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

COUNCIL OF GOVERNORS
7th September 2016

TITLE	**Membership and Community Engagement Group Report**
EXECUTIVE SUMMARY	The minutes of the meeting of the Membership and Community Engagement Group held on 7th June and 23rd August 2016 are attached. Matters discussed in the meeting on 7th June 2016 included: • Membership Report • Membership Action Plan • Membership Strategy • Members' Magazine – Aspire – Ideas for Summer Edition Matters discussed in the meeting on 23rd August 2016 included: • Membership Report • Membership Action Plan • Membership Strategy • Terms of Reference • Aspire – Ideas for Autumn Edition
The Council is asked to:	Note the minutes of the meeting held on 7th June and 23rd August 2016.
Submitted by:	Andrew Ryland, Chair of the Membership and Community Engagement Group and Public Governor for Runnymede.
Date:	September 2016
Decision:	For Noting

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

Membership and Community Engagement Group
7 June 2016

Finance Meeting Room, St. Peter's Hospital
3.00 pm – 5.00 pm

PRESENT:	Brian Catt	BC	Public Governor – Spelthorne
	Andrew Ryland	AR	Public Governor – Runnymede and Windsor & Maidenhead (Chair)
	Danny Sparkes	DS	Public Governor – Runnymede and Windsor & Maidenhead
APOLOGIES:	Paul Darling-Wills	PW	Staff Governor – Allied Health Professionals
	Steve McCarthy	SM	Public Governor – Elmbridge
IN ATTENDANCE:	Giselle Rothwell	GR	Head of Communications – from minute MEG 20/16
	Anu Sehdev	AS	Membership and Engagement Manager

MEG 15/16 **Apologies and Changes to the Group**

Apologies were noted and it was advised that Michael Smith was no longer a member of the Group as he decided not to stand in the Woking Borough elections in May 2016 and hence was no longer a councillor. Woking Borough Council had taken the decision to appoint David Bittleston as his successor.

The Group wished to thank Michael for his hard work and dedication not only as a member of the Group but as an Appointed Governor for the Council over the past 5½ years.

MEG 16/16 **Minutes from Previous Meeting**

The minutes from the previous meeting held on 26 April 2016 were agreed as a correct record. The updated log was NOTED.

Brian Catt wished to add, as he had been unable to attend the meeting in April, perhaps the Aspire magazine should look to cover areas that were having a challenging time and how staff were trying to turn things around.

MEG 17/16 **Membership Report**

The Membership and Engagement Manager presented the Membership Report and advised that membership numbers had decreased by 149 overall. This was the result of two data cleanses. The data cleanse that removed deceased members had been overhauled as complaints had been received by clients of MES (our database providers) that not all deceased members were being removed. MES employed the services of a different supplier which used three additional sources to the two previously used and this resulted in 79 deceased members being flagged when usually around 20 - 30 were picked up over the same time frame. It was anticipated that numbers would settle down over the coming months. The second data cleanse was conducted at the request of the Membership and Engagement Manager on 355 members whose addresses were being flagged as potentially being incorrect. 208 addresses were updated and 110 had moved out of the Trust's catchment area and were no longer regarded as

members.

The Group felt it was important that membership data was as up to date as it could possibly be and data cleanses were necessary to achieve this. It was considered that membership numbers could be added to during the year.

The Group NOTED the report.

MEG 18/16 **Membership Action Plan**

The Membership and Engagement Manager presented the Membership Action Plan and highlighted that Trust Board attendance had improved in May. Contacts with members continued to increase and this was a good sign of engagement. It was further advised that the membership section of the Trust's website had been updated and continued to be monitored. All actions were either on target, been achieved or were not due yet.

The Group NOTED the plan.

