Ashford and St. Peter's Hospitals
NHS Foundation Trust

COUNCIL OF GOVERNORS
6th September 2023

TITLE	**Council of Governors – Membership Survey**
EXECUTIVE SUMMARY	The report provides a summary of the findings of survey sent to members on 21st June 2023, which closed on 15th July 2023. Only members with email were sent the survey and 454 of 3143 members completed the anonymous survey which equates to a 14% response rate. Overall the feedback was very positive and additional free text questions allowed for more detailed feedback to be shared. The survey questions are included at Appendix 1 and a detailed breakdown of responses can be found at Appendix 2.
The Council is asked to:	Note and agree
Submitted by:	Anu Sehdev, Membership and Engagement Manager
Date:	September 2023
Decision	For approval

1. Introduction

The report provides a summary of the findings of survey sent to members on 21st June 2023, which closed on 15th July 2023.

Only members with email were sent the survey and 454 of 3143 members completed the anonymous survey which equates to a 14% response rate.

Overall the feedback was very positive and additional free text questions allowed for more detailed feedback to be shared.

2. Methodology

The survey was undertaken electronically and all responses were anonymous.

In total, there were 454 responses received, equating to a 14% response rate and most of the questions were responded to.

The full list of questions can be found at Appendix 1 and a full breakdown of responses can be found at Appendix 2a.

3. Summary of results

The majority were happy with the level of communications and welcomed the plan to move towards a quarterly magazine and monthly bulletin during the months when a magazine was not being despatched. There were some individual suggestions which are included at Appendix 2b.

A large number of respondees were not aware which Governors represented their constituency and wanted to hear from them either by email or through the newsletter.

A large number of members were not aware they could join the Health Service Discounts scheme. As a result, all new members that joined at the Community Day on 15th July 2023, as well as existing members, were also advised how to join the discounts scheme.

A large number of members would like to see the reintroduction of members' events and either chose the event they would like to attend from a list or made further suggestions. The majority selected "Changes to NHS services provision". 55% of those that responded advised they would prefer these to take place face to face.

52% of those that responded were interested in joining a focus group and 55% were interested in attending the Community Day.

In response to the question: What other benefits or activities would you like as a member? – a list of individual comments is included at Appendix 2b.

4. Conclusion

Overall there was a consensus that the current membership offer and what was being proposed adequately met the needs of the members. There were areas that could be improved and this included communicating how to join the Health Service Discounts scheme, regular communications from the Governors and reintroducing members' events which had been very popular previously.

5. Recommendations

The following actions are recommended:

1. Send instructions to members on how to join the Health Service Discounts scheme.
2. Invite one or two Governors to write a short piece in the Aspire magazine every quarter.
3. Re-introduce members' events, with Changes in NHS Services Provision and Accessing the NHS using IT being the first ones.
4. Invite colleagues to include participation from members in potential focus groups.
5. Share survey findings with members.

Appendix 1 – List of questions

1. Where did you hear about becoming a member of Ashford and St Peter's?

    a) Letter/email from the Trust
    b) Website
    c) Staff member
    d) Existing member
    e) Facebook
    f) Twitter
    g) Other – please specify…….

2. Do you feel you currently receive the right amount of communications from the Trust or would you like to see more or less?

    a) Right amount
    b) Would like to see more.
    c) Would like to see less.

3. We are working towards a return to a quarterly magazine and monthly bulletin during the months when a magazine is not being despatched. Are you happy with this plan or would you like to see more or less communications from the Trust?

    a) Happy with plan
    b) Would like to see more.
    c) Would like to see less.

4. If you would like to see more, what would you like to see?

……

5. Do you know who the Governors are that represent your constituency and how you can contact them?

    a) Yes
    b) No

6. Would you like to hear directly from your Governors representing you?

    a) Yes
    b) No

7. If yes, how would you like to hear from your Governors?

    a) Email
    b) Newsletter
    c) Other (please state)

    …….

