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

COUNCIL OF GOVERNORS
18th May 2011

TITLE	**Report from Membership and Community Engagement Group**
EXECUTIVE SUMMARY	The Minutes of the first meeting of the Membership and Community Engagement Group held on the 15th March 2011 are attached. The first meeting was a wide ranging discussion looking at immediate steps to be taken and from which the Group can develop a work plan. It was agreed that Andrew Ryland would chair the meeting in future. One immediate action achieved has been the introduction of an electronic feed back form whereby members can log questions for Governors. This has been publicised via Members Matters.
The Council is asked to:	Note the minutes and the action notes of the Membership and Engagement Group meeting held on 15th March 2011
Submitted by:	Jane Gear Head of Corporate Affairs
Date:	3rd May 2011
Decision:	For Noting

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

Membership and Community Engagement Group
15th March 2011

Venue: Trust Board Room, St Peter's Hospital
3.00pm – 5.00 pm

PRESENT:

Mr Andrew Ryland	Public Governor - Runnymede
Mrs Samantha Lamb	Staff Governor – Admin/Managerial/Ancillary
Mr Steve McCarthy	Public Governor - Elmbridge
Mrs Diana Manthorpe	Staff Governor – Volunteer
Mr Keith Goodger	Public Governor – Richmond Upon Thames
Cllr Michael Smith	Appointed Governor – Woking

APOLOGIES:

Mr Simon Bhadye	Public Governor – Spelthorne
Mr Paul Wills	Staff Governor - Healthcare

IN ATTENDANCE:

Mr James Harley	Membership Manager
Ms Jane Gear	Board Secretary / Head of Corporate Affairs

Minute **Action**

MEG-1/11 Welcome and Introduction

Jane Gear welcomed those present to the first meeting of the Membership and Engagement Group.

It was explained that the format for the first meeting would be informal with a large percentage of the time allocated for governors to give thought and debate to pushing forward with membership, and issues relating to it. It was anticipated that the meeting would generate some 'quick wins' on particulars issues around membership, and also communication between Governors and Members. The group also need to develop a forward plan

MEG-2/11 Membership and Community Engagement Group – Terms of Reference

The Terms of Reference for the Membership and Community Engagement Group were noted.

MEG-3/11 Membership Strategy

Membership Reporting – Developing the Information

Minute **Action**

The Membership Manager gave a demonstration of the current software that is used. It was agreed

- To provide detailed quarterly reports for each constituency including diversity **JH**
- To consider an annual report by constituency **JH**

MEG-4/11 Developing a Forward Plan on

(i) Governor Communication with Members

The meeting discussed on the role of the Staff Governor and the way that information is shared with staff around Foundation Trust and membership.

It was agreed that information about membership to staff could be improved. It was agreed that better distribution of the Members Matters magazine could happen around the organisation and with added prominence on the website, but giving thought to those members of staff that did not have access to a pc.

- Staff Governors to be asked which departments might prefer hard copies **JH**
- Staff should be notified of member's events as well as public members. It was suggested that the E-Bulletin would be the best tool to advertise such events. **Staff Governors /JH**
- Staff governors could hold 'coffee meetings' e.g. notify members they will be in the dining room etc.

Regarding communications with public members the following suggestions were made:- **All**

- Consider raising profile of Governors at member's health events **JH**
- Consider developing a Governors bulletin, to be available as part of community engagement activities **JH**
- The Committee agreed that a standardised article be written that Governors could share with any community magazines or groups that they came into contact with. **JH/All**
- Produce an Annual Report on the Work of the Council which could be used to raise it's profile

(ii) Member Communication with Governors

A number of websites in operation at other FTs were viewed.

Minute **Action**

The group suggested a number of changes that the Trust could make to its own website with regards to membership:- **JH/IT**

- It was agreed that it was difficult at present to find the on-line joining form for membership, and it should be signposted from the home page of the ASPH website. **JH/IT**

- Developing a facility for having a message box where members had the opportunity to highlight anything they wanted to their particular Governor. (It was noted that the information on the form would come back to the Membership Office, but there would be no filtering of the information and this would be passed straight on to the appropriate governor to ensure that the system was both transparent and robust) **JH**

- Describing the role of the governor on the web page, making clear what the role covers and what it does not e.g. dealing with individual complaints

(iii) Membership Recruitment

Committee members agreed that to keep increasing the number of members, recruitment of new members would need to take place during 2011.

