients waiting for elective care. The Council noted that no person had waited in excess of 104 weeks for treatment at the Trust. Patients waiting 78 weeks had also decreased and approximately 3,000 patients were waiting up to 52 weeks. Work was progressing over the next year to remove waiting time over the 78-week and 52-week wait and the Trust was ahead of trajectory to achieve this by April 2023.

The Chief Operating Officer advised that performance against cancer standards had been met in all but one standard. Following the reduction of IPC measures related to social distancing capacity had increased for appointments. "Hot" capacity had also been minimised following the reduction in patients presenting with Covid.

A governor raised a query as to whether cancer services had increased and whether these were prioritised at the Trust. The Chief Operating Officer advised there had been an increase in cancer referrals. Patients were referred on the 2 Week Wait (2WW) pathway. Clinics were also increased to ensure that patients were seen where required and this was normal practice. The Council noted that there had been an increase of did not attend (DNAs) for patient appointments and it was anticipated this related to Covid. Work was also progressing on Health Inequalities to reduce DNA rates and support patients to attend appointments.

A query was raised on urology waiting times. The Chief Operating Officer confirmed that waiting lists had increased and interventions were being considered to reduce the waiting list.

In response to a query on stroke patients, the Chief Operating Officer confirmed that patients were prioritised on arrival at the Emergency Department (ED). Following CT scans, the stroke team and ED would confirm the required patient pathway that could include admission to the Acute Stroke Unit. However, cardiac patients, were referred directly to the cardiology department and this protocol had been arranged with the ambulance service.

21/22 Changes to the Council Membership

There were no changes to the Council Membership.

22/22 Questions from the Public

There were no members of the public in attendance.

23/22 Governors Assurance Committee Minutes: 27 April 2022 and Terms of Reference

The Chair of the Governor Assurance Committee provided an overview of the meeting held on 27 April 2022. The terms of reference had been reviewed at the Committee.

The Council approved the terms of reference.

24/22 Governor Nominations & Remuneration Committee Terms of Reference

The Council approved the Nominations & Remuneration Committee terms of reference

25/22 Membership Committee Minutes: 12 April 2022 and Terms of Reference

The Council noted the update from the Membership committee on the 12 April 2022. The terms of reference had been reviewed at the Committee.

The Council approved the terms of reference.

26/22 Governor Question Log

The Council noted that four questions had been included on the Governor question log since the previous meeting. A number of questions had been raised in the previous week and a response would be included on the governor question log.

The Chair of the Trust advised that hybrid meetings for the Council and sub-committees would be considered going forward.

The Council had highlighted an issue with the audio at the Public Board meeting. The Chair recommended that this would be reviewed to consider review whether any further changes to the IT equipment could be completed. **Action: H Travers**

A Governor raised a query on the Patient Experience Annual Report being shared with Governors. The Deputy Trust Secretary advised this this had been available on the Trust website and would confirm where this was located. **Action: H Travers**

27/22 Questions from the Public

There were no public in attendance.

28/22 Date of Next Meeting

It was agreed that the next meeting would take place on Wednesday, 28 September 2022 at 17.00

SIGNED:

DATE:

Agenda Item 3

Date	Minute Ref	Subject	Matter Arising	Owner	Update
25 May 2022	19/22	Chief Executive Update	It was agreed that an update would be provided on the Governor Question Log in relation to CT scanner capacity at the weekend and usage by private providers.	H Travers	Completed and included on the governor question log.
25 May 2022	26/22	Governor Question Log	<p>The Council had highlighted an issue with the audio at the Public Board meeting. The Chair recommended that this would be reviewed to consider review whether any further changes to the IT equipment could be completed.</p> <p>A Governor raised a query on the Patient Experience Annual Report being shared with Governors. The Deputy Trust Secretary advised this this had been available on the Trust website and would confirm where this was located</p>	<p>H Travers</p> <p>H Travers</p>	<p>Weekly checks on the video/sound quality of the Boardroom equipment are on-going. A replacement laptop has also been provided which does appear to have resulted in improvements.</p> <p>The annual report has been circulated to the Council of Governors.</p>

