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

COUNCIL OF GOVERNORS
4th March 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 11th February 2014. Matters discussed in the meeting on 11th February included: • Membership Report • Membership Action Plan • Advertising Runnymede Drop In Session – 18 March 2014 • Annual Members' Meeting • Terms of Reference • Spelthorne Patient and Carer Survey • New Monthly Bulletin to Members • Election Literature from Surrey and Borders Partnership NHS Foundation Trust
The Council is asked to:	Note the minutes of the meeting held on 11th February 2014.
Submitted by:	Andrew Ryland, Chair of the Membership and Community Engagement Group and Public Governor for Runnymede.
Date:	19th February 2014
Decision:	For Noting

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

Membership and Community Engagement Group
11 February 2014

Room 1, PGEC, St. Peter's Hospital
3.00 pm – 5.00 pm

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

MEG 1/14 **Minutes from Previous Meeting**

The minutes from the previous meeting held on 26 November 2013 were agreed as a correct record.

MEG 2/14 **Matters Arising**

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

The Membership Manager advised that the Head of Communications was extremely stretched at present and the following actions would be looked at in due course:

- Look at utilising the space in the foyer area for publicising membership.
- Design a new advert for Self Check-In docks/screens in waiting areas.
- Look into putting a search facility on the Trust's website.
- Walk around hospital sites to establish areas where membership can be publicised.

MEG 3/14 **Membership Report**

The Membership Manager presented highlights from her report indicating that there had been a steady increase in the overall membership of 97 new members with a loss of 49 members and these were mainly members who had passed away or had moved out of the area.

The Membership Manager was pleased to advise that the Vascular Surgery and Ophthalmology events each had over 50 members booked on and arrangements were in full flow.

Finally, it was highlighted that the presentation to the Royal Holloway students had been a good opportunity to further publicise membership.

The Head of Corporate Affairs advised that the Chief Executive and Chairman were due to present to Elmbridge Council on 8 April 2014 and that this would be a good opportunity to invite Elmbridge members to

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attend.

The Group requested that percentage of members against population be provided to offer a better comparison. **AS**

MEG 4/14 **Membership Action Plan**

The Membership Manager highlighted progress with the Membership Action Plan. It was advised that this would be the last visit to the current plan as a new one would be formulated for the next meeting.

It was noted that Trust Board meetings had recorded good attendance from members of the public and this was in part due to increased communication and also some members of the public wanting to pose a question to the Board.

It was advised that the Governor Annual Briefings had been drafted with electronic copies ready to go and hard copies currently being formatted.

The target of recruiting 325 members over the year had been 70% achieved with another 95 more members needed by the end of March 2014. It was agreed that Mr Arun Gupta, Staff Governor for Medical and Dental staff and Consultant Ophthalmologist, would be asked if he could publicise membership in his clinics. It was clarified that the 325 members required were a net amount.

The Membership Manager advised that the recruitment stands just before Christmas at both hospital sites had proved successful with 43 new members being recruited.

Finally, the Membership Manager advised that the new edition of Members' Matters was currently being drafted and requested suggestions on any items the Group wished to be included. The Head of Corporate Affairs advised that the main topic would be the partnership with Royal Surrey County Hospital Foundation Trust. The Group suggested that a Governor be invited to write an article about the forthcoming Vascular Surgery event. **AS**

MEG 5/14 **Advertising Runnymede Drop In Session – 18 March 2014**

The Group discussed how the Governor Drop In Session could be advertised. It was agreed that Runnymede members would be invited to attend and that the Membership Manager would put a poster together and print around 60 of these to be displayed in:

- GP surgeries - Runnymede
- Libraries - Runnymede
- Ottershaw Hall
- Council noticeboards in the Runnymede borough
- Hospital noticeboards
- Local shops in the Runnymede area

Andrew Ryland agreed to circulate the posters once they were ready. **AR**

The Membership Manager agreed to attend the Drop In Session with the Runnymede Governors to provide additional support and the following items would be taken along:

- Tea, coffee, water, milk, disposable cups and biscuits

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- Members' Matters
- Membership application forms
- Notepads and pens
- PALS leaflets
- iPad

MEG 6/14 **Annual Members' Meeting**

The Head of Corporate Affairs advised that the Annual Members' Meeting had been arranged for 22nd July 2014 and would be taking place at St Peter's Hospital this year. The whole of the Postgraduate Centre had been booked for the event.

Ideas were requested from the Group on what they would like included especially in the way of a tour, stands and increased interactivity.