8. Were you aware that as a member you can join the Health Service Discounts scheme?

    a) Yes
    b) No

9. Prior to the pandemic we regularly arranged talks and events around specific subjects such as Cardiology, Diabetes and Stroke, for example, and invited members to attend these. When we reinstate the membership events would you be interested in attending?

    a) Yes
    b) No

10. If yes, what would you like to see as a subject of an event?

    a) Changes in NHS services provision
    b) Accessing the NHS using IT
    c) Diet and Nutrition
    d) Diabetes
    e) Infection and Prevention Control
    f) Other – please state below:

……

11. If you are interested in attending, would you prefer the events to take place on-line or face to face?

    a) On-line
    b) Face to face

12. We are interested in hearing the input our members have around shaping services and one of the ways we are looking to do this is through inviting members to join specific focus groups. Would you like to take part in a focus group?

    a) Yes
    b) No

13. We are holding a Community Day on Saturday 15th July (10am to 3pm) at both Ashford and St Peter's hospitals and would like to see you and your family/friends there. Would this be of interest to you?

    a) Yes
    b) No

14. As a member, we would request that you encourage your friends and family members to become members too. We are especially looking to recruit more young members to ensure they have a voice. You can ask those interested to complete the application form at https://secure.membra.co.uk/Join/AshfordAndStPeters

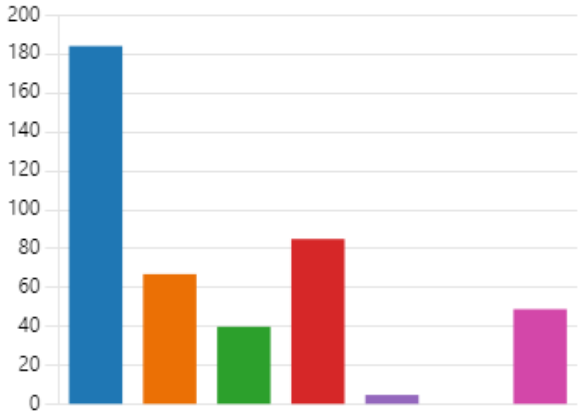
15. What other benefits or activities would you like as a member? Please also include any further comments you would like to make here:

    ……
    ……
    ……
    ……
    ……

Appendix 2a - Results

1. Where did you hear about becoming a member of Ashford and St Peter's?

Letter/email from the Trust	184
Website	67
Staff member	40
Existing member	85
Facebook	5
Twitter	0
Other	49



2. Do you feel you currently receive the right amount of communications from the Trust or would you like to see more or less?

Right amount	363
Would like to see more	77
Would like to see less	9

3. We are working towards a return to a quarterly magazine and monthly bulletin during the months when a magazine is not being despatched. Are you happy with this plan or would you like to see more or less communications from the Trust?

Happy with plan	411
Would like to see more	17
Would like to see less	22

4. If you would like to see more, what would you like to see?

Please find responses at item Appendix 2b

5. Do you know who the Governors are that represent your constituency and how you can contact them?

Yes	139
No	312

6. Would you like to hear directly from your Governors representing you?

Yes	294
No	153

7. If yes, how would you like to hear from your Governors?

Email	189
Newsletter	117
Other	8

8. Were you aware that as a member you can join the Health Service Discounts scheme?

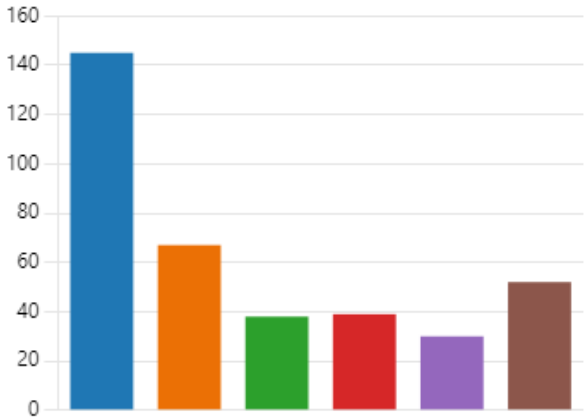
Yes	55
No	396

9. Prior to the pandemic we regularly arranged talks and events around specific subjects such as Cardiology, Diabetes and Stroke, for example, and invited members to attend these. When we reinstate the membership events would you be interested in attending?