MEG 19/16 **Membership Strategy**

The Membership and Engagement Manager advised that the Membership Strategy had been re-worked according to the suggestions made by Group members at the last meeting. Andrew Ryland advised that he revisited the Strategy after the amendments had been made and the Group discussed the further adjustments that were considered necessary. It was agreed that the Membership and Engagement Manager would go back and make the amendments and forward the new document to Group members ahead of the next meeting so that the updated Membership Strategy could be agreed before presenting to the Council of Governors at September's Council meeting. **AS**

MEG 20/16 **Ideas to Refresh MEG**

Andrew Ryland introduced this item by saying that over the past 5½ years the Group had found that there were things that worked well and others that had been tried, for example the drop in governor sessions, that did not work as well. Andrew felt it was important to stick with the things that worked well and to continue doing them.

Andrew proposed the possibility of adjusting the Terms of Reference of the MEG to add a new dimension to the Group's purpose. This would be in the area of the performance of Governors in their role. This may cover issues of Governor induction, training and review of ongoing performance and participation. It was agreed to forward the Terms of Reference to group members so this proposal could be discussed further at the next meeting. This proposed change in the Terms of Reference would be a step forward in Governors assisting the Chair and the Membership and Engagement Manager as they enabled greater or improved Governor engagement and effectiveness. **AS**

Engagement around the Sustainability and Transformation Plan (STP) was discussed and it was advised that the Clinical Commissioning Groups (CCG) would be leading on this with involvement from NHS England.

The Head of Communications responded to queries around the STP advising that an article had appeared in the local paper advising that it was a joint venture by three CCGs and three hospitals: Ashford and St Peters, The Royal Surrey and Epsom. There were also a number of external providers involved, for example Virgin Care and SECAMB (South East Coast Ambulance Service). The Group

considered that any suggestions/decisions should be left to the next meeting when more Governors would be in attendance.

MEG 21/16 **Membership of the Group**

The Group considered the importance of securing new members for the Group especially as Michael Smith was no longer a member and there was a need to have a staff governor in regular attendance. Andrew Ryland agreed to approach the Council of Governors on 15 June to request new members. **AR**

MEG 22/16 **Any Other Business**

The Head of Communications advised that the latest edition of Aspire would be late and was likely to go to print in July. Brian Catt suggested that the electronic version of the magazine be available in a couple of formats so members could access a version compatible to the device they were using.

The Head of Communications advised that she would be putting together a condensed annual review together in time for the Annual Members' Meeting which would have an emphasis on the Staff Awards Ceremony.

MEG 23/16 **Further Dates of Meetings for 2016**

Tuesday 23 August – Management Meeting Room
Tuesday 22 November (NB change of date – previously 15 November) – Management Meeting Room

All taking place at 3.00 – 5.00 pm

Action Log

KEY: ✔ Done ---- On track x Issue

Meeting Date	Minute Ref	Minute Topic	Action	Lead	Due Date	Update	
7.6.16	**MEG-19/16**	**Membership Strategy**	Amend the Membership Strategy and send to Group members ahead of the next meeting in August.	**AS**	9.8.16	Amended copy sent to MEG members	✔
7.6.16	**MEG-20/16**	**Ideas to Refresh MEG**	Forward the Terms of Reference to the Group.	**AS**	ASAP	Sent with draft minutes on 13 June 2016	✔
7.6.16	**MEG-21/16**	**Membership of the Group**	Invite Governors to become members of the Group at the next Council meeting.	**AR**	15.6.16	Complete	✔

Ashford and St. Peter's Hospitals NHS
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Membership and Community Engagement Group
23 August 2016

Room 2, Chertsey House, St. Peter's Hospital
3.00 pm – 4.30 pm

PRESENT:	Brian Catt	BC	Public Governor – Spelthorne
	Steve McCarthy	SM	Public Governor – Elmbridge
	Andrew Ryland	AR	Public Governor – Runnymede and Windsor & Maidenhead (Chair)
	Danny Sparkes	DS	Public Governor – Runnymede and Windsor & Maidenhead
APOLOGIES:	Paul Darling-Wills	PW	Staff Governor – Allied Health Professionals
IN ATTENDANCE:	Becky Fairbairn	BF	Communications Manager
	Aileen McLeish	AM	Chairman
	Anu Sehdev	AS	Membership and Engagement Manager

MEG 24/16 **Apologies**

As noted above.