The following were suggestions:

- Vascular Surgery
- Cancer Services
- Blood Pressure / Diabetes checks
- Royal Surrey Partnership
- Tour of the new Admissions Lounge
- Stands for MEG and PEG

It was agreed that a meeting with the Head of Communications, Head of Corporate Affairs and the Membership Manager would be arranged and the outcome of discussions would be shared with the Chairman. **AS**

The Head of Corporate Affairs agreed to approach Paul Wills on whether health checks would be a possibility. **GRo**

Any Other Business

MEG 7/14 Terms of Reference

The Membership Manager highlighted a suggestion made at the last Council of Governors meeting whereby the Terms of Reference of the Group be amended so they were similar to the those of the Patient Experience Group, ie that the Chairman should not only be a Governor but a Public Governor.

The Group agreed this amendment.

The Head of Corporate Affairs added that the issue of whether the following:

Appointments to the Committee shall be for a period of up to three years, which may be extended for one further one-year period.

still applied or whether this term should be extended. It was agreed that a meeting of Governors would be arranged to discuss membership terms. **GRo**

MEG 8/14 Spelthorne Patient and Carer Survey

The Membership Manager highlighted a recent survey Brian Catt had formulated to go to all those Spelthorne members on email. The

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Membership Manager advised that there were 1,731 Spelthorne members with 772 of these on email. Over four days since the survey had been sent, the survey had had 40 visitors and 30 responses. It was advised that a reminder would be sent in two weeks' time to encourage people to respond.

The Group discussed the possibility of the survey being sent to other constituencies and the importance of the questions being the same so that an overall comparison could be undertaken. It was also suggested that the findings and what was done by the Trust as a result of the survey should be shared with members. The Head of Corporate Affairs advised that he would be highlighting the findings with the Patient Experience Group and any action deemed necessary would be undertaken by the Patient Experience and Engagement Team. **GRo**

MEG 9/14 New Monthly Bulletin to Members

Brian Catt highlighted the new style bulletin put together by Communications which had recently been sent to members. The style was more in line with the Aspire Bulletin for staff members and included pictures, articles and items members needed to be advised upon. Those Group members who had seen the bulletin advised they had found it visually pleasing, with good content and requested that Communications should be thanked for the work undertaken in putting it together. **AS**

MEG 10/14 Election Literature from Surrey and Borders Partnership NHS Foundation Trust

Andrew Ryland tabled recent election literature received from this trust and highlighted the graphics used. Andrew agreed to forward to group members. **AR**

Dates of Meetings for 2014

Tuesday 15 April – Level 2 Seminar Room, SPH
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

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

Meeting Date	Minute Ref	Minute Topic	Action	Lead	Due Date	Update at 15.4.14	
26.11.13	**MEG 37/13**	**Membership Report (MEG 29/13 refers)**	Look at utilising the space in the foyer area for publicising membership.	**GR**	ASAP		
26.11.13	**MEG 38/13**	**Membership Action Plan (MEG 31/13 refers)**	Design a new advert for Self Check-In docks/screens in waiting areas.	**GR**	ASAP		
26.11.13	**MEG 40/13**	**Membership Report**	Look into putting a search facility on the Trust's website.	**GR**	ASAP		
26.11.13	**MEG 43/13**	**Potential Community Events in the Elmbridge/Hounslow Areas**	Walk around hospital sites to establish areas where membership can be publicised.	**AS & GR**	ASAP	To be arranged	
11.2.14	**MEG 3/14**	**Membership Report**	Include population data in the report	**AS**	15.4.14		
11.2.14	**MEG 4/14**	**Membership Action Plan**	Invite a Governor to write an article regarding the Vascular event	**AS**	ASAP	Keith Bradley	✔
11.2.14	**MEG 5/14**	**Advertising Runnymede Drop In Session – 18 March 2014**	Circulate posters	**AR**	ASAP	Posters ready and with Andrew Ryland for circulation	
11.2.14	**MEG 6/14**	**Annual Members' Meeting**	Arrange a meeting with the Head of Communications and Head of Corporate Affairs	**AS**	ASAP	Complete – 27 Feb 2014	✔
11.2.14	**MEG 6/14**	**Annual Members' Meeting**	Share discussion with Chairman and ask Paul Wills whether health checks can be offered	**GRo**	ASAP		
11.2.14	**MEG 7/14**	**Terms of Reference**	Put to a meeting of Governors whether the Governor term should be extended	**GRo**	ASAP		
11.2.14	**MEG-8/14**	**Spelthorne Patient and Carer Survey**	Share findings with PEG	**GRo**	ASAP		
11.2.14	**MEG 9/14**	**New Monthly Bulletin to Members**	Thank the Head of Communications and Communications Manager	**AS**	ASAP	Complete	✔
11.2.14	**MEG 10/14**	**Election Literature from Surrey and Borders Partnership NHS Foundation Trust**	Forward literature to Group members	**AR**	ASAP	Complete	✔