Yes	378
No	72

10. If yes, what would you like to see as a subject of an event?

Changes in NHS services provisi...	145
Accessing the NHS using IT	67
Diet and Nutrition	38
Diabetes	39
Infection and Prevention Control	30
Other	52



Under the “Other” section, suggestions were: Cardiology, renal services, sleep apnoea, impact on services due to lack of funding, bariatric surgery, stroke, haematology, latest developments in technology and equipment (eg for cancer treatment), workforce planning and succession, ophthalmology conditions and links to diabetes, cataracts, how hospitals link with community services, A&E, funding and personnel, orthopaedic, dementia and cognitive decline, obesity management, question and answer session, integrated social care, autism, lessons we have learnt from patient complaints, accessibility, support for carer, pain management for chronic diseases such as arthritis, mental health issues in children, blood pressure, lung cancern and fibromyalgia.

11. If you are interested in attending, would you prefer the events to take place on-line or face to face?

Online	179
Face to face	212

12. We are interested in hearing the input our members have around shaping services and one of the ways we are looking to do this is through inviting members to join specific focus groups. Would you like to take part in a focus group?

Yes	229
No	211

13. We are holding a Community Day on Saturday 15th July (10am to 3pm) at both Ashford and St Peter's hospitals and would like to see you and your family/friends there. Would this be of interest to you?

Yes	244
No	202

14. As a member, we would request that you encourage your friends and family members to become members too. We are especially looking to recruit more young members to ensure they have a voice. You can ask those interested to complete the application form at https://secure.membra.co.uk/Join/AshfordAndStPeters

15. What other benefits or activities would you like as a member? Please also include any further comments you would like to make here:

Please find responses at item Appendix 2b

Appendix 2b - Free text questions 4 and 15

Question 4 - We are working towards a return to a quarterly magazine and monthly bulletin during the months when a magazine is not being despatched. If you would like to see more, what would you like to see?

Most were very happy with the plan outlined. There were additional comments as follows:

- Chief Exec podcast
- Volunteer updates
- Things that are upcoming, rather than past.
- If the magazine and bulletin will be digital, I am happy with the plan. I wouldn't want to receive any paper copies.
- More opportunities that members can take up.
- Haematology
- Outpatient and ward activity. ... patient care and their feeling of importance to the Trust.
- What's happening in the trust, patient experiences.
- Unfortunately I'm often unable to attend meetings or promotions relating to the upkeep of the hospitals progression but am not given the results of such meetings, so feel somewhat detached from future planning, so any information gained would be a bonus just to keep up to date.
- More frequent details on what is happening and what ways I can participate.
- Innovation, treatment availability how the waiting list is.
- More information on success rates. Also information on number of failures.
- Would like to wait, then review what more may be seen.
- Details of any changes to what work is carried out between Ashford and St. Peter's
- Updates on routine matters such as the Ashford - St Peter's shuttle not being available to patients despite COVID being long gone.
- Perhaps a taster of things that are going on.
- Feedback from patients / staffing issues
- More F2F meetings
- Regular statistics on most common treatments.
- More information about future plans for improvements to the hospital
- Information about waiting times following referral by GP.
- More plain English less waffle
- Monthly newsletter
- More in depth outcomes of current services that are provided across the Trust including services.
- Details of department/staff shortages and plans for recruitment.
- What changes are taking place.
- Health and welfare issues.
- Services focused on patient needs and are met.
- I think the info contained in communications is more important than the frequency. I'd prefer less frequent, but with more pertinent information. So far, I haven't found communications informative.
- More on relationship with GP practices and other hospitals such as Royal Surrey, Woking Community Hospital and Royal Brompton.
- A snapshot of how a department works and the team work together. eg: oncology, orthopaedics, porterage, kitchen, A&E.
- How the Trust is innovating
- How A&E patients feel about their service
- Waiting times for various services
- One page newsletters with one side containing latest news from the Trust and the other side with some health advice.
- Face to face meetings

- More social communication
- Spotlight on different conditions
- Information about change of location about some services in the hospitals (e.g. X-ray for osteoporosis patients)
- Information about care standards and outcomes.

