Ashford and St. Peter's Hospitals NHS
NHS Foundation Trust

COUNCIL OF GOVERNORS
20th February 2012

TITLE	**Membership and Governor Activity Report**
EXECUTIVE SUMMARY	Membership Report is attached summarising the position on membership and some of the activities undertaken recently to raise the profile of the Governors. Work is progressing on finalising a full calendar of membership health events, the next one being on Stroke on 22 February 2012. It is encouraging to note the slight rise in membership numbers from 5805 on 1st November to 5885 on 31 December 2011. This is in large part due to recruitment stands in OPD which a number of Governors helped run. The next meeting of the Membership and Engagement Group is 28 February 2012.
The Council is asked to:	Note the Report.
Submitted by:	Jane Gear Head of Corporate Affairs
Date:	25th January 2012
Decision:	For Noting

MEMBERSHIP AND GOVERNOR ACTIVITY REPORT – FEBRUARY 2012

1. INTRODUCTION

The purpose of the paper is to provide a progress report to the Council of Governors on Ashford and St Peter's Hospitals NHS Foundation Trust's membership and detail some of the activities undertaken by the Governors.

2. ANALYSIS OF PUBLIC MEMBERSHIP

2.1 Constituency Breakdown Analysis: Total Membership

Figure 1: Public Constituency Breakdown

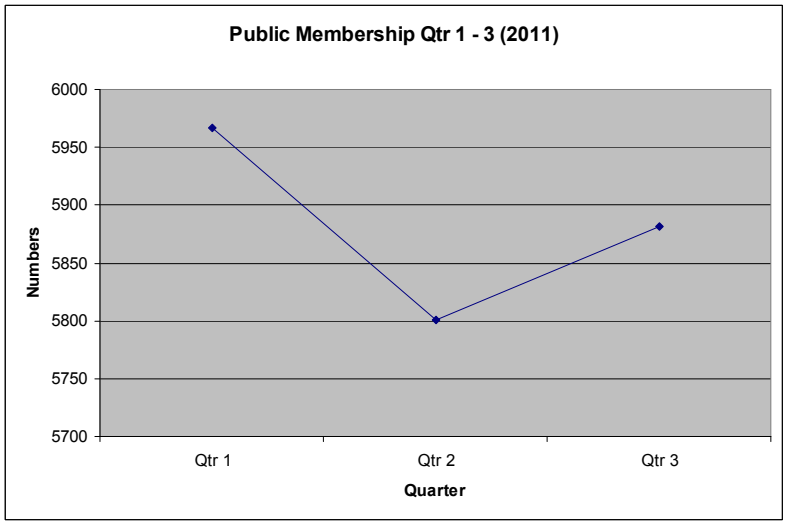
	NUMBER OF PUBLIC MEMBERS as at 1/11/11	NUMBER OF PUBLIC MEMBERS AS AT 31/12/11	INCREASE / DECREASE	
Elmbridge	343	354	+11	↑
Guildford	90	89	-1	↓
Hounslow	747	756	+9	↑
Richmond Upon Thames	139	139	0	↔
Runnymede	600	634	+34	↑
Spelthorne	1414	1436	+22	↑
Surrey Heath	270	270	0	↔
Windsor and Maidenhead	231	231	0	↔
Woking	1971	1976	+5	↑
Membership Total	**5805**	**5885**	**+80**	↑

This shows an overall increase of 80 members between November and December.

As a result of recruitment drives undertaken in December 2011, 60 members were recruited with a further 28 recruited at a later date due to advertising around the hospital and forms coming through after the recruitment drive (see also para. 3.4 below). We have, however, lost 8 members as either being deceased or requesting to come off the register.

2.2 Total Public Membership

Figure 2: Public Membership over the last 3 quarters



2.3 Membership Churn

Figure 3: Members added and removed since Jan 2011

	Added	Deleted	
Q4 Jan – Mar 2011	33	11	↑
Q1 April – June 2011	36	1	↑
Q2 July – Sept 2011	88	254	↓
Q3 Oct – Dec 2011	88	8	↑

In Qtr 2 we experienced a considerable drop in membership due to Capita carrying out a data cleanse prior to publishing Members' Matters. However, during Qtr 3 we recruited 80 new members, going some way to claw back the deficit.

2.4 Constituency Breakdown Analysis: Percentage Representation

The figure below sets out a snap shot of the change in percentage representation for each constituency between November 2011 and December 2011.

Figure 4: Constituency Representation[1]

	ELIGIBLE POPULATION	PUBLIC NOV 2011	PUBLIC DEC 2011	% REPRESENTATION in Dec 2011	Increase or decrease
Elmbridge	68817	343	354	0.51	↑
Guildford	5656	90	89	1.57	↓
Hounslow	103910	747	756	0.73	↑
Richmond Upon Thames	15455	139	139	0.90	↔
Runnymede	65926	600	634	0.96	↑
Spelthorne	75290	1414	1436	1.91	↑
Surrey Heath	13051	270	270	2.07	↔
Windsor and Maidenhead	7743	231	231	2.98	↔
Woking	73501	1971	1976	2.69	↑

This table highlights that membership numbers have either increased or stayed stable in all but one constituency (Guildford). Although numbers have marginally increased in the constituencies of Elmbridge, Hounslow, Richmond Upon Thames and Runnymede; these remain areas of low percentage representation. As discussed previously at the Membership and Community Engagement Group, work will continue as per the Membership Strategy Action Plan to target these areas.

