

Council of Governors - 26/07/18

MEETING
22 February 2018 14:00

PUBLISHED
23 July 2018

Agenda

<i>Location</i>	<i>Date</i>	<i>Owner</i>	<i>Time</i>
Meeting Room 1	22/02/18	Frank Collins	14:00
1. Committee Management			
1.1. Apologies		Chair	14:00
1.2. Minutes of the Previous Meeting held on 24th May 2018		Chair	14:05
1.3. Matters Arising		Chair	14:10
1.4. Declarations of Interest		Chair	14:15
2. Board Reflection		All	14:20
3. Presentation			
3.1. Catering Presentation		Catering Manager	14:30
4. COG Governance			
4.1. COG Self-Assessment (Presentation)		Trust Secretary	14:40
4.2. COG Annual Report		Trust Secretary	14:45
5. Items to Note			14:50
5.1. Work Programme Review		Trust Secretary	
5.2. Questions and Answers (None Received)		Trust Secretary	
5.3. Membership Report		Trust Secretary	
6. Any Other Business			14:55
7. Date and Time of next meeting			
7.1. 27th September 2018 - Meeting room 1			

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7.1. 27th September 2018 - Meeting room 1	

**COUNCIL OF GOVERNORS
24TH MAY 2018**

MINUTES OF MEETING

PRESENT:

Frank Collins
Jan Greasley
Russell Luckock
Linda Ward
Colin Chapman
Sue Nassar
Kate Chaffey
Allen Edwards
Martin Coggon
Karen Calder

Chair
Lead Governor – Public Governors, North Wales
Public Governor, West Midlands
Public Governor, Powys
Public Governor, Shropshire
Public Governor for Shropshire
Staff Governor
Staff Governor
Public Governor, North Wales
Stakeholder Governor

IN ATTENDANCE:

Alastair Findlay
Hilary Pepler
Harry Turner
Chris Beacock
David Gilbert
Mark Brandreth
Bev Tabernacle
Craig Macbeth
Kerry Robinson
Nia Jones
Laura Peill
Shelley Ramtuhul

Non-Executive Director
Non-Executive Director
Non-Executive Director
Non-Executive Director
Non-Executive Director
Chief Executive
Director of Nursing
Director of Finance
Director of Strategy and Planning
Director of Operations
Associate Director of Performance
Trust Secretary

MINUTE No	TITLE	ACTION
	COMMITTEE MANAGEMENT	
1.1	WELCOME & APOLOGIES Apologies were received from: Gill Pitcher - Public Governor, Shropshire, Dr Julie Santy-Tomlinson - Public Governor, Rest of England & Wales, Katrina Morphet - Public Governor, Cheshire & Merseyside, Karina Wright - Governor Stakeholder, Keele University	
1.2	PREVIOUS MEETING The minutes from the previous meeting held on 22 nd February 2018 were approved as an accurate record.	
1.3	MATTERS ARISING There were no matters arising from the meeting held on the 22 nd February 2018.	
1.4	DECLARATIONS OF INTEREST There were no Declarations noted.	

