



# Governors' news

October 2025

**In this issue we cover the AGM, Star Awards, the Adult Inpatient Survey, and a further governor profile**

## Annual General Meeting (AGM)

Abigail Jago, Acting Chief Executive Officer (bottom left), gave a review of 2024/25, a challenging but successful year for the hospital. She also outlined plans for 2025/26, including the proposed partnership status.

John Harold, (bottom centre) Deputy Lead Governor, gave a presentation on the role of the governor. Janet Hall, Lead Governor, who is recovering from a successful knee operation, watched via Teams.

The highlight of the meeting was the presentation by Ruben Kannan, Consultant Plastic Surgeon, (bottom right) about the amazing work carried out by the Facial Palsy Service.

Ruben showed incredible before and after pictures and we heard directly from a former patient, about how the wonderful service had literally changed his life.



## Star Awards

The Star Awards to celebrate staff nominated for awards by patients and their own colleagues, took place at the Felbridge Hotel on 16<sup>th</sup> September.

Janet and John presented the "Going Above and Beyond" Award. It was an incredibly successful and enjoyable evening, but also a humbling experience. Nominees for the various awards came from across the employment spectrum. Cleaners and porters were nominated up to consultants. They had all done exceptional things to help their patients and colleagues have the best possible experience and outcomes during their time at QVH.



## Adult Inpatient Survey

The results of the 2024 NHS Adult Inpatient Survey have been published and show that QVH continues to be one of the highest performing trusts in England for patient experience.

### Key Highlights

We were rated much better than expected in 36 areas compared to other NHS trusts.

Our overall experience score rose to 9.4, well above the national average of 8.2.

Patients told us they felt:

Treated with kindness and compassion (score 9.8)

Treated with respect and dignity (score 9.8)

Confident in our doctors and nurses (score 9.8)

Safe and supported and well informed about their care and discharge plans (score 9.8)

These results reflect the tremendous hard work, professionalism, and compassion shown by our staff every day.

They also show that we are not only maintaining high standards but improving year on year.



## Governor profile

Each edition we profile one of your elected Governors

### NAME: RICHARD GREEN, PUBLIC GOVERNOR

Richard is an Operations Manager by background, experienced in supporting various senior management strategies and providing relevant input and implement cost and time savings within development and delivery processes. Richard has first-hand experience of what the NHS can and has offered after being diagnosed with a Multiple Myeloma (Blood) Cancer in July 2018; fortunately, he was accepted on a treatment program at the Royal Marsden in September 2023. He responded well to treatment and is currently in remission.

As a result of his experiences with the NHS, Richard is passionate and enthusiastic about patient care, dignity, and respect, and is keen to support working towards even better solutions for the patients and staff across the whole of the Trust in his role as governor.



### Forthcoming Meetings

**Board Meeting in Public** 13<sup>th</sup> November 2025 10am – 12 noon, Education Centre, QVH

**Council of Governors Meeting in public** 2<sup>nd</sup> February 2026 from 2pm, Meridian Hall, East Court, East Grinstead