2.5 Summary

Over the last 2 months there has been a slight increase in membership. This has mainly been as a result of several recruitment drives during December. (See para. 3.4 for the detail)

[1] The eligible population data for the age group includes the population age 14 and over

3 MEMBERSHIP ACTIVITIES

3.1 Membership Manager

The new Membership Manager came into post on 15 November 2011 and her main priorities are membership engagement, recruitment and organising events during 2012. A full calendar of events is currently being finalised (further details under 3.3 Membership Events).

3.2 Members Communication

The Membership and Community Engagement Group agreed a process of responding to concerns/queries that arose as a result of the new online form set up to enable members to contact their Governors and managed by the Membership Office. All enquires are received in the Membership Office via the FT email address and then forwarded to the relevant Governor(s). Once an approach on an issue has been agreed a response is also sent from the Governor(s).

3.3 Membership Events

Stroke Event for 22 February 2012 @ 2.30 pm
A Stroke Event has been set up with participation from Dr Bhaskar Mandal, Consultant in Elderly Care and Claire Barrett, Acute Stroke and Brain Injury Specialist Nurse with physiotherapy support. This event will take place in the Postgraduate Centre at St Peter's Hospital.

Diabetes Event for 4 April 2012 @ 12.00 pm
A Diabetes Event has been set up with participation from Consultant Diabetologists/Endocrinologists Dr Helen Ward, Dr Safdar Naqvi and Dr Thang Han. This event will take place in Chertsey House, St Peter's Hospital.

Vascular Event –May 2012 date to be confirmed

Epsom Transaction / Ashford Hospital focus – date to be confirmed in June 2012 at Ashford Hospital

Annual Members' Event – date to be confirmed in July 2012

Osteoporosis Event for 4 July 2012 @ 2.00 pm
An Osteoporosis Event has been set up with Dr Gulam Patel, Consultant Rheumatologist/Divisional Director for Ambulatory Care, taking the lead. This event will take place in the Postgraduate Centre at St Peter's Hospital.

Colorectal Event – date to be confirmed in October 2012
Initial talks are underway for arranging a Colorectal Event with Mr Philip Bearn, Consultant Colorectal Surgeon, taking the lead. It is hoped this will take place some time in October 2012.

Infection Control Event for 6 November 2012 @ 6.00 pm
An Infection Control Event has been set up with participation from Linda Fairhead, Consultant Nurse for Infection Control Nurse and Dr Angela Shaw, Lead Consultant Microbiologist. This event will take place in the Postgraduate Centre at St Peter's Hospital.

3.4 Membership Activities

Christmas Songs & Recruitment Stalls in Outpatients at Ashford & St Peter's Hospitals
In December 2011 recruitment drives were undertaken by the Membership Manager with Governor support, by way of holding stalls at St Peter's Hospital and Ashford Hospital in

outpatient areas on 2 consecutive days and a further 2 hours during the Christmas Songs held at St Peter's Hospital on 6 December. Recruitment stalls in outpatients areas coincided with the publication of Members' Matters. 88 new members were recruited during this period. Thanks go to Keith Bradley, Keith Goodger, Godfrey Freemantle and Simon Bhadye who all gave up time to help.

Ashford Hospital OPD Refurbishment Survey
The Membership Manager, using the Trust's licence with Webropol, set up a survey and sent this through to 325 members in Spelthorne and Hounslow constituencies who had provided their email addresses on 9 January 2012. The survey asked for opinions/suggestions on the forthcoming Ashford Hospital Outpatient Refurbishment project and to date 50 members have visited the survey and 21 responses have been received.

Appointment Centre and Synertec Trial
In January 2012 new recruitment forms where introduced to accompany by all new appointment letters. As a result, 46 patients have signed up to become members so far.

4. GOVERNOR ACTIVITY

(Excludes committees/groups related to statutory functions)

4.1 FTN/FTGA event

In December 2011, 3 Governors (David Frank, Judith Moore and Chris Howarth) attended a Governor Development Event.

4.2 Tour of Ashford

A number of Governors joined the Divisional General Manger on a tour of Ashford Hospital in December looking at Ophthalmology and the main outpatient areas. The Governors then met the Estates team and were able to see the plans for refurbishment.

4.3 Spelthorne Elections

David Frank, Linda Abbott and Simon Bhadye formed a panel answering questions from members interested in standing as a Governor in the bye election for Spelthorne.

4.4 Annual reports to Constituents

As part of the approach to keeping raising the profile of the Governors a template annual report has been prepared and then tailored to come from the Governors in each constituency. This has been sent to all members in each constituency.