

GOVERNORS' FORUM MEETING
Held on 19 January 2012 in the NGH Board Room

NOTES OF MEETING

Present: John Laxton Convenor in the Chair
 Richard Barrass (RB) Andrew Manasse (AM) Graham Thompson (GT)
 Roz Davies (RD) Hetta Phipps (HP) Susan Wilson (SW)
 Anne Eckford (AE) Danny Roberts (DR)
 Frank Edenborough (FE)

Apologies: Jo Bishop John Holden Kaye Meegan
 Yvonne Challans Caroline Irving Viv Stevens
 George Clark Shirley Lindley John Warner
 Mark Hattersley Heather McDonald Jeremy Wight

In Attendance: Kirsten Major (KM) item 2
 Leonie Redfern (LM) item 2
 Jane Pellegrina (JP)

1. Welcome and Apologies

JL welcomed everyone to the meeting and the above apologies were noted.

2. Presentation of the Re-drafted Corporate Strategy

KM the re-drafted Strategy was presented to the Board on 18 January and the Board's comments are being incorporated. The amended version will be circulated to governors. **KM** tabled an outline of the strategy's key points prior to up-to-dating governors on the current position. Discussion followed, including:

Q. **AM** how is the Trust is engaging staff with the Strategy?

A. **KM** Sir Andrew has met groups of staff encouraging their involvement. More meetings are planned. **KM** would also like to see some drop in sessions on wards etc.

Q. **GT** how are staff responding?

A. **KM** the challenge is recognised, some want more clarity, they suggest that the strategy should be kept short and there has been general approval of the direction of travel.

Q. **JL** can governors be provided with a paper listing their comments and how these have/have not been incorporated into the Strategy?

A. **KM** yes this can be provided

Q. **DR** please clarify "expand unashamedly". Does the Trust intend to state where it wants to be in five years time? Eg "STH will be 50% larger."

A. **KM** the Trust will only expand where it is appropriate to do so and where it makes sense.

KM said that the consultation process is only just beginning and if governors want to comment further there will be opportunities.

JL thanked **KM** and **LR** for the helpful update.

ACTION: JP to circulate a copy of the presentation and the amended strategy to governors

3. Notes of the Forum Meeting held on 8 November 2011 and Matters Arising

3.1 The Notes were approved.

3.2 Governors' telephone numbers to be re-circulated.

3.3 Confirmation of an update on staff engagement from Mark Gwilliam requested.

**ACTIONS: JP to re- circulate governors telephone numbers
JP to request update from Mark Gwilliam**

4. Governors' Council and Trust Committees

4.1 The unconfirmed Minutes of Governors' Council held on 17 November 2011 were noted.

4.2 Possible Agenda item for Governors' Council

- "What actions are Social Services taking to assist the Trust reduce delayed discharges?" It was suggested that Partner Governors Richard Webb and Cllr Mary Lea could be asked to provide a presentation.

4.3 **GT** reported that governors had attended two meetings of the **Quality Report Steering Group** to discuss the 2012/13 Report. It had been agreed that an 'easy read' version of the report is required. External and internal milestones have been identified and the following priorities proposed:

1. Reducing Length of Stay
2. Better Communication
3. Delivering Harm Free Care
4. Promoting a Good Mental Health and Dementia Experience

4.4 The work of the **Wayfinding Group** was reported by **AE**:

1. Work on the Central Campus is complete with new maps etc now generally available and on the website
2. A similar format will now be used to address the Northern Campus. Initial discussion has focussed on simplifying the site map by reducing to two the number of colours used. Inpatient and outpatients areas only will be identified using green and orange. **FE** these colours are no good for those who are colour blind.. **AE** will take this back to the Wayfinding Group.

4.5 **CI** reported on the **Equality and Human Rights Steering Group**. Governors are represented on this Group by **CI** and **AM**. There will be a workshop on 10 February to review the position. **AM** this Group is chiefly concerned with legislation. The Trust is making progress but it is very challenging.

4.6 **JL** said that on 18 January eight governors had joined the Board and a cross section of Trust staff at a presentation to celebrate the Trust's award by Dr Foster of Trust of the Year (North) for the third time in five years.

5. Feedback from Governors' Working Groups

5.1 **AM** said that the **Board Briefing Sessions** attended by five governors (currently JL, JH, AE, VS and AM) continue to be very worthwhile. In advance of the session governors receive the Board papers and a copy of the draft Minutes is tabled at the Briefing. The Chairman, Chief Executive, Trust Secretary and a Non-Executive Director attend the session. Tony Pedder was present at the session on 16 January but as he had not chaired the Board Meeting being discussed the Senior Independent Director, Vic Powell, led the briefing. Recent sessions have covered the challenges associated with the Trust becoming a Major Trauma Centre, action plans to reduce C.diff, the 18 Week target, difficulties associated with the Patient Centre system, the Assurance Framework and staff engagement.

