



GOVERNORS' FORUM MEETING
Held on 14 January 2014, Board Room, NGH
NOTES OF MEETING

Present:	Andrew Manasse (AM) in the Chair		
	Richard Barrass (RB)	Caroline Irving (CI)	Craig Stevenson (CS)
	Jo Bishop (JB)	Joyce Justice (JJ)	Sue Taylor (ST)
	George Clark (GC)	John Laxton (JL)	Graham Thompson (GT)
	Roz Davies (RD)	Kaye Meegan (KM)	John Warner (JW)
	Frank Edenborough (FE)	Kath Parker (KP)	Paul Wainwright (PW)
	Anne Eckford (AE)	Hetta Phipps (HP)	Claudia Westby (CW)
	Christina Herbert (CH)	Shirley Smith (SS)	
Apologies:	Chris Monk	Nicola Smith	Jeremy Wight
In attendance:	Jane Pellegrina (JP)		

ACTION

1. Welcome and Apologies

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

AM said that before the formal agenda items he would like to discuss the possibility of electing a Deputy Forum Convenor who would eventually take over as Convenor. Following a short discussion **AM** asked governors to consider standing themselves or proposing another governor. He said this would be discussed again at the end of the Meeting.

2. Notes of Forum Meeting held on 18-9-13 and Matters Arising

The Notes were agreed as a correct record of the Meeting.

FE commented that it would be unlikely that staff governors could attend 'social' events for governors during the working day.

2.12 (09/13) Governors involvement in capital projects: AM and KP had met Estates Director, Phil Brennan (PB), to discuss how governors can be involved in capital projects before schemes are approved. **AM** outlined the discussion:

- Acknowledged that governors would like to see relevant capital project strategic outline cases (SOC) and outline business cases (OBC) where their input could benefit patients.
- Agreed that it is not appropriate for governors to be involved in day to day management decisions about projects but governor input will represent service user views in project/design teams.
- PB suggested that it could be agreed at Capital Investment Team Meetings which SOC and OBCs to copy to governors.
- PB suggested that the Capital Investment Manager (still to be appointed) should be responsible for liaison between CIT and governors. It was noted that Paul Buckley (Deputy Director of Strategy and Planning) has responsibility for appointing the Capital Investment Manager.

PW asked whether the delay in resolving this was a defensive reaction to governors' request to be involved. **KP** didn't believe so but thought that including governors was possibly more challenging for some than first anticipated. **AM** said although progress to date with this has been slow it's good to now have a dialogue and agreed to contact Paul Buckley.

AM

4 (09/13) Annual Plan to Monitor: **AM** reported that he and **JL** had met with Kirsten Major and Paul Buckley. It had been agreed that governors ought to be appropriately involved in the forward plan submission to Monitor and discussing strategic priorities. A paper summarising the current Monitor Annual Plan guidance would be submitted to the February 11 CoG and early in April a session for governors and relevant TEG Members would be arranged, the output of the session would be discussed at CoG on 6 May. **JL** said this links in with Monitor's approach to including stakeholders in planning.

5 (09/13) Governor Role Description: **AM** this is being updated by the governor working group. A second working group meeting is being arranged. **FE** asked whether there can be more staff governors. **AM** said that following the review and amendment of the Constitution there will be an election for a sixth staff governor for Community in this year's elections.

JP

3. Items of Any Other Business for Discussion Later in the Agenda

It was agreed to discuss the following items at the end of the meeting:

- (a) Electing a Deputy Convenor
- (b) Governors evaluating Patient Experience Action Plans

4. Unadopted Minutes of Council of Governors Meeting held on 22 October 2013 and suggestions for next Agenda

Governors had already discussed the unadopted Minutes at the Post-CoG Forum Meeting. **AM** and **JL** had discussed the following feedback from that meeting with the Chairman and the Assistant CEO at a meeting on 19 November:

- Time allotted to agenda items, time for discussion and overall meeting length. Agreed that two hours is appropriate.
- Purpose and ownership of Meeting. The Trust regards the CoG meeting as a Trust meeting convened to give information to the public (including patients) and to allow questions from, and discussion with, their representatives (governors) to a level compatible with a Trust meeting held in public.
- When topics require detailed discussion supplementary arrange additional sessions outside CoG.