Question 15 - What other benefits or activities would you like as a member? Please also include any further comments you would like to make here:

- More information regarding discounts / offers please.
- The opportunity to meet with the Trust Board Members to discuss concerns, only being allowed limited questions/time at Board meetings is not sufficient time.
- Monthly meetings to discuss ways one can improve the NHS.
- On line presentations on all the subjects listed in 10 above.
- More understanding of how the trust is improving services and who is accountable by when.
- St Peters is difficult to get to. Could some activities be held at Ashford?
- Provide details of talks etc well in advance as diaries fill up quickly.
- Just want all NHS services to run smoothly as before.
- I feel what you do is sufficient.
- More transparency
- Free Thorpe Park tickets for all family members annually.
- I don't believe you have any representation from the Waverley BC area despite the fact you have patients who attend both hospitals who live in the Waverley area. I personally know a dozen or so patients including myself that have treatment at St Peter's Hospital and on occasions Ashford Hospital who live in Cranleigh.
- Shorter appointment and waiting times.
- I think you are doing splendidly - I try and avoid crowds so don't really attend functions.
- I would like to see the haematology day unit returning to St Peter's
- The information and services offered are always first class so no real problems whatsoever!
- Not sure about extra activities, except an introduction and in-depth demonstration of the patient portal to the new 'Cerner' digital software system when its rollout is complete. 'Epic' software has 'My Chart' and I assume 'Cerner' has something similar.
- The trust should be able to access experience of members in dealing with health difficult across the board.
- Just how the NHS is falling into a privatised trap.
- Update on local NHS service provision.
- I simply observe that St Peter's is far more convenient for me. Ashford is a nightmare to travel to.
- Visit educational institutes to engage with and inform younger generation.
- Fund raising events and how we can help.
- Everyone is doing a great job under difficult circumstances Thank you.
- Understanding how to access services without feeling I am asking too much of the NHS.
- I would like there to be massive improvement in communication and management, possibly that will be covered above by IT improvements.
- Probably more advertising leaflets to be circulated locally giving information about membership.
- Clarity over the impact of ICS/ICB and whether it's just another layer of bureaucracy.
- No you have covered this very well.
- Access to a GP
- Briefings on how ASP fits in with the wider Health & Care system, eg interface with the ICB.
- To hear how you rate with other hospitals.
- Epilepsy discussion, treatment

- Meetings both physical and on line please
- More about the improvements you need/want to make.
- Extra fast route through A&E would be nice, we've had enough of waiting for 4 or more hours.
- Specific group special discussion days; with visitors, doctors, nurses involved. Like the Urology open day held a few years ago.
- Access to the elixir of youth
- Quarterly activities; I like the balance of the 1/4ly mag and monthly shorter email bulletins, and a quarterly F2F talk, recorded for reference works perfectly for me.
- Focus groups are great and inviting members to share their feedback if a service would be invaluable to improving services and communication with patients.
- I have a distinct interest in planned discharges from hospital. I did meet with discharge team when caring for an elderly relative but had no feedback. I feel the same issues are currently being experienced. Feedback is important or members will not feel welcome to participate.
- I'm not being facetious, but as a disabled individual I should like to see a more sensible car parking arrangement for the Rowley Bristow unit - and A&E come to that. Nothing is properly marked out. The existing arrangement is haphazard and wastes so much time that Consultants are rightly cross when patients arrive late for appointments.
- It would be good to have a reduced rate for parking at St Peter's for attending meetings on just those days if possible.
- Meetings should take place in the evenings for members who work.
- Happy with your services at the moment
- Free parking when attending members' events.
- More communication.
- What can people do to help the trust make the most of their money through volunteer activities?
- An information and feedback opportunity….
- In the current climate, all focus should about NHS services/staff morale.
- All covered.
- I would like to hear more about the health service discount scheme as I know nothing about it to date.
- More information about how the NHS is aiming to sort out the lack of GPs problem and the care in the community/care home problems.
- More information of how members can get involved.
- To attend more meetings to discuss overall performance.
- Open Evenings
- I would love to be able to communicate what is good and bad about specific departments of ASPH to anyone who will listen. As the son of a doctor, with a family member who is attender at ASPH as a patient, communications with her have been abysmal over the 7 years she has been treated by ASPH. I would like to find someone who will listen to our genuine concerns so that others will not have to go through what she has endured from one department.
- More confidence in provision
- More about research projects that the trust is involved in.
- NHS discounts that are acceptable to retailers/services
- Involved with supporting existing staff.
- For me at present I am happy with things as they are
- I'm happy with those benefits that I presently have .
- At the moment none
- Possible coffee morning to meet and chat at weekend as most work.
- Completely disappointed with management of the NHS, it's not a business that requires farming out and money saving tactics, stop wasting money by giving contracts to outside sources that will only ever work for a profit, remember the job you originally signed up to and stop blaming others.

