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

COUNCIL OF GOVERNORS
23rd June 2014

TITLE	**Membership and Community Engagement Group Report**
EXECUTIVE SUMMARY	The draft minutes of the meeting of the Membership and Community Engagement Group held on 15th April 2014. Matters discussed in the meeting on 15th April included: • Membership Report • Membership Action Plan • Graphical Explanation of how the Council is Constituted • Annual Members' Meeting • Update on Runnymede Drop In Session Verbal update on the meeting of the Membership and Community Engagement Group held on 17th June 2014
The Council is asked to:	Note the minutes of the meeting held on 15th April 2014 and the verbal update of the meeting held on 17th June 2014.
Submitted by:	Andrew Ryland, Chair of the Membership and Community Engagement Group and Public Governor for Runnymede.
Date:	16th June 2014
Decision:	For Noting

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

Membership and Community Engagement Group
15 April 2014

Level 2 Seminar Room, St. Peter's Hospital
3.00 pm – 5.00 pm

PRESENT:	Brian Catt	BC	Public Governor - Spelthorne
	Steve McCarthy	SM	Public Governor - Elmbridge
	Andrew Ryland	AR	Public Governor – Runnymede (Chair)
	Michael Smith	MS	Appointed Governor – Woking Borough Council
APOLOGIES:	Keith Goodger	KG	Public Governor – Richmond Upon Thames
	Paul Wills	PW	Staff Governor – Allied Health Professionals
IN ATTENDANCE:	Becky Fairbairn	BF	Communications Manager
	George Roe	GR	Head of Corporate Affairs
	Anu Sehdev	AS	Membership Manager

MEG 11/14 **Minutes from Previous Meeting** **Action**

The minutes from the previous meeting held on 11 February 2014 were agreed as a correct record.

MEG 12/14 **Matters Arising**

The action log was noted and in addition the following points were highlighted:

The Communications Manager advised that she would take forward the actions around utilising the space in the foyer area and establishing other areas where membership could be publicised. It was agreed that she and the Membership Manager would arrange a time to visit areas of the Trust in order to decide the best places to publicise. Brian Catt highlighted that he felt the top of the escalator in Main Outpatients was a good place. **BF & AS**

The Communications Manager advised that she was working closely with the IT Project Manager responsible for the Self Check-In kiosks on material to be displayed and would look into designing an advert for membership. **BF**

The Communications Manager advised that the Information Content Manager had been tasked with redesigning the Trust's website in order to increase interactivity and the search facility function would be incorporated then. Andrew Ryland queried whether the Group would be asked to feedback on content and whether information would be easy to edit by Trust staff. It was clarified that the Group would be asked for their feedback and it was hoped that several staff members would be able to edit their pages as and when required.

The Head of Corporate Affairs advised that extending the existing Governor term would be put to the vote at the next Council of Governors. In relation to how long a Governor could sit on a Group; this would be discussed further by the Group.

MEG 13/14 **Membership Report**

The Membership Manager presented highlights from her report and advised that population figures had now been provided showing the percentage of the

population that were members and percentage of membership from each constituency. It was highlighted that Woking and Guildford and Spelthorne had the majority of members and this was probably due to these being areas closer to the Trust and where the vast majority of patients came from.

The Membership Manager advised that there had been a steady increase in the overall membership of 51 new members with a loss of 24 members; 18 of which had passed away. It was highlighted that the number of members joining by utilising the on-line application form had reduced but that this was still a useful recruitment tool when members of the public visited the Trust's website.

The Membership Manager advised that two very successful membership events had taken place since the last meeting with over 70 attending the event on Eye Treatments and Surgery led by Mr Arun Gupta, Consultant Ophthalmologist and Staff Governor for Medical and Dental staff.

Finally, it was advised that Brian Catt had instigated a survey for Spelthorne members on email and 90 responses out of a total of 772 were received, the results of which were to be examined by the Patient Experience Group.

Brian Catt requested that the Spelthorne Survey results be circulated to the Group. The Group discussed the potential roll-out to other constituencies. Brian Catt brought up a concern raised in the survey about the limitations on people with hearing impairments to communicate with the Trust and it was clarified that the Head of Corporate Affairs would be discussing this with the Telecommunications and Technical Services Manager as an action from the Patient Experience Group. **AS**

MEG 14/14 **Membership Action Plan**

The Membership Manager highlighted that this was the new action plan for 2014/15 and advised of progress.

It was advised that members were feeling much more comfortable about contacting the Membership Office be it by email or telephone. Some of the queries could be handled by the Membership Manager and others, although not serious, needed to be directed to the PALS (Patient Advice and Liaison Service) office. There had been some delay experienced in receiving an acknowledgement or advice from PALS but it had been highlighted that this was due to the changeover of staff. It was agreed that the recently appointed Head of Patient Experience and Involvement would be invited to the next Patient Experience Group to explain the PALS process. **GR**

The only action rag rated red was due to not achieving a 5% net increase in members. 470 new members (gross) had been recruited but the Trust had also lost 190 members which resulted in a net figure of 280 which equated to 86% of the target. The Group was reassured that membership numbers were increasing steadily and realised that a lot of members lost were due to being deceased.

MEG 15/14 **Graphical Explanation of how the Council is Constituted**

The Group considered the example Andrew Ryland had forwarded, showing a graphical depiction of Surrey and Borders, was worth considering for the Trust. It was thought that this could be utilised for the Trust's website and future publications, especially in relation to elections. The Communications Manager agreed to speak with the Trust Content Manager about putting a similar **BF**

representation of the Trust together.