A draft CoG Agenda was tabled. The following comments were noted:

GC clarification of avenues for governors to raise issues
CS infection control in theatres

JP to be notified as quickly as possible for any other topics

All governors

5. Feedback from Board Briefing Sessions

PW highlighted some of the issues covered in the sessions:

- Infection Control targets – demanding C.Diff targets are challenging.
- The Trust has invited the CQC Chief Executive to come to Sheffield to see something of our hospitals and meet some of our staff
- Friends and Family Test – low response rates in some areas
- Finance - remains challenging
- Peer Support to NLAG and ULHT – governors were assured that executives will not be distracted and STH remains the priority
- Seven day working – discussions are at an early stage and STH is one of 13 pilot organisations nationally.

6. **Feedback from Public Board Meetings**

AM said these meetings show how the Trust works and demonstrate the commitment and integrity of individuals in the organisation. He said that attending the meetings has given him a better feel for the organisation and it has been very useful. He encouraged other governors to attend at least one meeting.

Some governors commented that the early start of the meeting is inconvenient.

7. **Governor/Non-Executive Director Relationship**

7.1 **Feedback from informal get-together with NEDs held on 16 December**

JW reported that overall governors who attended the get-together felt it had been a very useful occasion, other views expressed:

- Consider an alternative venue
- Consider inviting NEDs again in about six months time
- Perhaps NEDs could invite governors to a similar event

JL said that NEDs at the event who had commented thought it had been a helpful session. **AM** said that he had received a nice letter from the Chairman saying that the Chairman planned to organise a similar event, to include Board members, probably in the summer, at the Cutlers' Hall. **Governors** welcomed this and looked forward to receiving further information. **AM** agreed to write again to the Chairman

AM

7.2 **Future meetings**

AM reported that Chairman and Assistant CEO had suggested that NEDs could meet with governors prior to each Council Meeting. **AM** asked governors' views about how to achieve the most from the meetings. Governors commented as follows:

JW if governors meet NEDs before CoG the format of the current pre-meeting discussion between governors will need to be reviewed.

AM suggested governors could meet for half an hour then NEDs could join governors for half an hour before the formal CoG. This arrangement could be piloted.

KP thought it would be helpful if NEDs provided governors with some brief biographical notes, similar to those already provided to NEDs by governors,

and an outline of their respective responsibilities as NEDs.

AM agreed to firm up arrangements with the Chairman.

AM

8. Annual Members' Meeting held on 10 September 2013

AM reported that 60 of the 125 evaluation forms issued were returned. Governors noted a summary of the feedback (attached to these Notes). **AM** said generally members found the AMM interesting, friendly and enjoyable. For future Meetings members suggested a better PA system, more time for questions, bigger venue with better facilities for disabled members, more thought given to refreshments and enough Annual Reports for everyone.

Governors agreed that a sub-group should be formed to take forward plans for this year's AMM and **JP** was asked to request expressions of interest to join via an email as soon as possible. **JP** agreed to send a copy of the analysis of the feedback to Julie Phelan.

JP

9. Staff Governors

FE said that staff governors are very busy and as a result they have less time to attend to CoG issues than public and patient governors, for **FE** clinical work must take precedence. Following discussion it was agreed that it would be helpful for a meeting to be arranged between staff governors, the Chairman and the Assistant CEO and **JP** was asked to take this forward.

JP

10. Finalising 2014 Governors' Visits/Presentations Programme

JP asked governors who have agreed to lead on visits or presentations to confirm as soon as possible at what stage they are with organising their event(s). She said that getting a firm date for each session is now a priority. A copy of the draft programme was handed round and governors who had not yet indicated which sessions they wanted to attend were encouraged to add their name to the list.

All governors

CH offered to arrange a presentation on safeguarding and **JP** was asked to email round to ascertain which governors would be interested.

JP

AM said that arranging and attending these sessions is a valuable way for governors to finding out how the Trust works. He reminded governors that their reports on the sessions are seen and commented on by TEG and wards and departments act on or respond to governors recommendations.