- Attendance at an annual Board report/update. In general I have had excellent healthcare experiences at St Peters though inconsistent administrative and organisational experiences. I have the impression of a wider NHS reluctance to embrace change to reduce costs improve efficiency but an evangelical approach to pushing the ideology which erodes mothers fathers women - People are people the extreme minority of trans people seems to be imposing its ideology on the rest of us rather just getting on with lives as most LGBs do. Do we really need an expensive EQDI team? Our anti-discrimination laws are strong enough and we should be careful not to create a culture of mistrust - standards and discipline should be maintained.
- I don't know how to join the Health Service Discounts Scheme
- Membership discounts and other offers.
- Most of the services are very good.
- I don't think I am enjoying any benefits right now. If I can be made aware of some benefits that I can enjoy, it will be fine. The suggested online meetings as week as monthly newsletters and any discounts that accrue to members will all be fine. Thanks
- Happy with current benefits and activities
- Something at Ashford
- Benefits is better parking facilities …especially for those on low incomes.
- Update on the patients service provision.
- More transparency & dialogue over the difficult issues affecting provision of care for patients at the Trust. As a patient, as well as member, I can attest to the numerous challenges.
- Zero waiting time at A&E
- Better service from all and for all.
- All the staff are great, and I've had to use their services many times.
- Happy at present
- Can't think of any
- No other benefits just better coverage
- AECU unit works better than A&E, pity it can't be more accessible.
- A listening ear by the managers
- I would be interested in seeing PALS activities / statistics as perhaps a driver for reviewing and organising services.
- Focus on how the Trust is improving the service at all the hospitals.
- Would it be helpful if members were able to share own experiences, good and bad but hopefully constructively with the board.
- Health advice and job vacancies regularly sent by Newsletter. Invitations to join the voluntary ward visitors and how to do this?
- Benefits of knowing more of what's going on in our hospitals
- Details of discount scheme or where to obtain details.
- Benefit/reduced membership to sports centres to encourage exercise/wellbeing. Nutrition retail outlets
- NHS Staff discounts to be included for members.
- Information on care standards and outcomes.
- What is being taken to improve services which have been picked by auditors. Where can you give quick feedback if service has been good or not?
- Activities that contribute to a better understanding of how the Trust manages its challenges and what members can do to help.
- Strategic planning and looking into complaints processing.
- Information of the services available and of any changes that would affect us all.
- Learning more about the structure of the trust - an organogram will be helpful. Understanding the managerial layers and responsibility distribution. Understanding patient rights more.
- Being disabled, it is not easy for me to get to and attend events. The information that I receive by email is the best way for me to receive information.

- Simple service when necessary. In November I spent over 7 hours waiting in A&E and was then told it might take another 5 hours to be seen so I left. Get the basics of care right.