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

COUNCIL OF GOVERNORS
8th March 2017

TITLE	**Membership and Community Engagement Group Report**
EXECUTIVE SUMMARY	The minutes of the meeting of the Membership and Community Engagement Group held on 22nd February 2017 are attached. Matters discussed in the meeting on 22nd February 2017 included: • Future Strategies and Engagement with Members • Membership Report • Membership Action Plan • Engagement with Volunteers • Members' Magazine – Aspire • Chairmanship of MEG
The Council is asked to:	Note the minutes of the meeting held on 22nd February 2017.
Submitted by:	Danny Sparkes, Chair of the Membership and Community Engagement Group and Public Governor for Runnymede and Windsor and Maidenhead
Date:	March 2017
Decision:	For Noting

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

Membership and Community Engagement Group
22 February 2017

Room 1, Chertsey House, St. Peter's Hospital
2.00 pm – 4.00 pm

PRESENT:	Simon Bhadye	SB	Public Governor, Spelthorne
	Richard Docketty	RD	Staff Governor, Volunteers
	Lilly Evans	LE	Public Governor, Runnymede, Windsor & Maidenhead
	Steve McCarthy	SM	Public Governor, Elmbridge
	Barbara Mogensen	BM	Public Governor, Elmbridge
	Bhagat Singh Rupal	BR	Public Governor, Hounslow & Richmond upon Thames
	Andrew Ryland	AR	Public Governor, Runnymede, Windsor & Maidenhead
	Danny Sparkes	DS	Public Governor, Runnymede, Windsor & Maidenhead
IN ATTENDANCE:			
	Femi Adedeji	FA	Interim Communications Manager *(for item 9/17)*
	Valerie Bartlett	VB	Deputy Chief Executive and Director of Strategy and Transformation *(for item 04/17)*
	Anu Sehdev	AS	Membership and Engagement Manager
	Sangeeta Singadia	SS	Volunteers, Bereavement and Patient Experience Officer *(for item 07/17)*

MEG 01/17 **Welcome**

Andrew Ryland, Chair, welcomed Simon Bhadye, Lilly Evans and Barbara Mogensen as new members to the Group.

MEG 02/17 **Minutes from Previous Meeting**

The minutes from the previous meeting held on 22 November 2016 were agreed as a correct record. The updated log was NOTED.

MEG 03/17 **Matters Arising**

Query the possibility of having a membership stand at Hounslow Council's quarterly roadshows

Bhagat Singh Rupal advised that Hounslow Borough Council had moved out of its headquarters and the new headquarters were yet to be built. This had meant that roadshows had been considerably curtailed and the opportunity had not arisen for having a membership stand at such an event. Bhagat advised that he had spoken with some of his constituents and had managed to recruit 30 new members. However, many told him that Ashford and St Peter's was too far for them to travel to although some had experienced better treatment and care at Ashford and St Peter's. The Group congratulated Bhagat on recruiting members and Danny Sparkes suggested each Governor carried a few membership forms with them in case the opportunity of recruitment presented itself.

The Group discussed exercising patient choice and how many patients used Ashford and St Peter's for Ophthalmology and how they considered the Orthopaedic service to be excellent. The Group considered there were difficulties in exercising patient choice and understood the problems with ambulance services having to cross over areas.

MEG 04/17 **Future Strategies and Engagement with Members**

The Deputy Chief Executive and Director of Strategy and Transformation advised she had spoken with the Head of Communications about how the Trust could engage with members on the changes being proposed. The Trust was arguably going through the greatest period of change and the Group agreed that people were both alarmed and confused about what they heard on the news. The Deputy Chief Executive and Director of Strategy and Transformation felt this was an opportunity for members to influence the changes being proposed and to build upon the excellent attendance at members' events. The Group agreed that more could be done with members by communicating monthly and providing a forum for asking questions. The Group did consider that the Governors and Trust staff were unable to answer all questions as nothing was clearly defined at this stage in relation to the Sustainability and Transformation Plan (STP).

The Deputy Chief Executive and Director of Strategy and Transformation reminded the Group that the iMSK pathway had been redesigned and the Trust was about to reconfigure Dermatology. Lilly Evans expressed the importance of using the right language and terminology. Steve McCarthy felt there was a need to advise members what the Trust was doing and then arrange workshops for volunteers who wanted to provide their feedback.

