Progress between **09/10/2026 – 02/11/2026**		
Process Point	**Quantity**	**Reference Number**
Assigned to Executive Lead	3	343, 344, 345
Assigned to Executive Lead (and OVERDUE)	3	340, 341, 342
Awaiting Governor Response	0	
Closed	0	
Raised	2	344, 345

Governors Log as of 02 November 2026

Governors' questions reference number	Date Question asked	Governor Name	Description	Executive Lead	Date Response Due	Response	Status
345	30/10/ 2026	Paul Wheeler	Based on their own and others experience, Governors have reported many occasions when patients' experience problems with communications from the Trust. Therefore, 1. Do the Trust's patient experience surveys routinely ask patients questions about the communications aspect of their treatment experience? 2. If so, do the questions make clear that "communications" would cover letter, phone, text, email and face to face communications? 3. How is information about communication problems gathered through patient	Chief Nursing and Quality officer	27/10/ 2026		Assigned to Executive Lead

			experience surveys used to address those problems?				
344	27/10/ 2026	Ben Argo	Patients with complex community care packages, including delegated healthcare tasks, may lose their established care teams when NHS Continuing Healthcare funding reduces during a hospital admission. Assurance is sought that the Board understands the resulting cost to the Trust, including bed days lost and additional nursing input where discharge is delayed by the breakdown of an existing package. Confirmation is requested as to what representations on this issue have been made by the Trust's representatives at the integrated care system board and at committees of the integrated care board, when they were made, and what response was received.	Chief Delivery Officer	24/11/ 2026		Assigned to Exec Lead
343	18/09/ 2026	Rob Knowles-Leak	Department harmonisation as part of the move to single managed services within the trust will substantially increase the management responsibilities of the departmental leads. Often	Chief Medical and Innovation Officer	23/10/ 2026 Extended to 09/11/ 2026.		Assigned to Executive Lead (chased 30/10)

			this will result in Clinical Directors and their equivalents moving from managing single-digit numbers of consultants to managing many more. This transition will require a difficult alteration in management and leadership style. I am seeking assurance that this difficulty is recognised and that appropriate measures will be taken to support these managers in transitioning to their greater leadership responsibilities with appropriate training.				
342	25/08/2026	Jay-Jay Martin	Now the two main hospital Trusts in Bristol are merged, are there any plans to ensure direct public transport links between the sites in City, Cossham and Southmead?	Chief Finance and Estates Officer	29/09/2026		Assigned to Executive Lead (OVERDUE chased 17/09, 09/10, 30/10)
341	03/08/2026	Ben Argo, Jay-Jay Martin	Assurance is sought regarding measures in place across Trust properties to discourage smoking near building entrances, given the exposure of vulnerable groups, including patients with respiratory conditions and children, to second-hand smoke at points of access. Confirmation is	Chief Finance and Estates Officer	09/09/2026		Assigned to Executive Lead ((OVERDUE chased 17/09, 09/10, 30/10)

			requested that this issue has been formally logged, that the extent of the problem has been assessed across all sites, and that a remedial approach, whether through signage, enforcement or estate design, has been considered with named ownership and a delivery timescale. Confirmation is also sought that fire risk assessments for affected sites address the proximity of smoking materials to entrances.				
340	03/08/ 2026	Ben Argo	Assurance is sought regarding arrangements for informing patients at city centre sites when the hospital bus service starts later or finishes earlier than its scheduled hours. Confirmation is requested that front-of-house staff have access to signage or written information to advise patients at the point of enquiry, so that patients are not left without knowledge of alternative means of reaching a principal city centre car park. Clarification is also sought as to how service	Chief Finance and Estates Officer	09/09/ 2026		Assigned to Executive Lead ((OVERDUE chased 17/09, 09/10, 30/10)

			disruption of this kind is recorded, whether patient experience is monitored, and whether the Board has visibility of any resulting risk to patients.				