Ashford and St. Peter's Hospitals NHS Foundation Trust

Paper 5.4

COUNCIL OF GOVERNORS
7th December 2022

TITLE	**Membership and Community Engagement Group Report**
EXECUTIVE SUMMARY	The minutes of the meeting of the Membership and Community Engagement Group held on 17th November 2022. Amongst the usual items of business, the Group: • Were updated on the work being undertaken by the Communications Team • Agreed the Group's Annual Report and Terms of Reference • Agreed the Chairmanship of the Group for the next year.
The Council is asked to:	Note the minutes of meeting of the Membership and Community Engagement Group held on 17th November 2022
Submitted by:	Lilly Evans, Chair, and Public Governor, Runnymede, Surrey Heath, Windsor and Maidenhead
Date:	December 2022
Decision:	For Noting

Ashford and St. Peter's Hospitals NHS Foundation Trust

Membership and Community Engagement Group
17 November 2022

Via Microsoft Teams
4.00 pm – 5.00 pm

PRESENT:	Miranda Alcock	MA	Public Governor, Woking and Guildford
	Frances Ansell	FA	Public Governor, Elmbridge
	Lilly Evans	LE	Public Governor, Runnymede, Surrey Heath, Windsor and Maidenhead
	Shirley Holmes	SH	Public Governor, Woking and Guildford
	Hina Malik	HM	Public Governor, Hounslow, Kingston-upon-Thames, Richmond-upon-Thames and Rest of England
IN ATTENDANCE			
Item MEG 30/22	Luci Allison	LA	Communications Manager
	Anu Sehdev	AS	Membership and Engagement Manager
APOLOGIES	Andy Brown	AB	Staff Governor for the Volunteers
	Colin Hood	CH	Public Governor, Spelthorne

MEG 29/22 **Apologies**

As noted above.

MEG 30/22 **Communications Update**

The Communications Manager presented highlights from the work being undertaken by the Communications Team and advised that it had been agreed there would be regular updates shared with members via bulletins and the Aspire magazine going forward. She confirmed that a bulletin was due to go out in December this year, followed by a magazine in the new year.

The Communications Manager advised the team had covered the Remembrance Day service at both Ashford and St Peter's and these had been broadcast on Radio Wey to allow inpatients to listen in.

The Communications Manager advised that it was a busy winter period and the flu booster programme had been launched by the Medical Director and Chief Executive, promoting drop in clinics.

The Communications Manager advised that Optivo, a housing development, had launched the new staff housing at the beginning of November which included one, two and four bedroom apartments. Another development was due in 2024. Residents were now able to avail themselves of the new dining facility available at the Trust as well as the bus service into Chertsey.

The Communications Manager highlighted the Gold Award the Trust had received from the Ministry of Defence (MOD) for the work it was doing to support the armed forces. The Chairman and Chief Nurse had travelled to the MOD to receive the award for being a veteran aware trust. It was advised that the Trust employed a number of ex veterans and reservists.

The Communications Manager advised that the Trust had won the equivalent of the Oscars for its catering provision. She was pleased that the work Raouf Mansour as Catering Manager had been undertaking had been formally recognised. He had also been a recipient of a Staff Award at the recent Staff Awards Ceremony, an event which had been covered by the Communications Team.

The Communications Manager turned to the Healing Arts project and advised that a grand piano had been placed in the main reception area at St Peter's Hospital. It was intended to have regular concert performances and allow for staff, patients and visitors to take part.

Lilly Evans queried whether members had been invited to the opening concert and the Communications Manager advised that the invitation was not ready yet but once it was, would be shared with the members. **LA/AS**

MEG 31/22 **Minutes of Previous Meeting**

The Group agreed minutes from 22 August 2022 as being a correct record.

MEG 32/22 **Matters arising**

It was agreed to request the Annual Report and Accounts was published on the website and share the link with members. **AS**

It was agreed that maps were usually included in appointment letters and that people often found these confusing. Now that volunteers were returning to the Trust they were able to continue their duties in guiding visitors to their destinations. However, good signage was considered important and the Membership and Engagement Manager advised that new signage would be included as part of the refurbishment of the whole front foyer area at St Peter's Hospital.