MINUTE No	TITLE	ACTION
	BOARD REFLECTION	ACTION
2	<p>Frank Collins asked the Council of Governors for their thoughts and opinions of the Public Board Sessions. The overall view was that it a valuable experience.</p> <p>Linda Ward said it was a very good way of seeing everything first hand and the time went really quickly even though she wasn't participating in the discussion. All members of the Council agreed with her comments but some added that it was sometimes difficult to hear what Board member were saying due to the configuration of the seating. They asked if this could be looked at for July's meeting.</p> <p>Karen Calder commented on the "delayed transfers of care" performance linked to the Trust. Karen commented that the position overall in Shropshire if favourable in comparison to other areas, however she acknowledged that there will be some issues specifically relating to RJA. Mark Brandreth added that many of the delays relate to patients being treated in the spinal injuries unit, often with complex discharge packages, but the consequence of a specialist bed not being available for the next acute patient has the potential to cause harm. Recognising this, Karen said she would ask the council to look again at the specific RJA issues.</p> <p>Karen Calder went on to say that there needs to be an understanding of what is going on in the whole healthcare system across the county. She said that she attended a patient safety walk-about last year and asked the ward manager about Veterans and the age of patients coming in to the unit and how it had changed over the years. The ward Manager Rebecca Warren mentioned that from the time she had been on the ward the age range had risen. Karen reflected on her visit after and wondered if all patients are asked if they have been in a relevant Service. Bev Tabernacle was sure this already happened but would look at it in more detail to make sure. Kerry Robinson added that 12 months ago the Trust was not asking for a veteran's number so this is something that is now happening on wards.</p> <p>Martin Coggon highlighted an issue raised in the patient story about admission times as he had experienced it first hand with his wife. He asked if the Trust should be doing staggered admission times to prevent long waits and fasting times. Bev Tabernacle recognised the frustrations of patients and it will now be something that her team would look at again to see if there is a better option for the future.</p> <p>Jan Greasley asked about the dedicated outpatient service for Veterans and if it would be in the current Outpatient setting. Kerry Robinson confirmed that it would be a dedicated space that would hopefully be connected to the current Outpatient area. Mark Brandreth highlighted the significant work that has already been done to the current outpatient area. It is a more pleasant place for patients to wait and part of the transformation was made possible from a kind donation of new chairs from the League of Friends.</p> <p>The Council of Governors noted the updates in Trust Board.</p>	
	PRESENTATION	
3	<p>CHIEF EXECUTIVE'S OVERVIEW OF 2017-18</p> <p>Mark Brandreth presented an overview of 2017-18. He highlighted the following:-</p> <p>Caring for Patients</p> <ul style="list-style-type: none"> • Zero Never events • Zero MRSA and c. difficile • 99% patients recommendation • 90% of patients within 18weeks <p>National Inpatient Survey</p> <ul style="list-style-type: none"> • No 1 in England for Overall Patient Experience 	

MINUTE No	TITLE	ACTION
	<ul style="list-style-type: none"> No 1 in England for quality of hospital food No 1 in England for cleanliness of bathrooms No 2 in the country for cleanliness of wards <p>Caring for Staff</p> <ul style="list-style-type: none"> Rebuilding Relationships Back to the Floor Health Hero Celebration of Achievement <p>National NHS Staff Survey 2017</p> <ul style="list-style-type: none"> 75% (up 4%) would recommend the Trust as a place to work (78% top in country) 93% would recommend for treatment and care (joint top in country) <p>Caring for Finances</p> <ul style="list-style-type: none"> Achieved control total and STF Made £3.5m efficiencies <p>Frank Collins shared a sense of pride for what has been achieved over the year.</p> <p>The Council of Governors congratulated the Board Members on the achievements of 2017-18</p>	
QUALITY		
4.1	<p>CQC UPDATE</p> <p>Bev Tabernacle gave a brief update of the status of the CQC report. It has been reviewed internally and a number of comments and corrections had been sent back to the CQC with amendments and the Trust is awaiting a second draft.</p> <p>Sue Nasser asked if the CQC will inspect different areas when they come again next year. Bev Tabernacle was confident that they would look at the areas not covered in this year's inspection.</p> <p>The Council of Governors noted the CQC update.</p>	
COG STRATEGY		
5.1	<p>MEMBERSHIP REPORT</p> <p>The Trust Secretary provided an update on the membership for the Foundation Trust. The current membership total is 6040 and the Council should note that the trust membership target for 2018/19, set within the membership strategy, is 6447 and represents a 5% year on year increase since 2015.</p> <p>She went on to say that new ideas are being discussed to try and increase numbers for future years. Jan Greasley welcomed the new ideas and encouraged all Governors to have a think and report back.</p> <p>The Council of Governors noted the Membership Report.</p>	
5.2	<p>BOARD ASSURANCE FRAMEWORK</p> <p>The Trust Secretary presented the Board Assurance Framework (BAF) and noted that the paper presents the BAF following review by the Risk Management Committee to ensure the risks identified remain current and reflective of the Trust's strategy. It provided an outline of the changes made to the BAF since its last presentation to the Board of Directors on 30 April 2018.</p> <p>The Council of Governors noted the BAF.</p>	