Committee members queried what the 2011/2012 membership targets would be. The Head of Corporate Affairs explained that the current membership targets set out in the Membership Strategy had been exceeded when applying for Foundation Trust status. Now this group had been set up it was anticipated that with their help a refresh of the strategy and the membership targets within could take place.

It was highlighted that Elmbridge, Runnymede and Spelthorne membership were all showing at less than 1% representative of the local population.

JH

It was agreed that during the summer, the Membership Manager would lead a programme of activities for membership recruitment. The committee suggested that this could be done through local community events.

The Membership Manger agreed to look at producing a calendar of local events for possible membership activity that would be bought back to the next meeting of the Committee. It was further suggested that it would be important for these to focus on the areas highlighted earlier in the meeting, Elmbridge, Runymede and Spelthorne with a lower membership representation. **JH**

The group further suggested that there was an opportunity for Governors to attend community groups with support from the Membership Office. It

Minute		Action
	was felt that Governors could feedback to the Membership Office if they were involved, or knew of any groups that were taking place, where a talk about Foundation Trust Membership would be welcomed.	JH/GR
	The Committee noted that with regards to events or community groups, Governors should be properly briefed with regards to current issues that might be raised at the meetings.	
	There was a large discussion on the current membership form, and ways that it could be updated to reflect the position the trust was now in, having achieved Foundation Status.	
MEG 5/11	**Meeting Schedule – Timing**	
	It was suggested that the group would meet bi-monthly, and those present agreed that the next meeting would be held on Tuesday 24th May 2011. The minutes of the meeting held on the 15th March 2011 would be included in the Council of Governor papers.	
MEG-6/11	**Chair of Group**	
	It was agreed that Andrew Ryland, Public Governor for Runnymede would act as Chair of the Committee. It was agreed that he would have the full administrative support of the Membership Manager in preparation for the meetings.	
MEG-7/11	**Any other Business**	
	There was no other business.	

Summary Action Points

Meeting Date	Minute Ref	Topic	Action	Lead	Due Date	Comment as at 5th May 2011	Status
15/03/2011	MEG-3/11	Membership Reporting	To provide detailed quarterly reports for each constituency including diversity	JH	18th May 2011	To be issued in mid May	---
15/03/2011	MEG-3/11	Membership Reporting	To consider an annual report by constituency	JH	December 2011		
15/03/2011	MEG-4/11	Staff Governor Communications with Members	Advertise members events on the E-Bulletin	JH	June 2011		
15/03/2011	MEG-4/11	Staff Governor Communications with Members	To set up Staff governor coffee meetings	Staff Governors	On-going	First one held. Next date is 13 June 2011	✔
15/03/2011	MEG-4/11	Public Governor Communication with Members	Consider raising profile of Governors at member's health events	All	June 2011		
15/03/2011	MEG-4/11	Public Governor Communication with Members	Consider developing a Governors bulletin, to be available as part of community engagement activities	JH	24th May 2011		
15/03/2011	MEG-4/11	Public Governor Communication with Members	A standardised article be written that Governors can share with any community magazines or groups that they come into contact with.	JH	24th May 2011		

15/03/2011	MEG-4/11	Public Governor Communication with Members	Annual Report on work of the Council to raise its profile.	JH	December 2011		
15/03/2011	MEG-4/11	Member Communication with Governors	Feedback form on the webpage for members to communicate with Governors.	JH/IT	24th May 2011	Form in place and publicised via Members Matters	✔
15/03/2011	MEG-4/11	Member Communication with Governors	Clear signage on ASPH home page to the online joining form.	JH/IT	24th May 2011		
15/03/2011	MEG-4/11	Member Communication with Governors	Profile of Governor Role on the Internet.	JH	24th May 2011		
15/03/2011	MEG-4/11	Membership Recruitment	Calendar of Membership Events	JH	24th May 2011		
15/03/2011	MEG-4/11	Membership Recruitment	Governors to report back to Membership Office of any Community Groups that may wish to host a talk on membership	All	On-going		
15/03/2011	MEG-4/11	Membership Recruitment	Update / refresh of current membership form.	JH/GR	September 2011		