

GOVERNORS' FORUM MEETING
Held on 21 March 2013 in the TEG Meeting Room

NOTES OF MEETING

Present: **John Warner in the Chair**

Jo Bishop (JB)	Kaye Meegan (KM)	Shirley Smith (SS)
Anne Eckford (AE)	David Owens (DO)	Craig Stevenson (CS)
Caroline Irving (CI)	Kath Parker (KP)	Graham Thompson (GT)
Joyce Justice (JJ)	Hetta Phipps (HP)	Michael Warner (MW)
John Laxton (JL)	Nicola Smith (NS)	Susan Wilson (SW)

Apologies: George Clark Chris Monk Jeremy Wight
Christina Herbert Paul Wainwright
Andrew Manasse Claudia Westby

In Attendance: Jane Pellegrina

1. Welcome and Apologies

As acting Chair **JW** welcomed everyone to the Meeting and the above apologies were noted.

2. Matters Arising

- 2.1** Governors getting to know the NEDs – work in progress.
- 2.2** Coroner's comments re support for staff attending inquests – Christina had circulated an informative briefing note to Governors

3. 3.1 Council of Governors Draft Minutes of Meeting held on 29-01-13

There were no significant issues arising from the Draft Minutes, the following comments were made:

JL, KP and CI discussed the term “medically fit for discharge from hospital” and it was agreed that Occupational Therapy services should ensure patients are not discharged too early.

3.2 Agenda for Council of Governors Meeting (CoG) - 30-04-13

Following discussion the following issues were suggested for inclusion on the Agenda for the next CoG

- Francis Report
- Friends and Family Test
- Outcome of 2012 National Staff Survey
- Sustainability
- Governors' relationship with NEDs

- Closer working with neighbouring FTs

4. Feedback from joint CoG/BoD session Post-Francis

DO commented on a useful meeting that provided valuable information. Following discussion it was agreed that the session had been helpful; however it was disappointing it ended on a less positive note. **DO** and **AM** both spoke with the Chair following the session. A meeting between **JL**, **AM**, the Trust Secretary and the Chair took place within a few days of the session. Further meetings are planned. An open and inclusive dialogue between CoG and BoD should be encouraged and it had been agreed that an informal meeting would be arranged with the Chair and all Governors - **JP** will circulate some possible dates.

JL said the Francis Report makes seven recommendations in relation to Governors:

1. The Care Quality Commission should expand its work with overview and scrutiny committees and FT Governors as a valuable information resource.
2. The CQC should send a personal letter, via each registered body, to each FT Governor on appointment, inviting them to submit relevant information about any concerns to the CQC
3. Monitor and the CQC should publish guidance for Governors suggesting principles they expect them to follow in recognising their obligation to account to the public, and in particular in arranging for communication with the public served by the FT and to be informed of the public's views about the services offered.
4. The CoG and the BoD of each FT should together consider how best to enhance the ability of the Council to assist in maintaining compliance with its obligations and to represent the public interest. They should produce an agreed published description of the role of the Governors and how it is planned that they perform it. Monitor and the CQC should review these descriptions and promote what they regard as best practice.
5. Arrangements must be made to ensure that Governors are accountable not just to the immediate membership but to the public at large – it is important that regular and constructive contact between Governors and the public is maintained.
6. Monitor and the NHS Commissioning Board should review the resources and facilities made available for the training and development of Governors to enhance their independence and ability to expose and challenge deficiencies in the quality of the FT's services.
7. The CQC and Monitor should consider how best to enable Governors to have access to a similar advisory facility in relation to compliance with healthcare standards as will be available for compliance issues in relation to breach of a licence (pursuant to section 39A of the National Health Service Act 2006 as amended), or other ready access to external assistance.

It was agreed to discuss the recommendations further at the next Forum

Meeting.