MINUTE No	TITLE	ACTION
ITEMS TO NOTE		
	<p>BOARD SELF CERTIFICATION The Trust Secretary noted that the Board Self Certification was approved in Board today.</p> <p>The Council Of Governors noted the Board Self Certification</p> <p>WORK PROGRAMME REVIEW The Trust Secretary presented the work plan for the Council of Governors meetings for 2018-19.</p> <p>It was agreed that an additional Governor's training and development meeting would be added to the programme in January 2019.</p> <p>The Council of Governors noted the Work Programme and the addition of the extra meeting.</p> <p>QUESTION AND ANSWER The Trust Secretary presented the Question and Answer paper and explained that during the meeting in November it was agreed that any questions and answers raised by Council members in between meetings would be collated into a paper to the Council in order that all members could benefit from the information and also to ensure there was opportunity for discussion as required. In summary:</p> <ul style="list-style-type: none"> • The Council members requested no items for the agenda • The Council members raised two questions in relation to the following: <ul style="list-style-type: none"> ○ Clarification of funding arrangements for staff study ○ Confirmation of plans for any refurbishment of the Physio gyms and treatment areas <p>The Council of Governors noted the new Question and Answer paper</p>	
8	<p>ANY OTHER BUSINESS</p> <p>Russell Luckock asked if the Nurse Pay Awards will be fully funded. He has heard rumours that it will only be partially funded. Bev Tabernacle and the Chair said that there has not been any formal notification about this but the Trust was working on the assumption that the award would be funded centrally.</p> <p>Sue Nassar noted that she attended a patient walkabout around Occupational Therapy and wanted to raise her concerns about the facilities in that department and that it hasn't changed in over 30 years. She said she was shocked and disappointed to see that nothing has changed. Kerry Robinson noted that she was on the safety walkabout and she has since been in contact with the Therapies Manager and it is currently going through a process to review the area and it requirements.</p> <p>Next Meeting Thursday 26th July 2018</p>	

COUNCIL OF GOVERNORS - SUMMARY OF KEY ACTIONS

Ongoing Actions	Lead Responsibility	Progress
New Actions	Lead Responsibility	Progress

DRAFT

0. Reference Information

Author:	Shelley Ramtuhul, Trust Secretary	Paper date:	26 July 2018
Executive Sponsor:	Mark Brandreth, Chief Executive	Paper Category:	Governance and Quality
Paper Reviewed by:	N/A	Paper Ref:	Paper 04
Forum submitted to:	Council of Governors	Paper FOIA Status:	Disclosable

1. Purpose of Paper

1.1. Why is this paper going to Council of Governors and what input is required?

This paper is presented to the Council of Governors to **note** the annual activity of the Council.

2. Executive Summary

2.1. Context

The Council of Governors has statutory and general duties with regard to holding the Non Executive Directors to account and further representing the interests of the Trust's members and the wider public.

2.2 Summary

This report sets out the activities which have been undertaken by the Council of Governors over the past year. It demonstrates how they have met their statutory and general duties throughout the year.

2.3 Conclusion

The Council of Governors have met their statutory and general duty requirements for 2017/18.

3. The Main Report

3.1 Introduction

This Annual Report describes the main activities undertaken by the Council of Governors over the past year on the behalf of their members who elected them or the partner organisations who appointed them. It demonstrates how the Governors have fulfilled their general and statutory duties.

3.2 Duties of the Council of Governors

The general duties of the Council of Governors are:

- To hold the Non-Executive Directors individually and collectively to account for the performance of the Board of Directors, and
- To represent the interests of the members of the Trust as a whole and the interests of the public (Health & Social Care Act 2012)

The Council of Governors is responsible for representing the views of Foundation Trust members and partner organisations in the governance of the Trust. They have no role in the day to day management of the Trust, but advise on strategic issues.

The Council of Governors also have a number of statutory duties, including the appointment of Non-Executive Directors, approval of the Trust's Constitution (jointly with the Board of Directors) and the approval of large "significant transactions".

The Governors do not receive any payment for the time that they spend supporting the Trust or attending the Council of Governors. They are able to have their travel costs reimbursed.

3.3 Elections / Appointments

There were elections and appointments during 2017/18 which resulted in the following Governors being appointed / elected:

Type of Governor	Constituency	Term of Office Yrs	Appointed / Elected	Date Term in Office Ends
Stakeholder Governors				
Karina Wright	Keele University	3	22 Nov 2017	21 Nov 2020
Staff Governors				
Kate Chaffey	Staff	3	26 Oct 2017	25 Oct 2020
Public Governors				
Martin Coggon	North Wales	3	26 Oct 2017	25 Oct 2020

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Colin Chapman	Shropshire	3	26 Oct 2017	25 Oct 2020
Karen Morphet	Cheshire and Merseyside	3	26 Oct 2017	25 Oct 2020

3.4 Meetings

The meetings of the Council of Governors are open to the public. There were four formal meetings of the Council of Governors in 2017/18. The attendance at these meetings was as follows:

