Ashford and St. Peter's Hospitals
NHS Foundation Trust

OPEN MEETING OF THE
COUNCIL OF GOVERNORS
19th June 2024, 4.00 – 4.45 pm
Lecture Theatre, Education Centre, Ashford Hospital

PRESENT:	Susan Bell	Public Governor, Runnymede, Surrey Heath, Windsor and Maidenhead	**SB**
	Tracey Bradshaw	Staff Governor, Nursing and Midwifery	**TB**
	Andy Brown	Staff Governor, Volunteers	**AB**
	Kate Colban	Staff Governor, Allied Health Professionals	**KC**
	Sue Doran	Appointed Governor, Spelthorne Borough Council	**SD**
	Lilly Evans	Public Governor, Runnymede, Surrey Heath, Windsor and Maidenhead	**LE**
	Shirley Holmes	Public Governor, Woking and Guildford	**SH**
	Chris Howorth	Appointed Governor, Royal Holloway University	**CH**
	Chad Lake	Public Governor, Spelthorne	**CL**
	John Machin	Deputy Chair	**JM**
	Ann Ooms	Public, Governor, Elmbridge	**AO**
	Michael Smith	Deputy Lead Governor/Public Governor, Woking and Guildford	**MS**
APOLOGIES:	Edwin Addis	Public Governor, Hounslow, Kingston-upon-Thames, Richmond-upon-Thames and Rest of England	**EA**
	Miranda Alcock	Public Governor, Woking and Guildford	**MA**
	Malcolm Cressey	Appointed Governor, Runnymede Borough Council	**MC**
	Richard Evans	Public Governor, Spelthorne	**RE**
	Karen Howkins	Public Governor, Spelthorne	**KH**
	Mohamed Imam	Staff Governor, Medical and Dental	**MI**
	Ellen Nicholson	Appointed Governor, Woking Borough Council	**EN**
	Helen Pernelet	Public Governor, Elmbridge	**HP**
	Anthony Tweh	Public Governor, Hounslow, Kingston-upon-Thames, Richmond-upon-Thames and Rest of England	**AT**
	Caroline Warner	Chair	**CW**
	Gavin Wood	Staff Governor, Ancillary, Admin, Clerical and Managerial	**GW**
	Sylvia Whyte	Public Governor, Runnymede, Surrey Heath, Windsor and Maidenhead	**SW**
IN ATTENDANCE			
	Jason Bincalar	Chief Digital Information Officer	**JB**
	Simon Devonshire	Non-Executive Director	**SD**
	Jo Fanning	Chief People Officer	**JF**
	Katie Fisher	Interim Chief Executive	**KF**
	David Fluck	Medical Director	**DF**
	Donald Iro	Non-Executive Director	**DO**
	Chris Kane	Non-Executive Director	**CKa**
	Simon Marshall	Chief Financial Officer	**SM**
	Sal Maughan	Associate Director of Corporate Affairs and Governance	**SMa**
	Tom Smerdon	Director of Strategy and Sustainability	**TS**

SECRETARY: Anu Sehdev Membership and Engagement Manager **AS**

Minute		Action
COG-30/24	**Welcome and Apologies** Apologies as listed on the previous page. The Deputy Chair welcomed the Interim Chief Executive to her first Council of Governors meeting and Councillor Sue Doran, the Appointed Governor representing Spelthorne Borough Council. Sue advised that she had begun her career as an Auxiliary Nurse from 1977-1983 at Ashford Hospital and then trained as a Nurse at Ashford Hospital 1983-1986 and as a Midwife at Ashford Hospital/West Middlesex 1987-1989, then as a Health Visitor at the West London Institute 1989-1990. From 1990 she was a Health Visitor in Hammersmith and Fulham for 23 years. Sue advised that she had also been Mayor of Spelthorne during 2022-23.	
COG-31/24	**Declarations of Interests in the Proceedings** John Machin, Deputy Chair, declared that he was President of the North West Surrey NHS Retirement Fellowship.	
COG-32/24	**Minutes of the Meeting held on 24th April 2024** The minutes of the meeting held on 24th April 2024 were agreed as a correct record. It was advised that the item relating to the Patient Experience Workshop would be carried forward to the next meeting taking place on 14th August 2024.	
COG-33/24	**Matters Arising** The updated action log was noted. It was advised that the tour of the Elective Centre at Ashford (ECAS) would be postponed to later in the year.	
	FEEDBACK FROM GOVERNORS	
COG-34/24	**Governor Activities** A full list of activities undertaken by the Governors during the two months after the last Council of Governors meeting was shared with the Council. The Council NOTED the report.	
COG-35/24	**Patient Experience Group (PEG) Report** Chris Howorth advised that the Group had received an update on the new Woking Community Hospital Diagnostic Centre. Group members continued to share negative experiences on communications relating to appointments and wanted to see some improvement in this area. It was advised that feedback from Governors was very much welcomed. Governors were assured that	

Minute **Action**

they were at the heart of everything at the Trust, providing the oversight that was needed and their contribution was greatly valued.

It was understood that different approaches were used by departments in the administering of appointment communications. The Interim Chief Executive agreed this needed to be an area of focus. It was added that text messages did not provide enough detail and that patients were not able to cancel appointments via the MyCare patient portal. The Chief Digital Information Officer advised that the technology was maturing and stressed how important it was to begin a process with users designing a system.

The Council NOTED the report.

STRATEGY

COG-36/24 **People – Culture Change – Values and Behaviours Framework Proposal**

The Chief People Officer updated the Council on the work being undertaken on values and behaviours. The refresh of the 4Ps was the current focus and the proposed change of Patients First to People First in order to reflect what staff had suggested. A number of listening and engagement events were taking place to get the views of staff.

There was assurance given that values and behaviours reflected an inclusive culture. Engagement events, questionnaires and walkabouts were taking place and leaflets were being produced. It was still early days in the proposal and findings would be fed back through various governance routes.

It was highlighted that PEG members had been given a different impression of the proposal but with “people” implying both patients and staff, it was considered that this would be well received. It was added that “people” also included stakeholders, carers and relatives. It had been evidenced that fulfilled staff performed better. Since the request had come from staff, it was important to do everything possible to improve staff morale.

In response to the timeframe and what the aim was it was advised that the work would be undertaken over the summer period before a decision was made. The values and behaviours would feature in Trust Induction, appraisals and reward strategies. In time it was hoped to see an improvement in the scores relating to morale in the staff survey.

Discussion around clinical excellence took place and it was confirmed that the patient experience remained an important marker.

The Council NOTED the report.

STATUTORY

COG-37/24 **Membership of the Council of Governors**

The Membership and Engagement Manager advised that this paper reflected that Councillor Sue Doran had taken over from Councillor Med Buck as Appointed Governor representing Spelthorne Borough Council. Med Buck had recently been appointed Mayor of Spelthorne.

Minute		Action
	It was also advised that the Council would be welcoming Aimee Aubeeluck on 1st July 2024 as Appointed Governor representing the University of Surrey. Aimee had replaced Melaine Coward who had retired from the university. The Council NOTED the updated register.	
COG-38/24	**Any Other Business** None	
COG-39/24	**Date of Next Meeting** Wednesday 14th August 2024	