Membership Committee

Tuesday 26 July 2022

17.30 – 18.30

Video Conference Call

Present

Mr. John Bagshaw	(Public Governor, West Berkshire & Borders) (Chair)
Mr. Jonathan Barker	(Public Governor, Reading)
Mr. Martyn Cooper	(Public Governor, Reading)
Mr. Tony Lloyd	(Public Governor, Wokingham) (Lead Governor)
Mrs. Sunila Lobo	(Public Governor, Reading)
Ms. Pam Lynch	(Volunteer Governor)
Mr. William Murdoch	(Public Governor, Southern Oxfordshire)
Mr. Brian Painting	(Public Governor, Reading)
Mrs. Roberta Stewart	(Public Governor, Wokingham)
Mr. Paul Williams	(Public Governor, Reading)

In attendance

Mrs. Caroline Lynch	(Trust Secretary)
Mr. Niall Norbury	(Campaigns & Marketing Manager) (for minute 09/22)
Mrs. Hannah Travers	(Deputy Trust Secretary)
Mr. Dominic Wong	(Corporate Governance Officer)

Apologies

Cllr. Graham Bridgman	(Partner Governor, West Berkshire Council)
Cllr. Deborah Edwards	(Partner Governor, Reading Borough Council)
Mr. Christopher Plumb	(Staff Governor, Admin & Management)

09/22 Membership Recruitment Plan

The Campaigns & Marketing Manager provided an overview of the membership recruitment plan to increase members in the 16-29 age group and Black, Asian and Minority Ethnic (BAME) groups. The Committee noted the membership campaign would be circulated via various social media channels including Facebook and Instagram.

The Committee discussed the three design options and it was agreed the three options would be circulated for governors to vote for their preferred option. **Action: H Travers**

The Committee considered the designs were of a good quality. However, it was recommended that additional information could be included on the infographics related to the benefits of membership. The Campaigns & Marketing Manager advised that simple, clear information was recommended when providing communications. In response to a query as to whether the age group should be expanded, the Trust Secretary advised that there was low uptake of membership in the 16-29 year age group that had resulted in the membership recruitment campaign being commissioned.

Governors recommended the designs should be inclusive of disability and race and not target specific groups. The Committee considered that employment opportunities could be included in the infographics. The Communications Team would consider this. **Action: N Norbury**

10/22 Minutes for Approval: 12 April 2022 and Matters Arising Schedule

The minutes of the meeting held on 12 April 2022 were approved as a correct record and would be signed by the Chair.

The Committee noted the matters arising update. All Items had been completed or included on the agenda.

11/22 Membership Update

The Deputy Trust Secretary introduced the report and highlighted that total membership was 9,650, a decrease of 237 members since the last meeting.

The Committee noted there had been a delay in the online membership application form being accessible. However, this would shortly be made available on the Trust website and the link would be circulated to governors once this had been completed. **Action: H Travers**

The Deputy Trust Secretary highlighted that governor elections had been launched and encouraged governors to share this with members and local groups. The Deputy Trust Secretary advised that the University of Reading Fresher's Fair was taking place on 22 September 2022. Governors were encouraged to attend this event to promote recruitment of younger members. **Action: All**

The Deputy Trust Secretary introduced the member survey. Governors discussed questions included in the survey. It was agreed that Question 1 would be removed and a free textbox would be included for Question 5. **Action: H Travers**

12/22 Membership Events

The Deputy Trust Secretary provided an overview of membership events scheduled for 2022-24. Events had been paused due to the Covid pandemic in 2021-22.

The first event since the Covid pandemic was held on 21 July 2022 on the topic of virtual outpatient appointments. 22 members and 8 governors had attended the event. Further events were scheduled in 2022-23. Topics included the hospital re-development, health inequalities, TICC-19 Pathway and the Brainomix Project.