11. Sustainability

CW PW and **FE** have arranged to meet members of staff across the Trust with local responsibility for sustainability. **AM** also reported that at a meeting with Kirsten Major she confirmed that she is responsible for sustainability for the Trust. Governors look forward to hearing more following the meetings.

12. Update on enabling all Governors to Contribute and Succession Planning for Governor involvement in Trust Committees

Following discussion some governors indicated that they would consider resigning from committees. This was welcomed but it was agreed to draft a protocol setting out a process for joining committees and a three-yearly rotation.

JP/AM

13. Governors use of emails

After discussion **AM** stressed to governors the importance of confidentiality when circulating information to other governors. Governors should be clear about the purpose of the circulation and who the recipients are. If governors are at all uncertain they should check with **JP**.

14. Foundation Trust Governors' Association: Report on Development Day and AGM

Governors noted the report. **JL** said that the Trust is considering whether to continue its membership of the FTGA. Following discussion the meeting agreed that the FTGA was a valuable resource for governors. **AM** to discuss with the Assistant CEO.

AM

15. Next Governors' Forum Time Out

It was agreed that a further Forum Time Out should be arranged and **JP** was asked to email governors for expressions of interest to joining a sub-group to organise this.

JP

16. GoodHealth

CI reported that the Governors' Communications Group had a meeting arranged with Laura Kirby on 22 January to discuss the next edition of GoodHealth; she said that the main topic for this edition will be Community Services. She asked governors to forward any relevant material for inclusion.

All governors

17. Governors noted:

- 17.1 Governors' Report on their visit to the Frailty Unit at NGH
- 17.2 Plans for this year's Elections to CoG

18. Any Other Business

18.1 Electing a Deputy Convenor: Kath Parker was proposed and seconded. Kath agreed to take on the role.

18.2 Governors evaluating Patient Experience Action Plans: - **KM** and **JB** explained the process. A schedule was circulated and governors were asked to indicate which areas they would like to visit. **JP** agreed to liaise with the Patient Partnership Department to agree dates and times.

All governors

JP

19. Date of Next Meeting

Post-Council of Governors Discussion 4:00 pm 27 February 2014, Board Room, Northern General Hospital

Andrew Manasse's summary of Members' feedback following Annual Members Meeting

60 out of 125 evaluation forms returned.

General:

55 patient/public members, 2 staff members and 3 governors responded

41 responders came because they received invitation and 13 came via GoodHealth

54 thought there was sufficient advance publicity

Comments: would be better with - more notice, a map and the Annual Report being available in advance.

Venue: 54 thought the venue good or excellent

Comments: sound provision poor, too warm, not disability friendly, too small, not enough room for tea/coffee

Timing: 55 thought the timing was good with no consistent issues.

Speakers' presentations:

- Chairman: 58 thought the chairman's introduction was good or excellent, 2 didn't reply
Comments: clear, good and welcoming; straightforward and jargon free; not easily audible at the back; failed to mention areas of challenge.

- Chief Executive: 57 responded good or excellent, with 1 poor and 2 not responding
Comments: well written and free of jargon, clear, not audible enough; longer than planned on the agenda

- Finance Director: 50 responded good or excellent, with 8 poor
Comments - rather mixed views: clear and factual, excellent, good overall; dull, not easy to understand including the graphs/charts. Not easy to hear.

- Lead Governor: 56 good or excellent, 1 poor
Comments – mixed: informative, good overall, too rushed, couldn't hear, need examples of how patients, carers etc. are represented and how governors have effected change

Question Time: 31 good or excellent, 26 poor

Comments: "insufficient time" and "unable to hear questions or answers" came up very frequently. Also requests for advance information and sufficient copies of the Annual Report to be available.

Visit to Laboratories: For 46 responders the visit influenced their decision to attend the AMM; offering the visit did not influence the decision of 13 responders.

Comments: Numerous and all very positive

Interest in attending future AMMs: 57 said yes and 3 said no

Comments: Yes, especially if there is a visit.... and a loop system

Any other comments: Very enjoyable, very interesting, very friendly, need a better PA system, not enough room for refreshments, refreshments wrongly described – it was lunch time and it seems that some expected more than tea and biscuits, not enough time for questions.