MEG 33/22 **Membership Report**

The Membership and Engagement Manager presented highlights from the report advising that there had been an overall decrease in membership of 40 during the three months, August to October 2022, with the majority being deceased. The increase in communications had resulted in several members contacting the office advising that they had moved out of the area or no longer wished to be a member.

The Membership and Engagement Manager advised that the recent Council of Governor elections had resulted in six new Governors coming into the role which they would begin on 1 December 2022. The results were as follows:

- Tracey Bradshaw – re-elected as Staff Governor for nursing and midwifery staff
- Kate Colban – replaced Matt Stevenson as Staff Governor for allied health professionals
- Helen Pernelet and Frances Ansell - re-elected as Elmbridge Governors alongside one new Governor
- Edwin Addis – re-elected as Hounslow, Kingston-upon-Thames, Richmond-upon-Thames and Rest of England Governors alongside one new Governor
- Shirley Holmes, Michael Smith and Miranda Alcock – re-elected as Woking and Guildford Governors
- The Spelthorne constituency had three new Governors.

The Membership and Engagement Manager advised that there was a Governor Induction and Training Day taking place on 5th December 2022 for both new Governors and existing Governors.

The Membership and Engagement Manager advised that the Annual Members' Meeting was taking place on Wednesday 30th November 2022, 5.30 – 7.30 pm, via MS Teams and welcomed attendance from Group members.

The Group discussed Elmbridge members and Frances Ansell confirmed that many people from the Elmbridge area were referred to Kingston Hospital. Frances advised that she was a member of the Macular Society and Blind Club and would be happy to take along membership forms with her to meetings. **FA**

MEG 34/22 **Membership Action Plan**

The Group noted the action plan and discussed membership forms and considered the provision of versions in different languages and large print. The Membership and Engagement Manager advised that printed forms were expensive to produce and it was not possible to provide these in all the different formats. However, the website offered many options by using the Recite function on the top left of the screen and users were able to select the language or large print to enable them to access the information they needed in order to become a member.

In response to Lilly Evans, the Membership and Engagement Manager advised that the Director of Strategy and Sustainability was in the process of arranging a meeting to discuss ways of engaging with younger people. The meeting was due to take place on 2 December at 4pm and the Membership and Engagement Manager agreed to invite Lilly Evans and Shirley Holmes to the meeting. **AS**

MEG 35/22 **Annual Report and Terms of Reference (TORs)**

The Group AGREED with the Annual Report as presented and did not wish to make any changes to the TORs. The Group AGREED that these documents could be presented to the Council of Governors on 7 December 2022.

MEG 36/22 **Chairmanship of MCEG**

The Group unanimously AGREED that Lilly Evans continue as Chair of the Membership and Community Engagement Group.

MEG 37/22 **Any Other Business**

None

MEG 38/22 **Date of Next Meeting**

15 February 2023, 3-4.30 pm

Ashford and St. Peter's Hospitals NHS Foundation Trust

Action Log

KEY: ✔ Done ---- On track x Issue

Meeting Date	Minute Ref	Minute Topic	Action	Lead	Due Date	Update	
17.11.22	**MEG 30/22**	**Communications Update**	Once concert invitation finalised, share with members	**LA/ AS**	ASAP		
17.11.22	**MEG 32/22**	**Matters arising**	Request Annual Report and Accounts placed on website	**AS**	ASAP	Requested and put on website on 21 November 2002	✔
17.11.22	**MEG 33/22**	**Membership Report**	Agreed to take forms with her to meetings of the Macular Society and Blind Club	**FA**	ASAP		
17.11.22	**MEG 34/22**	**Membership Action Plan**	Invite Lilly Evans and Shirley Holmes to the meeting taking place on 2 December 2022	**AS**	ASAP	Invited	✔