

**GOVERNORS' FORUM MEETING**  
**Held on 8 November 2011 in the NGH Board Room**

**NOTES OF MEETING**

**Present:** Susan Wilson (SW) Deputy Forum Convenor in the Chair

Richard Barrass (RB)	Frank Edenborough (FE)	Hetta Phipps (HP)
Jo Bishop (JB)	Caroline Irving (CI)	Danny Roberts (DR)
Yvonne Challans (YC)	Andrew Manasse (AM)	Graham Thompson (GT)
Anne Eckford (AE)	Kaye Meegan (KM)	John Warner (JW)

**Apologies:** Mark Hattersley                      John Laxton                      Viv Stevens  
George Clark                                      Heather McDonald              Jeremy Wight  
John Holden

**In Attendance:** Jane Pellegrina (JP)

**1. Welcome and Apologies**

**SW** welcomed everyone to the meeting and the above apologies were noted.

**2. Presentation by Irene Mabbott and Claire Smith**

Irene explained the history of the Evidence Based Council at STH and the background to the Nursing Care Guidelines and tabled information on the two projects (attached to these Notes) that she and Claire would like Governor's comments on

1. Nursing Care Guideline 41a – Constipation: Prevention with dietary interventions
2. Nursing Care Guideline 177 – Sleep: Promoting a Good Night's Sleep

Following discussion Governors agreed to email comments to Irene and Claire. It was also agreed that if Governors wanted any further information or would like to be more involved they would contact **JP** who would arrange a meeting with Irene and Claire

**ACTION: Governors to email comments to Irene and Claire and let JP know if they would like a meeting to be arranged**

**3. Notes of the Forum Meeting held on 18 August 2011 and Matters Arising**

3.1 The Notes were approved

3.2 **Governors' Time Out:** Governors asked **JP** to take this forward with Neil Riley when the new Chair is in post.

**ACTION: JP** to discuss further with Neil Riley

3.3 **Sharing Telephone Numbers:** It was agreed that unless Governors asked **JP** not to share their personal telephone numbers with other Governors **JP** would circulate these

**ACTION: JP** to circulate

#### **4. Governors' Council**

- 4.1 Unadopted Minutes of Meeting held on 13 September 2011. **FE:** has any progress been made on the position regarding Staff Governors? **JP:** this will be included in a review of the Trust's Constitution to be led by Neil Riley.

#### **5. Update from Governors' Council Nominations Committee**

**AM:** as Governors are aware the Nominations Committee is currently engaged in the process of appointing a new Chair. Three candidates have been shortlisted for formal interview on Tuesday 15 November. Prior to interview arrangements have been made for a number of stakeholders in the Trust to meet the candidates on 14 November. Three groups will discuss Leadership, the QIPP Challenge and Governance with each candidate. **YC, AE, MH, CI, GT and SW** are taking part in this part of the process. Comments from the three groups of stakeholders will be fed back to the interview panel the following day. **SW:** the formal interview should ask for each candidate's view on the relationship of the Chair with the Governors. **FE:** the panel should probe on the leadership style of the candidates. **DR:** as Chair of Governors and the Board the Chair's role is powerful and information provided to Governors is in the gift of the Chair.

#### **6. Feedback from Governors' attendance at Trust Committees**

- 6.1 Patient Experience Committee: **JW** provided an update and referred to a complainant satisfaction survey that had been carried out. The Committee reviewed the survey results. 101 questionnaires were distributed but disappointingly only 35 responses were received. The Complaints team are taking action on the responses.
- 6.2 Clinical Effectiveness Committee: **GT:** this Committee audits all medical procedures and looks at NICE Guidelines on the different procedures that the hospital carries out. In **GT's** opinion the Clinical Effectiveness Department is well run and managed. **GT** recently attended a one day course at the Trust on the various stages of clinical audit.

#### **7. Feedback from Governors' Board Briefing Sessions**

**AM:** these briefings take place approximately two weeks after each Board Meeting. They are attended by Anne Eckford, John Holden, John Laxton, Viv Stevens and **AM,** Andrew Cash, David Stone, Neil Riley and a Non-Executive Director also attend – NEDs so far have been Iain Thompson, John Donnelly, Vic Powel (twice) and Vickie Ferres. Governors see all the Board papers and the draft minutes are discussed in detail with the directors. **AM:** the sessions are very worthwhile and frank discussions take place. **SW:** if we begin to see open Board Meetings will these sessions still be valuable? **AM:** definitely and possibly more so. **AE:** at an open Board Meeting Governors will only be observers, at these sessions Governors can discuss issues with Board members. **KM:** will Governor membership at these sessions be reviewed? **AM:** yes, but some continuity is required.

#### **8. Feedback from Membership, Recruitment and Communications Group**

- 8.1 **JB:** gave an update on recruitment of new Members - since April this year 1006 new members have been recruited by a small number of Governors. This result is excellent but it could be doubled if more Governors were prepared to take part in recruitment events. She tabled a breakdown of the new members (attached) and a

schedule of events attended (attached). She said that the schedule also showed remaining events for 2012, including

**9 Nov** 10:00 am – 12 noon RHH A Floor Out Patients Department

**1 Dec** 3:00 pm – 6:00 pm Firth Park Christmas Fayre

**5 Dec** 10:00 am – 12 noon RHH A Floor Out Patients Department

**AE** reminded Governors that we are working on this in partnership with colleagues at the Health and Social Care Trust. She said that it is disappointing that more STH Governors are not prepared to get involved because it is not just about signing up Members it is a good opportunity to talk to the public about our hospitals. **KM:** and to get the views of patients particularly at the recruitment sessions at RHH in Out Patients and it is also a good way to meet other Governors and to hear about what they are doing in their Trust.