The Committee noted that the Annual General Meeting (AGM) was scheduled to take place on 21 September 2022 and there would be a 'meet your governor session' ahead of the AGM.

13/22 Membership Strategy

The Deputy Trust Secretary provided an overview of the membership strategy. Covid-19 had impacted on progression of the membership strategy in the previous two years. The Committee noted that the 3-year strategy would be developed and provided to the next meeting. It would include more engagement between governors and members and increase in younger membership engagement. The Trust Secretary highlighted that a working group would be arranged to review the objectives for the Council of Governors for governors. **Action: H Travers**

14/22 Date of the Next Meeting

It was agreed that the next meeting would be held on Monday 17 October 2022 at 17.30

SIGNED:

DATE:

Minutes

Governors Assurance Committee

Wednesday 27 July 2022

17.00 – 18.55

Video Conference Call

Present

Mr. Tony Lloyd	(Public Governor, Wokingham) (Lead Governor) (Chair)
Mr. John Bagshaw	(Public Governor, West Berkshire & Borders)
Mr. Martyn Cooper	(Public Governor, West Berkshire & Borders)
Mr. John Crossman	(Staff Governor, Allied Health Professionals/Scientific)
Mrs. Alice Gostomski	(Public Governor, West Berkshire & Borders)
Cllr. Clive Jones	(Public Governor, Wokingham)
Dr. Sunila Lobo	(Public Governor, Reading)
Mr. Brian Painting	(Public Governor, Reading)
Mr. Christopher Plumb	(Staff Governor, Admin & Management)
Ms. Roberta Stewart	(Public Governor, Wokingham)
Ms. Bet Tickner	(Public Governor, Reading)
Mr. Paul Williams	(Public Governor, Reading)

In attendance

Mr. Graham Sims	(Chair)
Dr. Bal Bahia	(Non-Executive Director)
Mrs. Sue Hunt	(Non-Executive Director)
Mrs. Priya Hunt	(Non-Executive Director)
Mrs. Helen Mackenzie	(Non-Executive Director)
Mr. Peter Milhofer	(Non-Executive Director)
Mrs. Hannah Travers	(Deputy Trust Secretary)
Mr. Dominic Wong	(Corporate Governance Officer)

Apologies

Mr. Jonathan Barker	(Public Governor, Reading)
Mr. Graham Bridgman	(Partner Governor, West Berkshire Council)
Mr. Andrew Haydon	(Staff Governor, Nursing/Midwifery)

14/22 Declaration of Interests

There were no declarations of interests.

15/22 Minutes for Approval: 27 April 2022 and Matters Arising Schedule

The minutes of the meeting held on 27 April 2022 were agreed as a correct record and would be signed by the Chair.

The Committee noted the matters arising updates. All actions had been completed.

Minute 08/22 (05/22): Minutes for Approval: 26 January 2022 and Matters Arising Schedule: Group Discussion Feedback: The Chair confirmed that 15 informal PALs queries had been received that related to patient appointment letters during January – June 2022.

16/22 Chair Update

The Chair provided an update on the Trust Strategy refresh and advised that an update would be provided at the governor meeting on the 11 August 2022.

The Chair provided an update on the Trust operational status. There had been an increase in patients attending with Covid. This would continue to be monitored to consider whether additional infection control measures would be required going forward.

The Chair provided an update on car parking and advised that further work was being progressed on the criteria and communications to staff and volunteers. Therefore, car parking would continue to be provided at no additional cost. Reading Buses were also providing free transport for staff between Reading train station and the Royal Berkshire Hospital.

17/22 Member Issues and Feedback

A Governor sought clarity as to whether pets were allowed on site as they had experienced this when attending the emergency department recently and no action had been taken by the receptionists. This would be added to the governor question log.

A governor highlighted that members had provided feedback on a water fountain not being available at the Berkshire Independent Hospital and chairs were too low for patients with mobility issues. The Chair would highlight this to the Chief Operating Officer. **Action: G Sims**

The Committee discussed patients preferred communication method as it did not appear that all patients were asked to confirm their preferred option.