Council of Governors Meetings 2017-18					
	May 2017	Sept 2017	Nov 2017	Feb 2018	
Frank Collins	✓	X	✓	X	
Karen Calder	✓	X	✓	X	
Monte Gates	X	X			
Martine Williams	X				
Michelle Braden	X				
Adrian Bailey	✓				
Jan Greasley	✓	✓	✓	✓	
Russell Luckock	✓	✓	✓	✓	
Sue Nassar	✓	✓	✓	✓	
Gareth Pritchard	✓				
Peter David	✓	X	✓	✓	
Linda Ward	✓	✓	✓	✓	
Gill Pitcher	✓	✓	X	X	
Julie Santy-Tomlinson	X	X	X	X	
Allen Edwards	X	✓	X	X	
Colin Chapman			✓	✓	
Katrina Morphet			✓	✓	
Karina Wright			X	✓	
Kate Chaffey			✓	✓	
Martin Coggon			✓	X	
Director/Associate Directors in attendance					
Mark Brandreth - Chief Executive	✓	✓	✓	✓	
Craig Macbeth - Director of Finance	✓	✓	✓	✓	
Nia Jones - Director of Operations	✓	✓	X	✓	

Bev Tabernacle - Director of Nursing	✓	✓	✓	✓
Jan Hornby - Interim. Director of HR				
Ann McEvoy - Interim. Director of HR	✓	X		
Alastair Findlay - Non Executive Director	X	✓	✓	✓
Hilary Pepler - Non Executive Director	✓	✓	✓	X
Kerry Robinson – Director of Strategy and Planning	✓	X	X	✓
David Gilburt - Non Executive Director	✓	✓	✓	X
Steve White - Medical Director	✓	X	✓	X
Chris Beacock – Non Executive Director	✓	✓	✓	X
Harry Turner – Non Executive Director	✓	✓	✓	X

The areas covered in those meetings include:

Statutory duties

The Council:

- Approved the re-appointment of the Chairman
- Considered the statutory declarations made by the Board

General Duties.

The Council held the NEDs to account for the performance of the Board and represented the views of their membership by:

- Receiving an update from the Chairman at every meeting
- Receiving regular reports on the Trust's performance from the Chief Executive
- Receiving a presentation given by the Director of Nursing on the Quality report & the auditor's report on the Quality Accounts
- Receiving presentations from the Non-Executive Director Chairs of the Finance Planning and Investment Committee, Quality & Safety Committees, Risk Management Committee and Audit Committee.
- Having regular updates on the strategic planning issues
- Considered the Quality priorities for 2017/18
- Received regular updates from the Director of Nursing on the CQC Action Plan
- Received regular reports on the Trust's membership

The Governors are also able to appraise the performance of the Trust Board by; the receipt of monthly performance data, receipt of Board minutes and the Governors are in regular attendance as observers at the Trust Board.

Governance

The Council:

- Agreed a work plan prior to the start of the years and reviewed it at every meeting
- Completed the Chairman appraisal
- Made recommendations to the Non-Executive Director Remuneration Committee
- Undertook a self-assessment.

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The Council undertook induction / refresher training on the role of the Governor and individual members of the Council have attended various training sessions and seminars hosted by GovernWell.

3.5 Membership

The Council of Governors also have an important role to play in the recruitment of and the engagement with Foundation Trust members.

A membership strategy was developed and approved by the Council in 2015 and progress against the strategy is reported at every meeting. 2017/18 was a successful year in terms of increasing the Trust's membership and the Trust had a total of 6040 members (as at 30 April 2018).

3.6 Other Duties

The Governors also sit on the patient's panel, attend patient safety walkabouts and conduct sit and see observations.

4. Conclusion

Having considered the activities undertaken by the Council of Governors during 2017/18 it can be seen that they fulfilled their duties as set out in the Health and Social care Act and the Trust's constitution.

0. Reference Information

Author:	Shelley Ramtuhul, Trust Secretary	Paper date:	26 July 2018
Executive Sponsor:	Mark Brandreth, Chief Executive	Paper Category:	Governance and Quality
Paper Reviewed by:	N/A	Equality Impact Status:	N/A
Forum submitted to:	Council of Governors	Paper FOIA Status:	Disclosable

1. Purpose of Paper

1.1. Why is this paper going to Council of Governors and what input is required?

This paper is presented to the Council of Governors to **note** the current membership position of the Trust.