MEG 25/16 **Minutes from Previous Meeting**

The minutes from the previous meeting held on 7 June 2016 were agreed as a correct record. The updated log was NOTED.

The Chairman clarified that the rise in attendance from members of the public at Trust Board in May was largely due to prospective non-executive candidates attending.

MEG 26/16 **Membership Report**

The Membership and Engagement Manager presented the Membership Report and advised that membership numbers had increased to reflect the changes to the Trust's Constitution relating to boundary changes. Many of the members that had previously been referred to as Affiliate Members since they lived just out of the Trust's catchment area were now within the new catchment area and now full members with voting rights. Overall membership numbers had increased by 119 which for the large part was due to members moving from being Affiliate to full members.

Members' events were progressing well and the Trust had held a successful event on Infection Control and the Annual Members' Meeting had been extremely popular. The next event on Diet and Nutrition currently had 116 members registered to attend.

The Group discussed the Annual Member's Meeting and agreed the event had been successful and was extremely impressed with Mr Senthy Sellaturay as guest speaker on Urology and the Chairman advised that Mr Sellaturay had spoken behalf of the Urology Team and how the service had been turned around.

Andrew Ryland pointed out that the population figures had not been updated to reflect the boundary changes and the Membership and Engagement Manager advised she would ensure these were updated. **AS**

The Group NOTED the report.

MEG 27/16 **Membership Action Plan**

The Membership and Engagement Manager presented the Membership Action Plan and identified that engagement with members had continued to improve with increased numbers contacting the office either by email or by telephone. This was in part due to the forthcoming Council of Governor elections and members requesting further information. Danny Sparkes advised that she had received a letter pertaining to the staff elections when she was no longer a staff member. The Membership and Engagement Manager agreed to contact Electoral Reform Services to see why this had happened. **AS**

The Chairman queried whether the Group bench-marked membership numbers against other trusts and it was advised that this had been undertaken when the Trust was moving towards foundation trust status. It was agreed to undertake more recent benchmarking. Andrew Ryland advised that at previous meetings the Group had discussed how several trusts had recruited many thousands of members at inception and had found the large numbers difficult to manage and not necessarily an advantage. **AS**

The Group discussed whether it was possible to become a member of more than one trust and the Chairman advised that it was. The Group agreed that this should be communicated to members of the public and the Communications Manager advised that she could put a short article in the local papers and the Membership and Engagement Manager considered the Trust's GP Newsletter could also be utilised. It was agreed that the Communications Manager and Membership and Engagement Manager would work together to put the article together. **BF/AS**

The Group NOTED the plan.

MEG 28/16 **Membership Strategy**

Andrew Ryland advised that considerable work had been undertaken by the Group to update the Membership Strategy and that it was now time for final approval before it was presented to the Council of Governors to note. The Chairman suggested removing Appendix 2 as this was no longer required as all wards in the boroughs mentioned were included. Andrew Ryland mentioned Runnymede Borough Council's document "Runnymede 2035 – Issues, Options and Preferred Approaches – Consultation" where the Trust's name was mentioned incorrectly. The Communications Manager agreed to look into this. **BF**

The Chairman added that a Constitution Group meeting had been set up to discuss a potential broader category. Finally, the Chairman referred to page 4 where it should read Leagues of Friends and it was agreed to amend this.

The Group agreed that the Membership Strategy be presented to the next Council of Governors.

MEG 29/16 **Terms of Reference**

Andrew Ryland explained that the Group were reviewing the Terms of Reference ahead of time to look at including a potential item covering Governor

Engagement. It was intended that this would become an agenda item from time to time. The Chairman had been invited to take part in the discussions around this suggestion. The Group was looking to include this item which would potentially cover Governor performance, engagement and training. The Chairman advised that performance was effectively covered through 1:1s with Governors with the added benefit of being a worthwhile two-way conversation.

The Chairman requested that the Membership and Engagement Manager look into what the regulations stipulated when existing Governors put their nomination statement together and whether or not attendance at other meetings apart from Council of Governors was required. **AS**

The Group discussed how important it was to have a mix of Governors across the committees as each one gave a different perspective to proceedings.