The Committee discussed audio issues at the Board meeting in July. The Deputy Trust Secretary advised that work was progressing with an external provider to resolve the audio issue.

18/22 Group Discussion Feedback

The Committee separated into two groups, chaired by Sunila Lobo and Paul Williams to discuss recent Board sub committees and gain assurance.

Feedback from the discussions included:

- The group discussed the increased audit recommendations and received assurance that work was progressing on actions. Audit recommendations were also reviewed at Audit & Risk Committee.
- The group discussed the delay of payments to suppliers following the implementation of a new finance system.
- The group noted that Oracle had taken over Cerner that provided the Electronic Patient Record system.
- The group discussed the increase in patients attending the Emergency Department and actions that were being progressed to reduce this prior to Winter.

- The group had discussed maternity care and whether newly recruited midwives would support improvements in patient outcomes. The Chair of the Quality Committee highlighted that there had been an increase in complex births and the majority of these related to BAME patients. However, actions plans were in place to address improvements that had been identified.
- The group noted the joint work that was progressing with Reading Public Health
- The group discussed the turnover rate of staff and had received assurance that this was reviewed in detail at the Workforce Committee.
- The group sought assurance on the response time to complaints. The Chair of the Quality Committee advised that a review of complaints was being undertaken.
- The group discussed the Freedom To Speak Up (FTSU) Guardian role.
- The group sought assurance on the Trust Strategy and actions to monitor progress against the Strategy. Sustainability was also a new area of focus.

19/22 Date of Next Meeting

It was agreed that the next meeting would be held on Wednesday 26 October 2022 at 17.00

SIGNED:

DATE:

Title:	Governor Question Log
Agenda item no:	10
Meeting:	Council of Governors
Date:	28 September 2022
Presented by:	Caroline Lynch, Trust Secretary
Prepared by:	Hannah Travers, Deputy Trust Secretary

Purpose of the Report	To provide the Council of Governors with an overview of the Governor Question Log since the last meeting.
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Report History	None
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What action is required?	
Assurance	
Information	The Council of Governors is asked to note the report.
Discussion/input	
Decision/approval	

1 Background

- 1.1 The Governor Question Log was created in order to record issues and the Trust's progress in dealing with them. It was not intended to be used as a general purpose question log.

2 Scope of the Governor Question Log

The Question Log is designed to capture two broad kinds of issues:

- Strategic Issues – fundamental policy questions or critical challenges affecting the organisation, strategy, goals, resources, stakeholders, structure, processes, management, governance or service mix.
- Other significant outstanding problems or questions, where it is important to have a plan of action to identify responsibility for resolution and to track progress.

3. Categorising Issues

3.1 The recommended set of categories for the Governor Question log are:

- Strategy
- Services
- Patient Experience
- Marketing
- Change Management
- Staffing/Skills
- IT
- Systems & Processes
- Business/Finance
- External Stakeholders