2. Executive Summary

2.1. Context

As a Foundation Trust it is a constitutional requirement for the Trust to have a membership made up of public, staff and patient constituents. The aim is to ensure that the membership is sufficient in its size and make up to adequately represent the communities the Trust serves.

2.2. Summary

This report provides an update on Foundation Trust membership and representation in support of the membership strategy.

2.3 Conclusion

The Council of Governors is asked to **note** the information contained within this paper.

3. The Main Report

3.1. Background

This paper provides an update on membership numbers as at 30 June 2018 and on-going progress of the Trusts Public Membership Strategy.

3.2. Membership

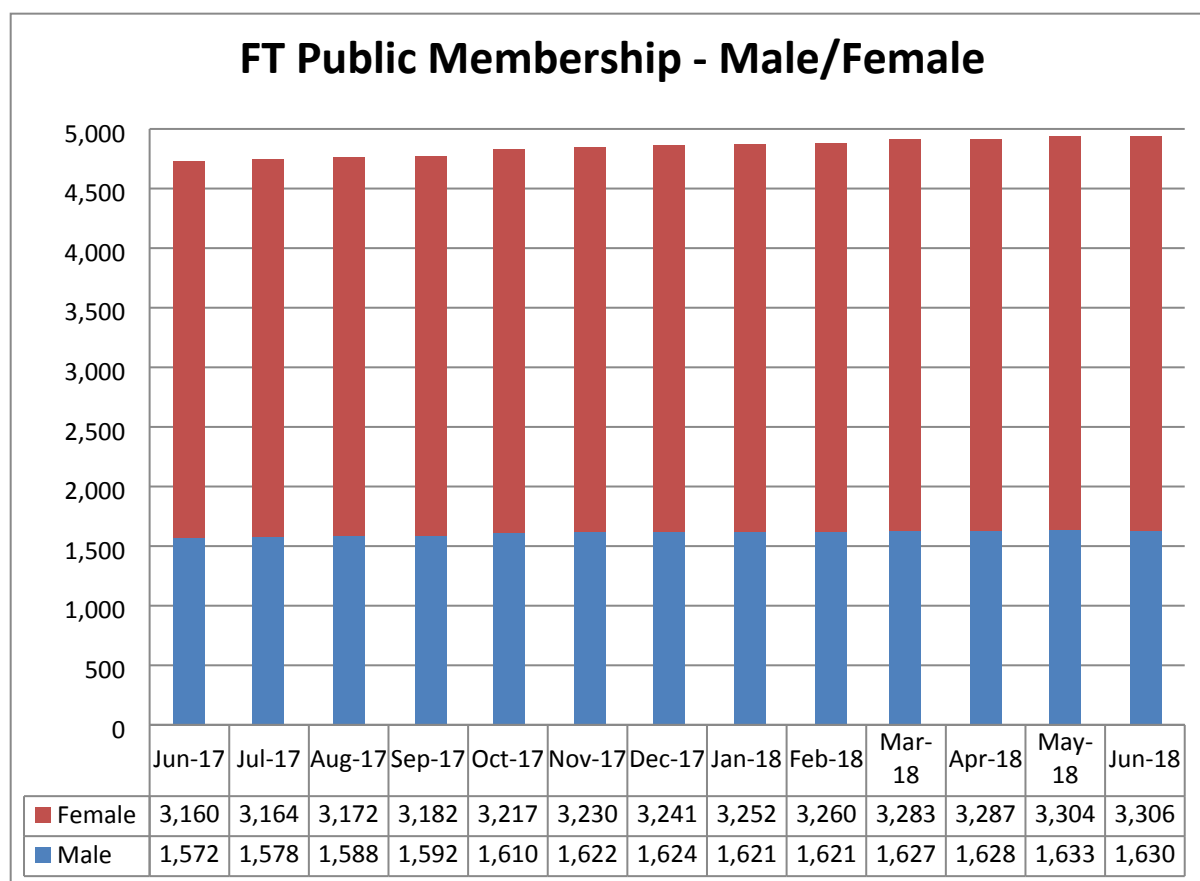
The current membership total (at 30 April 2018) is 6040 which can be broken down as follows:

		As at 30 April 2018
Staff	1131	1119
Public	4962	4921
Total	6093	6040

The Council should note that the trust membership target for 2018/19, set within the membership strategy, is 6447 and represents a 5% year on year increase since 2015.