Further amendments were:

- Page 1, under point 3 – Membership, the first two lines were combined to read:

  The Committee will be appointed by the Council and will consist of no less than 6 members and no more than 10; to include at least 2 public Governors and one staff/appointed Governor.

- Page 3 under point 9 – Duties, first bullet point changed to:

  Oversee the development of the Trust's membership (including public, ~~patient~~ and staff members)…..

Further discussion on where potentially the additional duty of reviewing, monitoring and promoting could sit took place. It was agreed that this option would be raised at the next Council of Governors by Andrew Ryland to see if Council would be agreeable for the addition to the remit of the Group. **AR**

MEG 30/16 **Aspire**

The Communications Manager advised that it was intended to finalise the autumn edition of Aspire within the month. There would also be a monthly email bulletin to members sent in the next week or so. It was advised that the Membership and Engagement Manager had forwarded her suggestions for each and that work had begun to map out the pages and content and these were shared with the Group.

The Group suggested the following ideas for the next magazine:

- Lunch 4 Life
- Stroke Services
- Spotlight on Urology
- Changes in A&E, including the UCC and relocating the Multi-Faith Centre to accommodate the increase in patients using the A&E
- Winter Pressures
- Consultant links with Iran
- Enlarged Constituencies (to be mentioned in the Chairman's introduction)

MEG 31/16 **Any Other Business**

None

MEG 32/16 **Further Dates of Meetings for 2016**

Tuesday 22 November (NB change of date and venue) – Large Finance Meeting Room, Chertsey House, 3.00 – 5.00 pm

Dates of Meetings for 2017

Wednesday 22 February, Room 2, Chertsey House
Wednesday 26 April, Room 2, Chertsey House
Wednesday 26 July, Room 2, Chertsey House
Wednesday 18 October, Room 1, Chertsey House
Wednesday 22 November, Room 1, Chertsey House

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	
23.8.16	**MEG 26/16**	**Membership Report**	Ensure population figures are updated in the Membership Report.	**AS**	ASAP	Complete	✔
23.8.16	**MEG 27/16**	**Membership Action Plan**	Contact ERS to see why Danny Sparkes had received a letter regarding the staff elections	**AS**	ASAP	Contacted ERS and they advised that Danny had appeared on the Volunteers' list. AS contacted the Voluntary Services Manager and Danny's name has been removed.	✔
23.8.16	**MEG 27/16**	**Membership Action Plan**	Benchmark membership numbers with other trusts.	**AS**	22 Nov 2016		
23.8.16	**MEG 27/16**	**Membership Action Plan**	Put an article together informing the public that they can become members of more than one trust.	**BF/AS**	30 Sept 2016		
23.8.16	**MEG 28/16**	**Membership Strategy**	Contact Runnymede BC and request the mention of ASPH is amended.	**BF**	ASAP	BF contacted Runnymede BC and has been assured that ASPH's name will be amended.	✔
23.8.16	**MEG 29/16**	**Terms of Reference**	Look into regulations relating to Governor nomination statements	**AS**	ASAP	AS has looked into this and has been advised *	
23.8.16	**MEG 29/16**	**Terms of Reference**	Mention the potential addition to MEG's remit in Council of Governors	**AR**	7 Sept 2016		

*Excerpt from Monitor's: The NHS Foundation Trust Code of Governance:

Old Wording

C2.3 Elected governors must be subject to re-election by the members of their constituency at regular intervals not exceeding three years. The names of governors submitted for election or re-election should be accompanied by sufficient biographical details and any other relevant

information to enable members to take an informed decision on their election. This should include prior performance information such as attendance records at governor meetings and other relevant events organised by the NHS foundation trust for governors.

New wording

"B.7.2. Elected governors must be subject to re-election by the members of their constituency at regular intervals not exceeding three years. The names of governors submitted for election or re-election should be accompanied by sufficient biographical details and any other relevant information to enable members to take an informed decision on their election. This should include prior performance information."