

**GOVERNORS' FORUM  
NOTES OF A MEETING HELD ON  
3 November 2015 at 4:00 pm, Boardroom NGH**

**Present:**

Kath Parker (KP) Chair	Joyce Justice (JJ)	Craig Stevenson (CS)
Jo Bishop (JB)	Caroline Irving (CI)	Sue Taylor (ST)
Dylan Caffell (DC)	Jacque Kirk (JK)	Graham Thompson (GT)
Sally Craig (SC)	Irene Mabbott (IM)	John Warner (JW)
Anne Eckford (AE)	Kaye Meegan (KM)	Dick Williams (DW)
Dorothy Hallatt (DH)	Hetta Phipps (HP)	
Cath Hemingway (CH)	Nicola Smith (NS)	

**Apologies:**

George Clark	Ian Merriman	Nick Payne
Paul Corcoran	Chris Monk	John West
Amanda Forrest	Lewis Noble	

**In attendance:** Sandi Carmen (Head of Patient & Healthcare Governance)  
Jools Jones (Lead Governor SHSC)  
Faye Mellors (Membership Manager (SHSC))  
Jane Pellegrina (Minutes)

**1. Welcome and Apologies**

KP welcomed everyone to the meeting and explained that the governors at Sheffield Health and Social Care NHS FT were considering introducing a Forum-style meeting at their Trust and Jools and Faye had been invited to observe today's meeting.

The above apologies were noted.

**2. Notes of Forum Meeting held on 29 July 2015 and Matters Arising**

The Notes were agreed and there were no matters arising.

**3. Council of Governors Meetings**

**3.1 Review of draft Minutes of meeting held on 1 September 2015**

COG/15/37 Governors' Open Forum Time – (a) Winter Planning: DW asked if it were known when the Trust would receive the *winter funding*? It was agreed to put the question to the Director of Strategy and Operations at the meeting on 1 December.

**ACTION: to be raised at CoG on 1 December**

**3.2 Possible Agenda Items and Topic for Governors' Open Forum Time for CoG meeting on 1 December 2015**

The following items were suggested:

- Position re 7 day working (AE)
- Update on roll-out of new IT system (CI)
- Winter pressures (JK)
- General Procurement (eg drugs) & Working Together Procurement (JW)

The following topic was suggested for the Open Forum Time:

- Commissioning Partnership Working (CH)

**ACTION: JP to prepare draft CoG Agenda and send to N Riley**

It was agreed to request a separate, more detailed presentation outside CoG to look at transport and car parking charges.

**ACTION: JP to add to visit/presentation schedule and recirculate to all Governors**

#### 4. Governor Links to Directorates

##### 4.1 Feedback from Governors

GT – **Surgical Services:** involved in the Listening into Action project to improve Surgical Outpatients.

JK – **Emergency Care:** JK recently undertook a survey on Hadfield Wards. Two issues were identified – newspapers are not delivered to the Wards and there were a number of problems with televisions. Once JK raised the issues they were quickly dealt with – newspapers are now being delivered and the problems with the TVs have been escalated. JK is now helping to design a further survey investigating food. Other news from the Directorate – Junior Doctors' induction is being reviewed and *Consultant of the day* is being introduced.

SC – **Head and Neck:** SC recently joined Head and Neck and had a meeting with the Nurse Director, Una Cunningham followed by an interesting tour of the Directorate. SC was informed of future plans including plans to develop of a stand-alone cataract service. Also as a member of the Patient Experience Committee SC is aware of the challenges faced by the Directorate re outpatient clinic waiting times.

HP – **LEGION:** has attended meetings to discuss home deliveries and the attendance of fathers at births.

JB and KM – **SY Regional Services:** accompanied staff to a meeting with a complainant who had asked for a governor to be present. JB and KM are meeting with Directorate matrons soon.

AE – **Combined Community & Acute Care:** has taken part in the 15 Steps Challenge in both the Tissue and Lymphedema services.