4. Attachments

4.1 Appendix 1 – Governor Question Log

No.	Requester	Date	Question	Response
132	17 May 2022	Governor	Please clarify the position of volunteer drivers working for Burghfield and Mortimer volunteers who bring patients to the hospital and would wait for them. They may also be holders of a blue badge.	Volunteers who bring patients on to site and do not then stay with the patients will be asked to use the 30 min drop off bays throughout the site to do so. Volunteers will not be able to remain parked in those 30 min bays for longer than 30 minutes, as we ask that you then leave site and return later if you are collecting the same patient after their appointment. If, as a volunteer, you stay with the patient throughout the journey from home, to the appointment and back again, we are asking that you park in the Patient and Visitor parking and that you ask the patient to pay for the amount for the parking. Some patients are entitled to claim free parking and details can be provided.
133	20 May 2022	Governor	Does the RBH or the NHS centrally contribute to the health care system training costs of the developing countries from which nurses are employed?	The Trust recruits in line with the ethical recruitment guidance (link below) and would not recruit from countries that have struggling healthcare systems. https://www.nhsemployers.org/articles/code-practice-international-recruitment
134	20 May 2022	Governor	In view of the increased use of the A&E Department (ED), are the costs of visits that should be dealt with by GP's being reclaimed?	There is currently no process for the Trust to cross charge for patients that could have had their health needs met by an alternative service. The Trust is currently funded on a block contract. Therefore payment is received for a set mixture of activity which the Trust is currently exceeding. The Trust is working in collaboration with primary care colleagues to design a same day access model that will allow the redirection of patients to alternative services, from the emergency department.
135	20 May 2022	Governor	If there is space within the older North block, should not less highly serviced activities be moved in such as the Diabetes Clinic in Melrose House (West)? This would allow Melrose Surgery to expand as is needed. Alternatively, could not the hospital use its space to house the GP	Melrose House was purchased using charitable funds following a successful appeal in the late 1990s by Reading District Hospitals Charity (RDHC) specifically to provide a space to enable Royal Berkshire NHS Foundation Trust to provide a diabetes clinic in a location close to the hospital. The property transferred to Royal Berks Charity in 2017 when the two charities joined forces with the terms for the use of

			Practice as well, perhaps to include a walk-in centre to relieve A&E? Melrose House could then be disposed of. Our NHS is supposed to be integrated.	the property remaining the same.
136	20 May 2022	Governor	It is understood that the Secretary of State has made a statement that cancer referrals from primary care should be prioritised by hospital trusts. Is this being implemented at the Trust and if so, which specialities are most likely to suffer an increase in waiting times as a result? How will the increase in waiting times be communicated to the naturally disappointed patients?	The Trust prioritises referrals for suspected cancer on the 2 week wait pathways and this approach is supported throughout the Trust. We have seen an overall sustained rise of circa 15% of referrals on previous figures. It is difficult to confirm whether this is patients that did not get referred during the pandemic or whether this is just a higher rate of referrals or a combination of both. We anticipate specific increases in specialities such as Lung, Breast and Urology where specific initiatives has begun to meet faster diagnosis targets. We are working through plans to meet increasing demand and will continue to prioritise diagnosis. There is a challenge in meeting the 62 day target (urgent referral for suspected cancer to initiation of treatment) and this is being managed through intensive review and prioritisation of individual patients and their care plans. Patients are informed at every step of the pathway what the current timelines are expected to be for the next stage in their treatment.
137	20 May 2022	Governor	When can people expect that sufficient staff will be recruited to PALS to provide the service levels set? What are the service levels i.e. number of hours/days within which calls/queries should be responded to?	During the previous 6 months the Patient and Liaison Service had not been fully staffed due to sickness absence and staff vacancies. However, the service is now fully staffed and the team are available to respond to queries between 8.30am-4pm Monday-Friday. The standard response time for a complaint is 25 working days. This can take longer in cases where clinical staff are responding to high levels of demand in the hospital or where complaints are complex.
138	27 May 2022	Governor	Please can you advise of CT scanner usage at the weekend and use by private providers	Prior to Covid, Berkshire Imaging, had used the CT scanner equipment for Private work. However, the increase in operational pressures and CT requests has meant all sessions are now used for the NHS.

				The Trust also offers a private patients service and use of the CT scanners would be outside core hours used for NHS work. The volume of appointments provided do not impact on NHS waiting times.
140	16 August 2022	Governor	Are there plans to use the VERDICT MRI Technique at the RBH to reduce the number of unnecessary biopsies for men with suspected prostate cancer. If yes, please indicate when this will become standard practice	There are no current plans to use the Verdict MRI technique at the hospital.
141	1 September 2022	Governor	Please can you advise if the treatment known as Prostate Artery Embolisation (PAE) is offered by the Radiology Department.	Prostate Artery Embolisation (PAE) treatment is provided by the Radiology Service at the Trust.