3.3. Membership Growth

In April 2018 the Trust's membership stood at 6040 and the increase seen in quarter one therefore represents a 0.9% increase which is behind the 1.25% required but an increase nonetheless.



The breakdown of membership by public constituency, shows, as expected that Shropshire continues to provide the largest membership base. In contrast, compared to the local populations, Cheshire & Merseyside and West Midlands remain under represented.

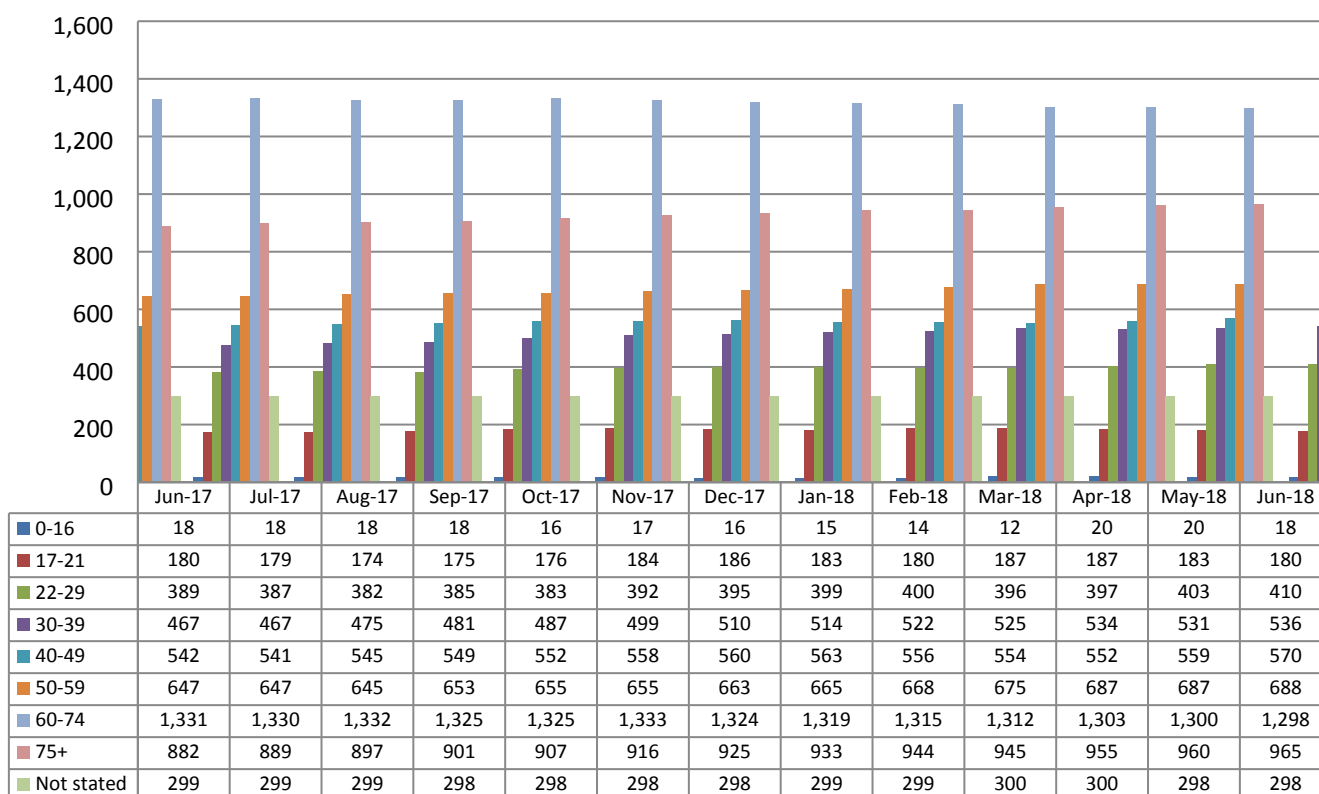
FT Public Membership by Area															
	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
Cheshire & Merseyside	313	313	313	313	315	317	321	322	323	322	323	323	324	326	326
North Wales	840	842	842	847	845	851	862	866	870	872	872	878	877	879	876
Powys	489	491	492	492	493	495	502	505	506	503	506	509	509	512	513
Shropshire	2,397	2,404	2,405	2,409	2,417	2,421	2,449	2,458	2,463	2,472	2,474	2,490	2,497	2,509	2,513
West Midlands	461	463	463	463	466	467	468	471	471	471	472	474	474	476	474
Rest of England & Wales	210	210	210	211	214	213	213	218	220	221	222	224	223	222	221
Out of Trust Area	32	32	32	32	35	35	37	37	37	37	37	37	37	39	39
Total	4,742	4,755	4,757	4,767	4,785	4,799	4,852	4,877	4,890	4,898	4,906	4,935	4,941	4,963	4,962