- 8.2 **SW:** the Communications Group met with Julie Phelan and Laura Kirby to discuss the next edition of GoodHealth and it was agreed that GoodHealth should have greater emphasis on communicating a more 'rounded' view about what is happening at STH and the health economy generally. GoodHealth ought not to be solely a marketing tool. **GT:** had received some negative comments about some of the recent advertisements. **SW:** this was discussed at the meeting with Julie Phelan and had been taken on board, but it should be remembered that the advertising pays for printing GoodHealth.

## 9. Feedback from Staff Governors

**FE:** the impression gained at the Medical Staff Committee was that medical staff are generally beginning to feel happier. A presentation from Kirsten Major was very encouraging, more of a discussion forum than a lecture and it was well received.

**FE** would be interested to hear from the Forum about any areas where the contribution of Staff Governors would be valuable and he agreed to provide a proforma to capture comments/views from Governors.

<b>ACTION: FE to prepare a proforma for circulation to Governors</b>
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## 10. Feedback on Transforming Community Services event for Members, Governors and Staff held on 13 September 2011

**RB:** personally did not believe this second meeting was as good as the first meeting. Participants did not have sufficient time on the day to read and digest all the information presented to them. It would have been better if the information had been provided in advance. A further session is planned for 22 November.

## 11. Feedback on Mark Gwilliam's Presentation on Staff Engagement

**AM:** this was a good presentation with plenty of useful information providing optimism for the future. Governors should ask for an update from Mark in six to nine months time. **AM** was encouraged that Mark is heading up this work. **KM:** one slightly negative aspect of the presentation was that Mark had not included any of his team and did not describe the work of anyone else; more information about colleagues who are involved would be useful.

<b>ACTION: JP to arrange a further session with Mark Gwilliam</b>
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## 12. Possible Presentation on Trust-Wide Catering Infrastructure

**JP:** Kevin O'Regan and Emma Wilson have asked if they can bring Governors up-to-date on this work. **SW:** this is an important issue and Governors should be fully informed about the plans. It was agreed that a presentation would be worthwhile and **JP** was asked to arrange a date before the end of 2011 or early in the New Year. **AE** and **CI** had agreed to join the Catering Infrastructure Group. The next meeting of the Group is in January and **AE** and **CI** will be able to update the Forum on progress of the work.

**ACTION: JP to arrange a convenient date for the presentation with Kevin O'Regan**

## 13. Programme for Governors Visits/Presentation in 2012

Following a brief discussion it was agreed that Governors who want to be involved in planning next year's visits would email **JP**.

**ACTION: JP to arrange a date for a meeting with interested Governors**

It was agreed that following the success of the presentation by the Chief Nurse/Chief Operating Officer other TEG Members should be invited to meet Governors to discuss their own roles and responsibilities. **SW:** although Governors meet Neil Priestly regularly for the Finance Brief it would be interesting to discuss wider aspects of his role. **FE:** Kirsten Major should be invited to discuss her role with Governors as early as possible. **JP** was asked to arrange this and other meetings.

**ACTION: JP to arrange a session with Kirsten Major then other TEG Members**

## 14. Feedback on Regional/National events attended by Governors

### 14.1 FTN/FTGA Development Day – 30 September 2011

**AE:** this event was held at the St Paul Hotel in Sheffield. A very good venue with some interesting presentations and good networking opportunities. Governors who have not yet attended one of these events should try to attend next year. **SW:** there was a discussion about the increased responsibilities the new health Bill places on Governors with a call for national as well as local training to be offered to Governors to equip them with any additional skills that may be required. **CI** also attended and came away with the impression that Governors at STH aren't doing too badly and are ahead of some Trusts in a number of areas. We should celebrate our strengths but keep looking to improve.

### 14.2 FTN Governance Conference – 12 October 2011

**AM** had attended this event in London with John Laxton. It is aimed at officers rather than Governors and most of the delegates with Chairs and other Non-Executive Directors and CEOs. Training for Governors was raised here also. It was disappointing that Neil Riley was the only Trust officer who attended. **AM** if Governors are invited to attend the conference again it would be nice if other colleagues would 'volunteer' to go next time.

#### 14.3 FTGA National Development day – 18 October 2011

A report on the day provided by **AM** and **SW** was noted.

#### 15. Any Other Business

**AE:** have Governors in the South West received any feedback yet on the follow up letter they sent to their Members who responded to the Member Questionnaire?

**AM:** the letters have gone out in the last two weeks but no feedback has been received yet.

#### 16 2012 Meeting Dates

The following dates were noted:

**Governors' Council:**

Tuesday 7 February

Tuesday 8 May

Tuesday 7 August

Tuesday 13 November

**Forum:**

Thursday 19 January

Tuesday 17 April

Thursday 19 July

Tuesday 16 October

**Finance Brief:**

Thursday 1 March

Thursday 17 May

Monday 13 August

Thursday 22 November