ST – **Pharmacy:** involved with a survey of patients and carers/visitors about the new Boots Pharmacy in the redeveloped Huntsman main entrance, the survey will be carried out pre and post Boots.

KP - **Specialised Cancer, Medicine and Rehab:** looking at plans for a new ward to be created at Weston Park Hospital and other refurbishments.

KP – **OSCCA:** looking at carrying out a survey of post-operative patients.

##### 4.2 Opportunities for Governor Involvement

JP tabled the up-to-date position showing which governors are linked to which Directorates and asked governors to confirm that they want to continue with their current

Directorate or would like to consider joining a different Directorate and if so which one. Governors not currently linked to a Directorate were asked to indicate their preferred Directorate.

**ACTION: All Governors to confirm to JP**

## **5. Governors' Visits/Presentations**

### **5.1 Feedback following presentation from Director of HR 7-8-15**

An interesting and informative presentation from Mark Gwilliam. Governors were reassured to hear that the number of appraisals being undertaken continues to increase and that work is continuing on improving staff engagement. Staff sickness levels remain a problem but the issue is being tackled.

### **5.2 Arrangements for further update on Medical Staffing from the Medical Director**

KP confirmed that David Throssell's presentation will be at 4pm on 16 November in the Clocktower Boardroom.

**ACTION: All Governors to confirm attendance to JP**

### **5.3 Arrangements for future visits/presentations**

JP tabled a further outline schedule and again asked governors to indicate which, if any, of the proposed visits/presentations they would like to attend. Governors were also asked to identify any additional visits/presentations. JP said that governors reports on their visits/presentations were welcomed by staff in the areas visited and she reminded governors that the reports are also circulated widely across the organisation, to TEG and to CoG.

**ACTION: All Governors to confirm**

## **6. Feedback from Governors' activities/involvement**

### **6.1 Patient Environment Group**

KM referred Governors to her previously circulated paper (attached to these Notes). There were no questions.

### **6.2 Quality Report Steering Group**

KP had attended this Group and found it very interesting. She encouraged other Governors to consider getting involved. JP was asked to circulate relevant information.

**ACTION: JP to circulate information to all Governors and Governors to contact JP if interested in joining the Group**

### **6.3 Staff Thank You Awards**

It was disappointing that only two Governors (AE and JK) had agreed to taken part this year in judging the Governors' Award for Leadership. AE reported that this had been another very well organised and attended Awards ceremony. However, she had been surprised to find that a Non-Executive Director who had not taken part in judging the category was invited onto the stage when she had presented the Award. AE did not feel

that this was appropriate and had contacted Julie Phelan about it. JW and KP agreed to raise this with the Chairman and Neil Riley at their next meeting at the end of November.

**ACTION: JW and KP to raise with TP and NR on 30 November**

#### 6.4 NHS Providers Workshop for Governors

Lewis Noble, Jacquie Kirk and Kath Parker had attended this regional governor event in Doncaster. JK reported that of the day's presentations that from the CQC had been the most interesting. The CQC's Head of Hospital Inspection, Tim Cooper, talked about the CQC's approach to regulation and engaging with Councils of Governors. He said the CQC expect trusts to inform CoGs about the inspections, CoGs are invited to share evidence with the inspection team and will be invited to meet with the inspection team.

KP felt that the day's other presentations had been less relevant for Governors but that networking with other delegates at the event had, as always, been useful and she encouraged other governors to attend future events if invited.

JP said that presentations from the event were available if anyone wanted a copy they should email JP.

**ACTION: Governors to email JP for copies of presentations**

#### 7. **CQC Inspection – Trust Update and Q&A Session**

KP welcomed Sandi Carman.

