

Council of Governors Action Tracker

Key	
Red	Action Overdue
Amber	Update Required
Green	Action Complete
Grey	Action Not Yet Due

Item No	Date	Action	Committee	Sub Committee	Deadline	Exec Lead	Action Lead	Progress	Rag Rating
26/004	10/02/2026	Patient Story highlighting the work of Reach (local learning disability charity) and their links with the Trust, to be followed up.	Council of Governors	None	49/05/2026 06/08/2026	S Brook Shanahan	R Brown	Update from SBS 15/05/26 - The 'Reach' video is being progressed with Peter Gregory's support, but this may not be able to proceed for financial reasons. If a Reach specific video cannot be made, then a more generic story about how patients with learning disabilities access our service will be progressed. Update from RB 06/08/26 - Communications Team due to meet Reach to progress idea for Board experience story on 7 August 2026. Update to follow, following meeting.	Amber
26/025	19/05/2026	To provide a more comprehensive update on patient experience provision (including refreshments and support for longer waits) in the Emergency Department / Discharge Lounge / SDEC	Council of Governors	None	06/08/2026	Jon Melbourne	Jon Melbourne	05/08/26 - Update received from Chris Dann (Deputy COO) as follows : Discharge lounge – Dependent on length of time in the department, however if a patient is in overnight and during mealtimes then normal food service applies Same Day Emergency Care (SDEC) – This is a day time treatment area and therefore we wouldn't normally provide meals, as patients attend for a course of treatment and then go home. If however a patient required a prolonged stay then the team would arrange for them to have a meal or snack pack Emergency Department (ED) - Patients are given a cold breakfast selection and the team can provide toast, porridge and a selection of hot and cold drinks. Throughout the day, there is a selection of sandwiches and soup cups made available. The team will also facilitate any specific dietary requirements. ED is not meant to be an area where people stay for a long period of time and therefore, it isn't set up in the same way as a ward. However, where a patient is in the department for a long period of time or has a specific need then staff in the department can request a hot meal on an individual basis via the helpdesk. The response to this request can be variable in terms of turnaround, however, there is a clear escalation processes through the ED departmental bronze (duty manager) up through to a member of the Divisional Leadership Team in the event of a delay. The helpdesk supervisor and or our Soft FM manager are always very helpful in ensuring a response to a food request where required.	Amber
26/025	19/05/2026	To provide update on digital transformation within the Emergency Department from the Chief Digital Information Officer was indicated for the next meeting.	Council of Governors	None	06/08/2026	Jon Melbourne	Nikki Turner	Update requested with call for papers	Amber
26/027	19/05/2026	To make arrangements for JS to attend future 15 Steps visits	Council of Governors	None	06/08/2026	Sally Brook Shanahan	Sally Brook Shanahan	Update 06/08/26 - Initial e-mail sent to JS inviting her to accompany SBS on her remaining 15 steps visits planned for 2026. Further plans to be put in place once response received.	Amber