Andrew Ryland regarded Board members as very positive and that they considered carefully how best to deal with change whilst still being flexible. The Deputy Chief Executive and Director of Strategy and Transformation advised that the Trust had considered whether staff should talk about the issues being faced in A&E. Lilly considered engaging with members by mixing the strategic with the practical and allowing people to understand without using jargon. Barbara Mogensen considered the importance of explaining why the Trust was doing what it was doing. It should be explained what members of the public could do to help alleviate the situation in A&E. Lilly considered presenting A&E statistics highlighting conditions patients presented with in A&E over the month.

The Deputy Chief Executive and Director of Strategy and Transformation thanked the Group members for their suggestions and advised that she would come up with some proposals and share with the Group by email. Danny Sparkes suggested that any engagement exercise should take place at the Trust instead of a village hall as many more people would attend. **VB/GR**

MEG 05/17 **Membership Report**

The Membership and Engagement Manager presented the Membership Report and highlighted that the Rest of Surrey constituency was now included in Figure 1 on page 2 in light of recent changes to the Trust's Constitution agreed at Council in December 2016. Overall membership numbers had increased slightly but many members had been lost as being deceased. The Membership and Engagement Manager advised that she would be attending a Career's Fair at Sir William Perkins School on 9 March from 7-8.30 pm to recruit members and requested volunteers to help with this. Danny Sparkes agreed to provide her support.

Andrew Ryland referred to the table on page 4 where a comparison of membership numbers in neighbouring acute foundation trusts had been conducted. The Group was pleased to see that the Trust had higher membership numbers in proportion to catchment population.

The Membership and Engagement Manager advised that the members' events continued to be very popular and highlighted that the next members' event was

on Eye Health on 10 May. The Membership and Engagement Manager was yet to meet with the business unit service manager to discuss content. Danny Sparkes suggested seeking input from Moorfields Eye Hospital NHS Foundation Trust and perhaps inviting one of their governors to attend. Richard Docketty advised that the last members' event on Research and Development had been well attended by volunteers as the Membership and Engagement Manager had worked closely with the Volunteers, Bereavement and Patient Experience Officer to obtain email addresses in order to invite them to the event. Richard explained that the volunteers did not appear in the membership database and previously, although events had been advertised on Aspire, they had not received personal invitations.

MEG 06/17 **Membership Action Plan**

The Membership and Engagement Manager presented the Membership Action Plan. Andrew explained to the new members that each action was rag rated and only those that were rag rated red were examined more closely with explanations being provided for those items rag rated amber. The Group were satisfied with the progress made on all the actions.

The Membership and Engagement Manager informed the Group that this was the last edition of the action plan for the current year and that it would be refreshed for the next meeting. It was highlighted that it was her endeavour to promote Council meetings and that a bulletin had recently been sent to members publicising the next Council meeting. Similar attention would be paid to Trust Board meetings in the future to encourage attendance.

The Group NOTED the plan.

MEG 07/17 **Engagement with Volunteers**

The Volunteers, Bereavement and Patient Experience Officer attended to support Richard Docketty. Richard opened the item by advising that he was looking at how to better engage with volunteers. Richard was pleased to see many more volunteers attending the last members' event on Research and Development and this was due to coordination between the Membership and Engagement Manager and Volunteers, Bereavement and Patient Experience Officer (as mentioned in MEG 05/17).

The Volunteers, Bereavement and Patient Experience Officer advised that not all volunteers had access to a computer but were good at spreading the word between colleagues. There was a folder available at Main Reception where volunteers signed in and notes could be left in that. It was advised that currently the Trust had 420 volunteers which included a number of students. The Volunteers, Bereavement and Patient Experience Officer was unable to meet every volunteer personally. In response to Danny Sparkes' query it was advised that students were 16 years old and above and many of them were there to complete their Duke of Edinburgh award. There were many students that came to undergo work experience who then often stayed on to become volunteers.

The Volunteers, Bereavement and Patient Experience Officer advised that there was a constant turnover of volunteers. Simon Bhadye queried whether the League of Friends' staff were considered volunteers and it was advised that they were. In response to Lilly Evans' query it was advised that prospective volunteers were asked what they were interested in and how they wanted to be involved and were then matched to a position. There were opportunities to shadow staff for a few months or be placed on a ward or department.

The Volunteers, Bereavement and Patient Experience Officer advised that the Dementia Unit was wholly run by volunteers and they were essential in making the patient's stay more pleasant. Richard highlighted that HeartBeat was also made up of volunteers and they worked alongside staff and were directed by them. Simon Bhadye reinforced how important volunteers were to the Trust, but he was aware that the clearance checks discouraged many who wanted to enrol.

Richard highlighted the outpatient area at Ashford Hospital where volunteers were managed by Lynn English, Outpatients Co-ordinator, and the Group agreed it was difficult for one person to manage every volunteer and that each department should take responsibility for their volunteers in order to establish the best working arrangements.

