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

COUNCIL OF GOVERNORS
9th March 2015

TITLE	**Membership and Community Engagement Group Report**
EXECUTIVE SUMMARY	The draft minutes of the meeting of the Membership and Community Engagement Group held on 17th February 2015. Matters discussed in the meeting on 17th February included: • Membership Report and Action Plan • Annual Members' Meeting 2015 • Members' Matters – Spring Edition • Engagement with the Public over the Potential Merger
The Council is asked to:	Note the minutes of the meeting held on 17h February 2015.
Submitted by:	Andrew Ryland, Chair of the Membership and Community Engagement Group and Public Governor for Runnymede.
Date:	March 2015
Decision:	For Noting

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Membership and Community Engagement Group
17 February 2015

Management Meeting 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)
	Danny Sparkes	DS	Public Governor - Runnymede
	Paul Wills	PW	Staff Governor – Allied Health Professionals
APOLOGIES:	Michael Smith	MS	Appointed Governor – Woking Borough Council
IN ATTENDANCE:	Linda Gregory	LG	Communications Project Manager (Interim)
	Giselle Rothwell	GR	Head of Communications
	Anu Sehdev	AS	Membership and Engagement Manager

MEG 01/15 **Minutes from Previous Meeting**

The minutes from the previous meeting held on 25 November 2014 were agreed as a correct record.

MEG 02/15 **Matters Arising**

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

Spelthorne Survey

Brian Catt advised that he had still been unable to make contact with the Chief of Patient Safety/Deputy Medical Director but would continue drafting the letter to Spelthorne members. **BC**

Leaflet Racks

The Head of Communications presented the Group with images of the leaflet racks which had been ordered. Unfortunately, in light of recent financial pressures faced by the Trust, the order had been rejected. It was advised that the leaflet racks would be re-ordered when possible. Paul Wills highlighted that the Library might have leaflet racks which were not being utilised and the Communications Project Manager (Interim) agreed to speak with the Library Manager. The Head of Communications advised that three leaflet racks would be ordered with one being placed at Ashford Hospital, one at St Peter's Hospital at the top of the escalator and one in Chertsey House. It was clarified that many members of the public regularly visited Chertsey House. Paul Wills considered Occupational Health was an area worth looking at as well. **LG**

MEG 03/15 **Engagement with the Public over the Potential Merger**

The Head of Communications advised that the Trust was awaiting the Competition and Markets Authority's (CMA) decision on whether the proposed merger with the Royal Surrey could go ahead. If the decision was to proceed then the Board and Council of Governors would need to agree the Full Business Case and public engagement would begin. However, should the CMA decide to refer the case to Phase 2 assessment then the engagement plan would need to put on hold and the assessment would take around six months. The Engagement Timetable was handed out to the

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Group. It was clarified that the staff engagement plan would run alongside the engagement plan. It was envisaged that the plan would begin the week of 9 March to include roadshows, evening events and members' events.

The Head of Communications advised that six weeks prior to the General Election was considered a time of Purdah and hence events would need to be tailored accordingly with mostly members' events taking place during this time. After 7 May, more roadshows would begin to take place.

Andrew Ryland queried why the events at Weybridge and Haslemere were termed as "deliberative" events and the Head of Communications advised that there appeared to be a lot of interest in these areas. For example, a meeting which took place in Haslemere last November had over 200 people in attendance.

The Head of Communications advised that the meetings would be advertised widely and it was envisaged that the timetable would change as items were altered or added in. A briefing and training session would be arranged for Governors before the campaigns began and materials including core messages and information on how to make a complaint would be provided. The Head of Communications wanted to know which events the Group members were interested in attending and it was agreed that a list version of the timetable would be provided to Governors. The Head of Communications also wanted to know anything she may have missed in her timetable. It was agreed that the Head of Communications would speak with Danny Sparkes before a meeting she was attending on 19 February and arrange for leaflets, if necessary, to be forwarded to her. **GR** **GR**

In response to Brian's query on how the members would be communicated with around the engagement plan, it was advised that the monthly bulletin and Members' Matters would be utilised and would include events and roadshows. It was reinstated that Monitor stressed the importance of obtaining views from the general public and taking them into account when merging with another trust. A questionnaire would also be sent out to obtain views and an independent report would be compiled from feedback received.

The Head of Communications reinstated that the Royal Surrey Governors had offered to help and were on board with the plans. Andrew Ryland queried whether staff at the Royal Surrey were on board and it was advised that generally they were. Engagement with staff at both trusts had been through identical campaigns and there was an overall good relationship with staff. The Head of Communications agreed to provide merger materials to the Group. **GR**

MEG 04/15 **Membership Report**

The Membership and Engagement Manager presented highlights from the Membership Report and was pleased to advise that over the past three months, membership numbers continued to increase even though members continued to be lost as being deceased or by those moving out of the area. It was also advised that as of 17 February, approximately 35 members were needed by the end of March 2015 to meet the agreed 5% target. It was highlighted that this was an achievable target.