The profile of public membership by age looks to have remained largely the same when looking at the number of members for each category. However, whilst the Trust has always

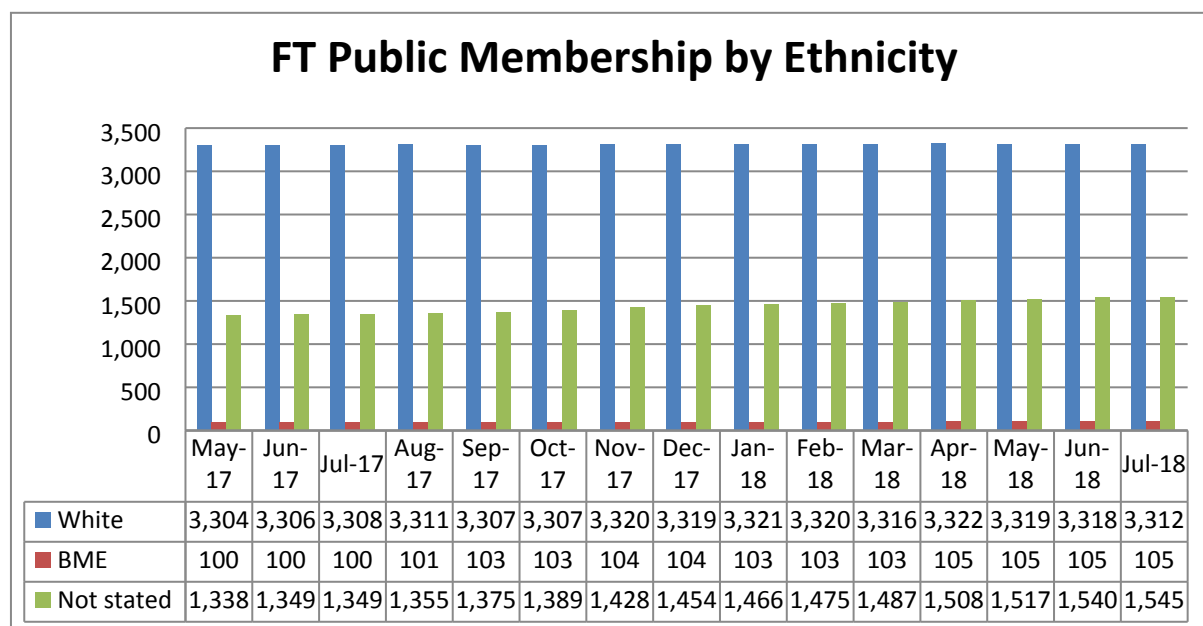
had by far more members in the 60-74 and 75+ age categories than any other, the category that has gained the greatest percentage of new members (16% increase) over the last 12 months is the 30-39 age category

Age Group	Count of Change in Public Members	% Change in Public Members
0-16	-1	↓6
17-21	-1	↓1
22-29	23	6
30-39	74	16
40-49	31	6
50-59	42	6
60-74	-39	↓3
75+	80	9
Not stated	-4	↓1

FT Public Membership by Age



Finally, although relatively small numbers of members are from Black and Minority Ethnic groups, compared to the local population, these groups are representative of the population and therefore the patient base.



3.4. Membership Strategy Update

The Council of Governors agreed a Membership Strategy at the meeting held in May 2015 and work has progressed over the during 17/18 as follows:

The Trusts membership has consistently increased for quarter one albeit not quite to the level required for the annual target increase.

The members' drop-in sessions continue to be held quarterly by the Governors who now greet patients into the Trust and encourage recruitment as well as discussing issues. A programme of sessions have been arranged through the year.

The Governors actively discuss membership during their meetings and look at new ways to recruit new members. The Trust is currently looking at the availability of forms throughout the Trust to ensure patients can easily sign up as members also there has been a suggestion of including a membership form with the discharge paperwork, this is currently being looked at.

4. Conclusion

The Council of Governors is asked to **note** the information contained within this paper.