- 5.2 **JL** reported that the **Finance Brief** in January had been well attended. Governors heard from Neil Priestly that the Trust's financial position remains challenging with Red* Directorates requiring additional support. The Trust is budgeting for a small surplus at the year end.
- 5.3 **AE** brought governors up to date about the activities of the **Membership, Recruitment and Communications Group**; plans will soon be underway for the next edition of GoodHealth. Governors were asked to put forward ideas for articles for GoodHealth and Link the staff magazine. It was agreed that this should become a standing item of the Forum Agenda. **JP** was asked to circulate copy deadlines for both publications. **AE** also reported that the Joint Membership and Communications Meeting with governors from the Care Trust and the Children's Hospital takes place on 26 January at 11:00 am at Fulwood House. Activities over the last six months will be reviewed and plans for 2012 will be discussed. **AE** said that although only a few governors actually take part in the recruitment events the numbers recruited between April and October 2011 shown on the attached table were encouraging but there remained significant work to be done to publicise membership more widely.

ACTION: JP to circulate a copy deadline dates for GoodHealth and Link to all governors. Governors to submit ideas for articles

- 5.4 **JL** fed back on the 2011 **Thank You Awards** reminding everyone of the need for more governor involvement in the assessment process generally but more specifically for the Governors' Award.

ACTION: Governors to contact JP for further information about 2012 Awards

- 5.5 **JL** referred to his paper from April last year, circulated with the Agenda, written in preparation for a **Governors' Time Out** to discuss the effectiveness of Governors' Council. Governors were asked to let **JP/JL** have comments by 31 January.

ACTION: All governors – comments to JP by 31 January – Sub-Group to progress the event

- 5.6 **Feedback from Staff Governors**

FE tabled a questionnaire seeking views on the **role of staff governors**. Following discussion it was agreed that governors would complete the questionnaire, returning it to **JP** as soon as possible. **JP** agreed to email the questionnaire to all governors. **FE** will collate responses and prepare a paper.

ACTION: JP to circulate questionnaire. Governors to respond to JP/FE asap. FE to collate responses and take forward

6. Patient and Public Involvement

- 6.1 **JP** said that in partnership with the Health and Social Care Trust a joint **members' health lecture** is being arranged on Dementia. The date for the lecture is 29 March 2012, venue one of the RHH Medical School Lecture Theatres starting at 5:00 pm

7. Governors' Visits/Presentations

- 7.1 **AE** said the presentation from Kevin O'Regan and Emma Wilson on Catering Infrastructure had been very informative. Kevin agreed to share with governors the results of a survey of patients' opinions of food. **AE and CI** had joined the Catering Infrastructure Group.

- 7.2 **AM** agreed to attend the next meeting of Chris Caddy's Outpatient Project Group and review if/how governors can contribute going forward. **AM** said Chris is very enthusiastic and it would be good if governors could find a way to support the project.

ACTION: AM to feedback

- 7.3 The 2012 draft **Visit/Presentation Programme** was reviewed. **RD** was disappointed that a visit to Diabetes was not included. **FE** agreed to contact colleagues within the service with a view seeking agreement to visit. Some governors volunteered to lead a visit or presentation and would work with **JP** and the appropriate staff personnel to make arrangements. **JP** asked other governors to consider which, if any, of the remaining sessions they would like to lead and to let **JP** know as soon as possible.

ACTION: FE to contact colleagues in Diabetic service. JP to re-circulate programme and governors to volunteer to lead a session

8. 2012 Elections to Governors' Council

AM, CI, AE, JL and **SW** volunteered to attend workshops for potential election candidates. **JP** was asked to confirm dates, venues and other details.

ACTION: JP to circulate dates venues and further details

9. National and Regional Matters

Monitor is researching FT Director/Governor Interaction and **JL** was interviewed as part of the study. David Stone and Sir Andrew Cash were also interviewed.

10. Any Other Business

JL said Tony Pedder, the new Chair, had suggested two dates, 13 or 14 February for an informal meeting with governors. **JP** will circulate the dates to all governors.

ACTION: JP to circulate dates. Governors to indicate preferred date

11. Date of Next Meeting

Tuesday 17 April 3:00 pm for 4:00 pm, Board Room, Northern General Hospital