JL said the Trust Secretary had provided the following timetable for taking the Francis report forward in the Trust:

- Trust-wide briefings will be completed by the end March
- Shaping the response will be completed by the end of June
- Implementation will be triggered by a report to the Board in July

The Trust Secretary said that TEG has confirmed that implementation will be embedded the Trust's strategy with four themes:

- Clinical teams – led by Chief Nurse/Medical Director
- Patient-centred values and behaviors – led by Director of HR
- The way we do things around here - led by the Chief Executive
- Information and technology – led by Director of Strategy and Planning/Informatics Director

JW commented that the BoD and the NHS nationally are taking this extremely seriously.

5. Feedback from CoG Nomination and Remuneration Committee (NRC)

JW reported:

- NRC members are now observing at BoD Sub-committees – Audit, Healthcare Governance and Finance and Performance. Governors will then collate views and opinions of how NEDs work at these Committees with the data being used in appraising NEDs.
- The NRC has begun a process for the appointment of a new NED. Odgers Berndtson have been engaged to assist in the process. The post has been advertised and the NRC will be involved in longlisting, shortlisting and formal panel interview on 13 May, with the interview panel consisting JW, AM, CM, CH, J Wight, TP and an independent external assessor. **DO** asked if non-NRC members have an opportunity to see CVs of shortlisted candidates? **JW** explained that the NRC has delegated authority from the CoG to make the appointment with the CoG being asked to ratify the appointment.
- In exceptional circumstances post-Francis a request has been received by the NRC to reappoint a current NED, Ms V Ferres, for one year. This was considered and approved and the decision will come to CoG on 30 April for ratification.

6. Trust Constitution Review Steering Group

SW reported that the Commencement Order had been received meaning that from 1 April 2013 there is no requirement to obtain Monitor's approval of amendments to our Constitution. The Trust can now agree amendments which are then approved by the CoG followed by ratification at an Annual Members

Meeting. The Extraordinary CoG Meeting to approve amendments to the Constitution has therefore been cancelled. **NS** confirmed that the Steering Group are meeting on 25 March. **SW** following this meeting there will be an information session for Governors on 17 April prior to the final amended Constitution going to CoG on 30 April for approval. **JL** Terms of office of Governors and NEDs will now be in the Constitution. .

7. Elections to Council of Governors

The following Governors come to the end of their terms of office on 30 June and are planning to stand in the Elections:

Anne Eckford – Public West
Kaye Meegan – Public North
Hetta Phipps – Public South East
Caroline Irving – Patient

Susan Wilson, Public South West, will not be standing again. Governors expressed their thanks to Susan for her contribution over a number of years.

8. Governors' Board Briefing Sessions

JW reported on some of the issues being discussed by the BoD

- Take up of flu vaccinations by STH front line staff is low and TEG are considering how to improve the figure this year.
- Major Trauma Centre – numbers are looking better. A Peer Review Group has now visited the Trust and a full business case is to be presented to the next BoD.
- Infection control – publicity in the Star has been mixed recently with some good reporting along side an article that was very misleading. This article was later retracted. The Chief Executive and Director of Communications are to meet the Editor of the Star to discuss this.
- The Healthcare Governance Committee noted two excellent reports of CQC visits to the Trust. Governors congratulated the Trust staff and the Board for these excellent performances in challenging conditions. **NS** commented that these are unannounced inspections.
- The Board has expressed doubt about the suitability of the national scoring methodology for the Friends and Family Test.
- The 4 hour waiting target in A&E has not been met and the Board are looking at this closely. A different method of managing the 'front door' is being considered. This target currently presents a challenge nationally. **JL** tabled a copy of a poster being displayed on buses advising alternative options for patients who might otherwise attend A&E. **KP** said its position on the back of buses gives visibility mainly to car drivers.
- Discussions are taking place with neighbouring hospitals, from Chesterfield up to Mid-Yorkshire, about partnership working. A programme called "Working together" emphasises greater collaboration.

9. 9.1 Membership **JB** said a the Membership Group are meeting in early April

but in the meantime a programme of recruitment and engagement sessions around all our hospitals has begun, JP will circulate dates when Governors can join in by talking to patients and the public. It would be great if more Governors would agree to come along, even just to one session.

9.2 GoodHealth CI, JW and AM had worked together to write an article for the spring edition of GoodHealth illustrating the work undertaken by Governors. **CI** said the summer edition will focus on the Trust as a Teaching Hospital and asked Governors to contact her with any ideas for articles, a meeting would be arranged to discuss further.