MEG 16/14 **Annual Members' Meeting**

The Head of Corporate Affairs confirmed that the Annual Members' Meeting had been arranged for 22nd July 2014 and would be taking place in the Postgraduate Education Centre at St Peter's Hospital with the whole of the area being utilised. Tables in the main area would be moved to allow for stands. The first hour would consist of tours and a chance to visit the stands. It was anticipated that tours in the following areas would take place:

- Hybrid Theatre
- Angiography Suite (Catheter Laboratory)
- Admissions Lounge
- CRM Radiology Interventional Suite

Stands being considered included:

- Membership and Community Engagement Group
- Patient Experience Group
- Midwifery Led Unit
- Royal Surrey Partnership
- Health Checks
- Releasing Time to Care Award
- A&E Expansion
- IT Projects
- Other capital investments
- Electronic Patient Records
- Overseas Visitors

The second hour would incorporate presentations from:

- Aileen McLeish
- Andrew Ryland – to include capital investment
- Simon Marshall - Finance
- David Frank
- Cardiovascular – David Fluck to lead on this

The Group agreed that the tours would have to be carefully planned and not be too long. It was suggested that details of what the departments covered on the tour would need to be outlined.

The Head of Corporate Affairs advised that he would discuss the possibility of providing free parking to those attending on the day with Security. **GR**

The Group AGREED the proposed items for the Annual Members' Meeting.

MEG 17/14 **Update on Runnymede Drop In Session**

Andrew Ryland advised that he and his colleague Susan Lockwood together with the Membership Manager had arranged and attended the Drop In Session which had taken place on 18 March 2014 from 7.00 to 8.00 pm in Brook Hall in Ottershaw. Although the Drop in session had been advertised in the council's glass cases around Runnymede, the library, council offices, GP surgeries and monthly bulletin, no one had chosen to attend. The Group agreed that it had been worthwhile trialling this initiative just to gage the response to enable making a decision on whether or not to continue and extend to other

constituencies.

Steve McCarthy highlighted the need to engage with members and it was advised that opportunities of engaging with members were possible during the members' health events. The Head of Corporate Affairs advised that at the last event on Eye Treatment and Surgery, he had ensured Governor nameplates had been placed on tables to encourage members to enter in conversation with their Governors during refreshments. Unfortunately, many of the Governors arrived just before the presentation and were unable to take part in this exercise.

Any Other Business

MEG 18/14 Members Matters' Article on Cardiovascular Surgery

Brian Catt advised that he had written an article on cardiovascular surgery and that this would feature in the next edition of Members' Matters.

MEG 19/14 Update on Partnership with Royal Surrey

The Head of Corporate Affairs advised that the partnership proposal would be decided on at Royal Surrey's board meeting on 30 April and Ashford and St Peter's board meeting on 1 May. Once the partnership proposal had been agreed, there would follow a public announcement. It was clarified that the public would only be consulted should there be a change in service provision. The Chairman and Chief Executive had attended several council meetings in order to provide an update on the current position and proposed partnership and these had been well attended.

The Head of Corporate Affairs advised that once the two boards agreed to moving ahead with a partnership, two Partnership Events would be arranged in June, one at Ashford and one at St Peter's, so that members of the public could get a clearer idea of the partnership proposal.

MEG 20/14 Noticeboards and Signage

Michael Smith raised his concern about the tatty and out of date posters/messages/signs on doors around the Trust and how unprofessional it looked. It was agreed that the Communications Manager would put a message in the Aspire bulletin asking that each department have a look at their noticeboards and doors to remove old messages/posters and ensure signs on doors were neat. **BF**

Michael Smith further raised his concern about the approach to the hospital and how having the Mortuary highlighted so clearly had a negative impact for the patient who was then met with the Bereavement Office/Resuscitation Office. Michael felt that perhaps the Mortuary sign could be less highlighted. The Communications Manager agreed to pass on Michael's feedback. **BF**

Further Dates of Meetings for 2014

Tuesday 17 June – Level 2 Seminar Room, SPH
Tuesday 19 August – Level 2 Seminar Room, SPH
Tuesday 25 November – Management Meeting Room, SPH

All 3.00 – 5.00 pm

Action log **KEY: ✔ Done ---- On track X Issue**

Meeting Date	Minute Ref	Minute Topic	Action	Lead	Due Date	Update at 17.6.14	
15.04.14	**MEG 12/14**	**Matters Arising**	Visit main foyer and areas of the hospital to ascertain best areas to publicise membership	**BF & AS**	ASAP	Took place16.5.14 and areas noted.	
15.04.14	**MEG 12/14**	**Matters Arising**	Design membership advert for Self Check In kiosks	**BF**	ASAP	Postponed due to issues with kiosks	
15.04.14	**MEG 13/14**	**Membership Report**	Circulate Spelthorne results to rest of MEG	**AS**	ASAP	Complete	
15.04.14	**MEG 14/14**	**Membership Action Plan**	Invite Head of Patient Experience and Involvement to PEG	**GRo**	ASAP	Complete	
15.04.14	**MEG 15/14**	**Graphical Explanation of how the Council is Constituted**	Speak with Trust Content Manager about putting a geographical presentation of the Trust together	**BF**	ASAP		
15.04.14	**MEG 16/14**	**Annual Members' Meeting**	Talk to Security about providing free parking to attendees of the AMM	**GRo**	ASAP	On agenda – part of AMM discussion	
15.04.14	**MEG 20/14**	**Any Other Business**	Put a note on Aspire about each department checking their noticeboards for old messages/posters and signage on doors	**BF**	ASAP	All noticeboards in public areas are kept up to date.	
15.04.14	**MEG 20/14**	**Any Other Business**	Feedback Michael Smith's comments	**BF**	ASAP	Comments will be taken into consideration when future remodelling is undertaken.	