Key points of Sandi's presentation (attached to these Notes):

- CQC's four point rating scale
  - Outstanding
  - Good
  - Requires Improvement
  - Inadequate
  
- CQC will report on the following STH areas:
  - Jessop Wing
  - NGH
  - RHH
  - Weston Park
  - CCDH
  - Community Adults
  - Beech Hill Intermediate Care
  - Community Dental
  - Community Children & Young People
  - Community End of Life Care
  - Trust-wide
  
- In acute hospitals the following eight core services are always inspected (plus community):
  - Urgent & emergency services
  - Medical care (including care of older people)
  - Surgical care
  - Critical care
  - Maternity & gynaecology
  - Services for children and young people
  - End of life care

- Outpatients & diagnostic imaging
- CQC focus on five key questions about the service caring?
  - Is it safe?
  - Is it effective?
  - Is it caring?
  - Is it responsive?
  - Is it well led?
- 399 data bundles had been sent to CQC, 1,123 documents (to date)
- Trust has provided CQC with a self-assessment of services
- A community listening event would take place on 1 December at 6pm
- Feedback had been requested from staff (c 15,000) and FT members (c 3,000)
- There will be multiple focus groups on 1 and 2 December
- Inspection will be 7 to 11 December
- Up to ten days afterwards there may also be unannounced visits

Governors thanked Sandi for an excellent presentation and also for all her hard work in the run up to the Inspection.

## **8. Update from Staff Governors**

DC tabled a report (attached to these Notes) on two meetings he had attended – CCG Strategy 2020 Planning Event and UTC2 (University Technical College). He said that he was happy to provide further information if others wanted more details.

CH reported that the Combined Community and Acute Care Group are focussed on CQC portfolios and are working to highlight their unique selling point. She confirmed that they have well and appropriately led teams and emphasised that their district nurses are band 7 not, as in some trusts, band 5. CH reported that the Commissioners want to see significantly increased partnership working between STH, SCC and SHSC. She also informed the Forum that the Directorate had appointed a new Clinical Director – Iolanthe Fowler.

## **9. Feedback from Annual Members' Meeting**

KP invited feedback:

DW - this had been his first AMM, he felt it had been well presented and also well received by the Members he had spoken to. A drawback had been the difficulty hearing in the lecture theatre which was also raised as an issue for others he had spoken with.

CI – for her the venue is inadequate and particularly inaccessible for anyone with a disability.

IM – the stall-holders had reported that it was a positive event and they had enjoyed the interactions with Members.

KP said that a number of people had mentioned the accessibility and the poor sound. She reminded governors that the AMM will be evaluated in detail at a meeting on 5 November at 2pm and said that all Governors were welcome to attend. It will be important to communicate early with the Chairman regarding next year's AMM and the evaluation of this year's meeting will influence arrangements for 2016.

## **10. Corporate Strategy Refresh**

There was very positive feedback following the meeting with Paul Buckley on 13 October. Governors looked forward to receiving the refreshed strategy when it is finalised but also to being invited to be involved again, along with the Membership, at an appropriate stage next year.

## **11. Arrangements for a Governors Time Out**

KP said that it had been some time now since the last Time Out and asked whether Governors would like to hold another one early in 2016. JW felt that it would be useful particular if the agenda added value. Everyone agreed and Governors asked JP to arrange a planning meeting soon.

**ACTION: JP to email all Governors to form a planning group and fix first meeting**

## **12. Membership of CoG Nominations and Remuneration Committee**

This Committee is Chaired by Tony Pedder and the following governors are members:

George Clark (Vice Chair)  
Paul Corcoran (Appointed Governor)  
Jacquie Kirk (Public Governor)  
Chris Monk (Staff Governor)  
Kath Parker (Patient Governor)  
Nicola Smith (Appointed Governor)  
Craig Stevenson (Staff Governor)  
John Warner (Public Governor)

## **13. Any other Business**

AE asked if everyone could let her know whether or not they would like to hold a Christmas/New Year Social event this year.

**ACTION: all Governors to contact Anne**

## **14. Possible Dates for Meetings in 2016**

JP confirmed the dates for CoG meetings:

9 March  
1 June  
13 September  
6 December

Governors asked JP to arrange for Forum Meetings to take place one month prior to the CoG meetings.

**ACTION: JP to arrange and circulate Governors with the details**