The Group NOTED the report.

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MEG 05/15 **Membership Action Plan**

The Membership and Engagement Manager advised that this was the new and updated plan for 2015-16 with one new action added around arranging and attending special engagement events on the potential merger with the Royal Surrey County Hospital NHS Foundation Trust.

Andrew Ryland queried what happened to members if the two trusts were to merge and it was confirmed that members would automatically become members of the merged Trust, unless they decided to opt out.

The Group NOTED the new action plan.

MEG 06/15 **Annual Members' Meeting – 21 July 2015**

The Membership and Engagement Manager queried where the Group would like the next Annual Members' Meeting to take place. Initially the Group felt that it should take place at Ashford Hospital as last time it had taken place at St Peter's Hospital. The Membership and Engagement Manager pointed out that previously all Annual Members' Meetings had taken place at Ashford Hospital and last year's was the first one that had taken place at St Peter's Hospital. Also, it would largely depend on the meeting content, ie tours, stands, clinicians needed etc on where it was best suited to take place. The Group agreed that parking was much easier at Ashford Hospital, but that more specialties were located at St Peter's Hospital. It was agreed that since both venues were reserved at present, the venue would be finalised when there was a better idea on what items would be on the agenda.

Ideas/suggestions from the Group were requested on what they would like to see feature on the agenda. Suggestions included:

- Future A&E plans
- Merger with the Royal Surrey including benefits
- Transport between sites in case of merger
- Imaging
- Vital Pack – the new patient monitoring system – Dr Barry Sellick or Ingrid Johnson could be approached.
- eMR
- Occupational Health checks

The Membership and Engagement Manager agreed to take these ideas forward and discuss with the Chairman and Head of Communications. The Membership and Engagement Manager agreed to update the Group at the next meeting. **AS**

MEG 07/15 **Monthly Bulletin and Ideas for Members' Matters – Spring Edition**

The Communications Project Manager (Interim) handed out articles that would be included in the next monthly bulletin. The Communications Project Manager (Interim) advised that these articles required editing but provided a general idea on what the bulletin would contain and briefly went through the items.

The Communications Project Manager (Interim) presented a list of ideas for the next Members' Matters which was planned to be sent to members at the end of March 2015.

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Again, an update on the merger would feature together with the CQC findings from the recent inspection of the Trust. Other ideas included:

- Lithotripsy Service
- Pharmacy
- A&E pressures recently experienced by the Trust and what was being done to alleviate the pressures.
- New Respiratory Service
- Staff Survey Results
- Library Award

The Communications Project Manager (Interim) advised she was looking at including the new Rejuvenate/Aesthetics service being provided at Ashford Hospital and welcomed the Group's views. The Group felt it was a good idea, since many members of the public were known to consider undergoing such procedures. The Group also discussed including a message thanking members for not using A&E unnecessarily during the recent times of pressure.

MEG 08/15 **Any Other Business**

None

MEG 09/15 **Future Dates of Meetings for 2015**

Tuesday 21 April
Tuesday 9 June
Tuesday 18 August
Tuesday 17 November

All taking place in the Management Meeting Room at St Peter's Hospital from 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	
25.11.14 + 17.02.15	**MEG 42/14 + MEG 02/15**	**Matters Arising: Spelthorne Survey**	Brian Catt agreed to try and catch up with the Chief of Patient Safety and put together some words to send to Spelthorne members.	**BC**	21.04.15	In process	
17.02.15	**MEG 02/15**	**Matters Arising: Leaflet Racks**	Speak with the Library Manager asking whether there were any leaflet racks in the department not currently being utilised.	**LG**	21.04.15	No leaflet racks available. Will need to wait until April to order them.	✔
17.02.15	**MEG 03/15**	**Engagement with the Public over the Potential Merger**	Provide a list version of the events in the timetable.	**GR**	21.04.15		
17.02.15	**MEG 03/15**	**Engagement with the Public over the Potential Merger**	Speak with Danny before her meeting on 19 February.	**GR**	19.02.15		
17.02.15	**MEG 03/15**	**Engagement with the Public over the Potential Merger**	Provide merger materials to the Group.	**GR**	21.04.15		
17.02.15	**MEG 06/15**	**Annual Members' Meeting**	Speak with the Chairman and Head of Communications about the ideas raised and update the Group at the next meeting.	**AS**	21.04.15		