

GOVERNORS' FORUM MEETING
29 August 2012 held in the Board Room, NGH

NOTES OF MEETING

Present: John Laxton (JL) Convenor in the Chair

Jo Bishop (JB)	Kaye Meegan (KM)	Simon Torr (ST)
George Clark (GC)	David Owens (DO)	Paul Wainwright (PW)
Anne Eckford (AE)	Kath Parker (KP)	John Warner (JW)
Frank Edenborough (FE)	Nicola Smith (NS)	Claudia Westby (CW)
Christina Herbert (CH)	Shirley Smith (SM)	Susan Wilson (SW)
Joyce Justice (JJ)	Craig Stevenson (CS)	
Andrew Manasse (AM)	Graham Thompson (GT)	

Apologies Richard Barrass Chris Monk Jeremy Wight
Caroline Irving Hetta Phipps

In attendance: Jane Pellegrina (JP)

1. Welcome and Apologies

JL welcomed everyone to the meeting, particularly newly elected/appointed Governors and those who had not previously attended. The above apologies were noted.

2. Notice of items for discussion under Any Other Business

The following items were agreed:

- Comments received from FT Members – AE
- Junior Doctors – GT
- Foundation Trust Governors' Association - collaboration with the Care Quality Commission on a project involving Governors – AM

3. Notes of last Forum Meeting and Matters arising

A number of Governors commented on the new format of GoodHealth, the concept of a main topic/theme worked well. Governors particularly requested that thanks be passed on to Caroline Irving for undertaking considerable additional work on this. It was **AGREED** that the new format should continue and JP was asked to discuss with the Communications Team.

ACTION: JP to discuss with Julie/Phelan/Laura Kirby
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The Notes of the Forum Meeting held on 17 April were approved.

4. Governors' Time Out held on 3 August

There was no immediate follow up work to be undertaken on the presentation provided by Beachcroft Solicitors.

Comments on Tony Pedder's vision for Governors' Involvement:

GC approved the suggestion that some Governors should attend each of the main Board Committee meetings and questioned why attendance should be restricted to Nominations Committee members? **JL** attendance would ensure Governors who appoint the Non-Executive Directors (NEDs), i.e. those on the Nominations Committee, can gain some experience of working with NEDs, understanding their role and seeing them in action. **JW**

there is an obligation on Nominations Committee members to familiarise themselves with the NEDs and their role, this provides an opportunity to do so. **DO** will Governors attend simply as observers? **JL** there is no indication that Governors would have voting rights. **GC** how many Governors should attend? **JW** regardless of the practicalities it is important to take up the opportunity to attend now and discuss detailed arrangements later.

It was **AGREED** that it is highly desirable for Governors to start attending all the main Board Committee Meetings as soon as possible and that Governors who attend should be members of the Nominations Committee.

ACTION: JP to ascertain from Neil Riley/Tony Pedder what needs to be done in order for Governors to start attending as soon as possible and to clarify details

JL a task and finish group is now needed to draw up a paper for Governors' Council taking forward actions from the Time Out. **JL, SW, AM, AE, JW, GC, JJ** and **DO** agreed to take this forward.

ACTION: JP to arrange a meeting of the task and finish group

5. Review of Forum Meeting

AM it's important to agree the purpose of the Forum Meeting – **AM** believes it is for Governors to get together without too much formality but it is important to make good use of the 'energy' of the group.

SW the Forum should continue to be an informal meeting but time should also be used to agree items for the Governors' Council Meeting agenda.

JL and GT there should continue to be four Forum Meetings with consideration given to introducing two additional ad hoc meetings as required.

FE if we also add two additional Governors' Council 'strategic' sessions this would mean that instead of the current eight meetings per year there will be 12 meetings. Could the Forum Meeting be held after Governors' Council rather than before? This would provide opportunity to discuss issues raised at Council. This format could be tested in October/November – hold a Forum Meeting as normal prior to Governors' Council and also have a Forum Meeting soon after the Council.

ST it does not appear possible for one Forum Meeting to look both forwards and backwards

DO would a short 'wash up' meeting immediately after each Council Meeting be helpful?

AM we should not assume that the Forum is inextricably linked to the Governors' Council Meeting, it is an independent meeting.

GT there must be an opportunity for Governors to follow up and feedback on issues raised.

JW need to reinforce Governors' raison d'être.

It was **AGREED** to proceed as planned with the Forum Meeting on 16 October, to invite Governors to suggest items for the Agenda and, as a pilot, to arrange a Forum Meeting soon after the Governors' Council Meeting scheduled for 20 November. Suitable dates would be canvassed for this additional Forum Meeting.

ACTION: JL to ask Governors for agenda items for next Forum Meeting and to canvass for suitable date for a Forum Meeting end November/beginning December

6. Draft Minutes of Governors' Council Meeting held on 17 July 2012

6.1 The unconfirmed Minutes of the meeting were noted

6.2 **Corrections - Page one** Paul not Phil Wainwright

6.3 **GC/12/24 (b) Patient Meal Times**

AE this is an ongoing issues. **FE** has had discussions with colleagues from Catering, as is often the case this is a more complex than it first appears.

6.4 **GC/12/13 (c) Minor Injuries Unit**

GC this is a very important issue, the LINK have already carried out an investigation and Governors should request more information about the Trust's strategic plans for the Unit A briefing session/presentation from the Chief Operating Officer would be valuable. Governors **AGREED** and JP was asked to request that the Chief Operating Officer meet with Governors.

ACTION: JP to arrange

6.5 **GC/12/25 External Audit**

It was **NOTED** that a copy of Mr Rees' presentation to Governors would be attached to the final Minutes.