9.3. Trust Website CI said the Director of Communications is arranging to meet with Governors who had expressed views about the Website. Dates will be circulated. **JJ** said she would be interested in attending the meeting.

10. Patient Experience Committee (PEC)

KM reported that PEC had received a presentation about Healthwatch. **NS** confirmed that Pam Enderby has been appointed as Chair of Sheffield's Healthwatch and a Chief Executive is yet to be appointed. **NS** also said Francis expects Healthwatch, which covers health and social care across Sheffield, to deliver more than the LINK. Healthwatch will introduce an NHS complaints and advocacy service to enable and help people who want to complain but lack confidence to do so on their own. **NS** believed Healthwatch will be seeking links Governors. **JL** welcomed this and commented that there had been little collaboration between LINK and Governors. **JJ** said that LINK had now held its final meeting.

11. Patient Environment Group (PEG)

GT reported that Brearley 7 has been refurbished and has been designed to accommodate dementia patients. He said this is now an excellent facility and encouraged other Governors to visit. **GT** and **JB** said that following a visit to the Spinal Injuries Unit they are looking at the overall patient/visitor environment and will be discussing food with patients. The Patient-Led Assessments of the Care Environment (PLACE) programme is replacing Patient Environment Action Teams (PEAT) and **JB, KM, GT, JJ** and **AE** are involved. **GT** said that PLACE is a national government programme and he encouraged other Governors to get involved. Anyone who is interested should contact JP and she will put them in touch with the Director of Hotel Services.

12. Involving Governors in Capital Projects

KP has joined the project group for the refurbishment of the Huntsman Main Entrance. Paul Wainwright had also expressed interest in getting involved but was unable to make the date of the first project meeting. **KP** said the brief is to provide two retail units to include a retail pharmacy. In addition to upgrading the entrance the road layout will be altered, extra disabled parking will be provided and there will be an under cover drop off point for patients. **SW** asked if anything is to be done to stop people smoking in the area. **KP** a smoking

shelter will probably be provided.

13. Staff Governors

CS reported that there had been a good meeting with all Staff Governors and the Chairman. **CS** had invited the Chairman to attend a Let's talk session with his Constituency members.

14. Governors' Forum Time Out

Following discussion it was agreed to hold a Forum Time Out. **JP** was asked to circulate possible dates.

15. Governors' Visits and Presentations

Governors agreed to revisit the programme and let **JP** know if they are prepared to lead on any of the sessions or work with colleagues. The programme will then be re-circulated.

16. Feedback from national FTGA Development Day held on 14 March

JW and **CS** had attended this event. **CS** said this had been an informative event and it had been interesting to hear from Governors at an FT that had been performing well prior to taking over a failing Trust and was now itself failing. It had also been interesting to hear Francis speak personally about the situation at Mid-Staffordshire.

JW said he had attended a workshop provided by the NHS Confederation which is looking to work more closely with the FTGA. The speaker had highlighted the need to build greater understanding around the role and concept of Governors and working together with NEDs. It was noted that no statutory description of "holding to account" exists and there is a lack of clarity about what it actually means. Some delegates reported that as Governors they do not have permission to go onto hospital wards.

17. Feedback from FTN Conference held on 20 March

JL reminded colleagues that the FTN is the "trade association" of FTs. He said that delegates from DGHs and mental health organisations had dominated the conference with few larger FTs represented. Some points:

- Some FTs had developed productive working arrangements encouraging Governors to "hold the Board to account"
- NEDs in some larger FTs have considerable pressure on their time.
- Organisational culture and leadership was prominent, particularly turning round the culture of failing organisations.

18. FTGA/NHS Confederation Roundtable Discussion – "How to build effective working relationships"

JL said this event is being held jointly for Governors and NEDs on 4 April in Leeds. **DO** agreed to attend the session and feedback.

19. Any other Business

There was no further business.

20. Date of Next Meeting

It was agreed to change the date from 1 July. **JP** was asked to circulate alternative dates in June.