Lilly Evans queried how many volunteers were former patients and the age groups that volunteered. The Volunteers, Bereavement and Patient Experience Officer advised that many were patients although more volunteers were coming from the student population. She gave an example of a previous patient who became a volunteer and was now undertaking a medical qualification and another previous patient who had volunteered to talk to patients about to undergoing chemotherapy. Danny Sparkes advised that she had suffered brain damage 20 years previously and had also come into hospital on several occasions to talk to patients suffering similar conditions.

Richard expressed the importance of communicating with volunteers to keep them abreast of what was happening at the Trust and to provide them with an opportunity to feedback.

The Volunteers, Bereavement and Patient Experience Officer advised of the Volunteers' Week coming up the first week of June and the special events arranged to thank volunteers, for example the Christmas Lunch, tea parties and a recent fish and chip supper.

Richard queried whether the newsletter for volunteers could be resurrected and it was advised that there were no plans to do so. During the Health and Wellbeing week taking place 27 February to 3 March, there would be a volunteers' presence. Richard advised that there had also been volunteers' stand at the last Annual Members' Meeting.

The Group thanked Richard and the Volunteers, Bereavement and Patient Experience Officer for their update.

MEG 08/17 **Governor Engagement**

Due to limited time, the Membership and Engagement Manager recommended that the report following on from the Chairman's 1:1s with Governors be digested and suggested that one or two items be picked at the next meeting so they could be tackled.

MEG 09/17 **Aspire – Winter Edition**

In the Head of Communication Manager's absence, the Interim Communications Manager attended and advised that the monthly staff newsletter Aspire had been reintroduced as it was felt the quarterly Aspire did not reflect staff adequately and items were often out of date by the time they appeared in the quarterly edition. More recently the quarterly Aspire had been amalgamated with Members' Matters and was sent out to members as well as staff.

The new Aspire Monthly was only four pages long and items were short and to

the point. It was agreed that the link to the magazine would be forwarded to the Membership and Engagement Manager so that this could be sent out to all Governors. **FA/AS**

The Interim Communications Manager outlined the content agreed for the Winter Edition of Aspire which was the combined staff and members' magazine. It was advised that the magazine was almost finalised and that the Membership and Engagement Manager had forwarded articles to be included in the magazine. The Membership and Engagement Manager reminded the Interim Communications Manager that an article on the recent members' event on Research and Development would be forwarded to him for inclusion once complete.

Subjects to be covered included:

- Apprenticeships
- Endoscopy Unit
- Extending Intensive Care Unit
- Bedside menu – QI code
- Governors and membership
- Colorectal Cancer
- Stroke Consultation
- STP
- 60 seconds
- Sepsis
- Head Trauma
- Introducing our new consultants
- Electronic Records update

Lilly Evans suggested that future editions included a feature on patients and Danny Sparkes suggested an article outlining the cost of procedures as a "Did You Know?" piece.

The Group thanked the Interim Communications Manager for his update.

MEG 10/17 **Chairmanship of MEG**

The Membership and Engagement Manager advised the Group that Andrew Ryland was stepping down as Chair and member of the Group due to his increasing Lead Governor commitments and queried whether anyone was interested in taking over the role of Chair or wished to nominate anyone. Steve McCarthy advised that he would also be stepping down from the Group.

Danny Sparkes advised that she was prepared to stand and the Group agreed unanimously that she should take over as Chair.

MEG 11/17 **Any Other Business**

Steve McCarthy wished to thank Andrew Ryland for his commitment to the Membership and Engagement Group over the last five years and the Group echoed his sentiments.

MEG 12/17 **Further Dates of Meetings for 2017**

Wednesday 26 April, Room 2, Chertsey House
Wednesday 26 July, Room 2, Chertsey House
Wednesday 18 October, Room 1, Postgrad Centre

Wednesday 22 November, Room 1, Postgrad Centre
All taking place 2 – 4 pm

Action Log **KEY: ✔ Done ---- On track x Issue**

Meeting Date	Minute Ref	Minute Topic	Action	Lead	Due Date	Update	
22.2.17	**MEG-04/17**	**Future Strategies and Engagement with Members**	Discuss suggestions with the Head of Communications and share proposals for engagement with members with the Group.	**VB/GR**	26 April 17		
22.2.17	**MEG- 09/17**	**Aspire – Winter Edition**	Provide link to Aspire Monthly to Membership and Engagement Manager who will forward to Group members	**FA/AS**	ASAP	Forwarded 23 Feb 2017	✔