6.6 **GC/12/28 Results of Annual Staff Survey**

DO It was disappointing that Governors' comments on this item (and other items) were not recorded in the Minutes. **AM** agreed – the Minutes should reflect what happened at the Meeting, individual comments made by named Governors should be recorded otherwise the Minutes are not a true record of the Meeting. Trust Members need to know that Governors are raising issues at the Council Meeting. Governors **AGREED** and **JP** was asked to bring this to the attention of the Trust Secretary.

ACTION: JP to raise with Neil Riley

6.7 **GC/12/29 (a) Governors' report on Presentation on Standards of Ward-based Care**

AM agreed to contact Chris Morley regarding results of the intentional ward rounding pilot undertaken in Surgical Services.

ACTION: AM to follow up

7. Membership of Governors' Council Nominations Committee

JP reported three expressions of interest from Governors to join the Nominations Committee; interested Governors are to be asked to provide a statement setting out their reasons for wanting to join the Committee and Public and Patient Governors will be asked to vote for their preferred candidate.

8. Review of Trust Constitution

JL reported that **SW** and **NS** will be joining him on a Constitution Review Steering Group. **FE** will be invited to take part in discussion regarding Staff Governors.

8. Update on Governors' Involvement in Trust Committees

8.1 **SW** is disappointed that meetings of the Sustainability Group have been suspended due to the Sustainability Development Manager's absence on maternity leave. **CW** said that partial cover of the post is being provided by Ashok Chudasama. **SW** said she would make enquiries to ascertain if/when the meetings are to resume.

ACTION: SW to discuss and report back

8.2 **FE** reported on cutbacks in radiology. Governors agreed that it would be helpful to find out more about this important service and a visit/presentation should be requested. **FE** agreed to pursue this with the Clinical Lead and report back.

ACTION: FE to discuss and report back

9. Update on Governors' Working Groups

9.1 Governors' Board Briefing Sessions

AM these sessions are valuable and the Chairman has indicated that they are to continue for the foreseeable future. The Trust Board now meets in public and Governors are able to attend as observers, however the Board Briefing Sessions provide an opportunity for Governors to discuss issues in more depth with the Chair, Chief Executive and Trust Secretary. **GC** will be attending future Briefings instead of **AM** who will be replacing **GC** on the Patient Experience Committee.

9.2 Membership, Recruitment and Communication

JB tabled a report on membership and said that 831 new members had been recruited so far this year she said that double that number could have been achieved if more Governors took part. **GC** said he does not consider that recruiting new members is the responsibility of Governors. **JB** said that 131 of the new members had been recruited in the Outpatient Department at RHH, this a great location for recruiting members but it's also an ideal place for Governors to talk to patients and get their feedback on our hospitals. At the Governors' Time Out the Chairman emphasised the importance of capturing patient feedback and these sessions are a good way of doing it. **PW** said this was a good number of new members and suggested that perhaps Governors are doing better than they think when compared with other Trusts.

9.3 Staff Governors

FE reported that Staff Governors have met with the Chairman and a date has been fixed for Staff Governors to meet separately. **FE** agreed to report back to the Forum on the results of his survey of all Governors about the role of Staff Governors.

ACTION: FE to report to next Meeting

10. Governors' Visits/Presentations and Issues of Concern/Interest

10.1 Visit to Beech Hill - 10 September

JL agreed to take the lead on the visit

10.2 Presentation on A&E development plans – 26 September

KM agreed to take the lead at this session.

10.3 Presentation by Patient Partnership Department – 28 September

JW said this presentation aims to cover and update on the key priorities for the Patient Partnership Department in 2012/13; patient experience reporting covering information on complaints, surveys, comments cards and website feedback; action planning for improvement following feedback received from patients and initiatives to increase the levels of patient feedback received by the Trust to include a briefing on the implementation of the new Friends and Family Test. **JW** said if Governors have any other issues they would like to see covered they should let **JW** know as soon as possible. Governors who want to attend the presentation who have not yet booked a place should contact **JP**. **JP** agreed to recirculate information about the session again to all Governors.

ACTION: ALL GOVERNORS to contact JW with additional items for discussion. JP to recirculate details of the session. ALL GOVERNORS who have not yet booked a place to contact JP

10.4 Possible visit to new Laboratories at NGH

CW agreed to lead on arranging a visit.

ACTION: CW to progress

10.5 Results of survey of patients carried out by the Catering Department

JW there were a number of problems with the survey. Governors considered it appropriate that a further, more in depth, survey be carried out. **JL** Governors had hoped the survey would provide assurance that the Trust's financial investment in the catering infrastructure was justified and it was disappointing that the survey had not provided this. Governors **AGREED** that **JW** should pursue this with the Catering and Patient Partnership Departments and report back to Governors.

ACTION: JW to discuss with appropriate Trust Officers and report back

11. Any Other Business

11.1 Comments from members and the general public addressed to governor@sth.nhs.uk

AE the last edition of GoodHealth requested Members' comments on the new map of the Northern Campus. Comments were forwarded to Wayfinding Group members. **AE** asked if other Governors wanted to see the comments or if they were satisfied that Trust Officers should respond on behalf of Governors. It was **AGREED** that Trust Officers should respond, **JP** was asked to feed this back.

ACTION: JP to feedback to Communications Department

11.2 August Intake of Junior Doctors – rise in national hospital mortality figures

Following discussion Governors **AGREED** that **AM** and **GT** should lead on seeking a presentation from the Deputy Medical Director for Governors on this issue.

ACTION: AM and GT to progress and report back

11.3 Foundation Trust Governors' Association - collaboration on an engagement project with the Care Quality Commission and Governors

AM referred Governors to previously circulated correspondence. Following discussion it was **AGREED** that STH Governors would not request involvement in the project.

12. Date of Next Meeting

16 October 2012, Board Room, Clocktower Building, Northern General Hospital