Ashford and St. Peter's Hospitals
NHS Foundation Trust

COUNCIL OF GOVERNORS
6th September 2017

TITLE	**Membership and Community Engagement Group Report**
EXECUTIVE SUMMARY	The minutes of the meeting of the Membership and Community Engagement Group held on 26th July 2017 are attached. Matters discussed in the meeting on 26th July 2017 included: • Membership Report • Membership Action Plan • Recruitment of / Engagement with Members • Engaging with Colleagues • Aspire –Summer Edition / Ideas for Autumn Edition • Members' Events
The Council is asked to:	Note the minutes of the meeting held on 26th July 2017
Submitted by:	Danny Sparkes, Chair of the Membership and Community Engagement Group and Public Governor for Runnymede and Windsor and Maidenhead
Date:	September 2017
Decision:	For Noting

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

Membership and Community Engagement Group
26 July 2017

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

PRESENT:	Simon Bhadye	SB	Public Governor, Spelthorne
	Bhagat Singh Rupal	BR	Public Governor, Hounslow & Richmond upon Thames
	Danny Sparkes	DS	Chair and Public Governor, Runnymede, Windsor & Maidenhead
	Bertie Swan	BS	Public Governor, Elmbridge
IN ATTENDANCE:			
	Anu Sehdev	AS	Membership and Engagement Manager
APOLOGIES:	Richard Docketty	RD	Staff Governor, Volunteers
	Lilly Evans	LE	Public Governor, Runnymede, Windsor & Maidenhead
	Barbara Mogensen	BM	Public Governor, Elmbridge

MEG 22/17 **Apologies**

Apologies as listed above.

MEG 23/17 **Minutes from Previous Meeting**

The minutes from the previous meeting held on 26 April 2017 were agreed as a correct record. The updated log was NOTED.

MEG 24/17 **Matters Arising**

Future Strategies and Engagement with Members

The Membership and Engagement Manager advised that the Deputy Chief Executive apologised that she was unable to update the Group at this time but would attend the next meeting to do this. **VB**

Displaying membership materials in the café area

The Membership and Engagement Manager advised that she had been unable to follow through on this but would give it her attention soon. **AS**

MEG 25/17 **Membership Report**

The Membership and Engagement Manager presented the Membership Report and advised that although 41 new members had been recruited, 35 had been lost for the same time period; the vast majority of these being deceased. Overall membership figures remained consistent. It was advised that efforts continued with recruiting younger members and as well as attending the Thomas Knyvett College's careers event with Danny Sparkes, the Membership and Engagement Manager had attended Staines Job Centre and North West Surrey CCG's AGM; the latter more to publicise the Trust.

Bhagat Singh Rupal advised that he had spoken with many members of the

public who queried why they should become members of the Trust when they were sent for treatment to other hospitals. Bhagat also mentioned he had spoken with Mr Jagdish Sharma, the leader of the London Borough of Hounslow Council, who advised he would speak to council colleagues and report back to Bhagat. Bhagat advised he would update the Group on the outcome of talks at the next meeting. **BR**

The Membership and Engagement Manager highlighted the recent members' event on Eye Health with Mr Arun Gupta, Consultant Ophthalmologist and Staff Governor. The event was extremely well attended and feedback had been very positive.

The Group NOTED the report.

MEG 26/17 **Membership Action Plan**

The Membership and Engagement Manager presented the Membership Action Plan. She advised that engagement with members had continued to feature by email. Many more members were choosing to call the Membership Office to have more detailed conversations. There was a steady attendance at Trust Board meetings and many more staff and volunteers were attending members' events. Bhagat Singh Rupal advised Group members that he had spoken with the Membership and Engagement Manager after acquaintances had queried whether they were able to attend Trust Board meetings. It was confirmed that any member of the public was welcome to attend the meetings and Bhagat had passed on this information.

The Membership and Engagement Manager advised that the Annual Members' Meeting (AMM) had been very successful with over 100 people in attendance. Excellent feedback had been received from members when they were leaving. As well as the usual "Marketplace" there were Tai Chi sessions and blood pressure and cholesterol checks. Bhagat added that he had also received favourable comments regarding the AMM.

The Group NOTED the plan.

MEG 27/17 **Recruitment of / Engagement with Members**

The Membership and Engagement Manager mentioned how members' events were an excellent forum for Governors to engage with their members. In the past rosettes had been introduced and Governors had sat at constituency tables to encourage members to approach them. The Group considered efforts should continue with this.

The Membership and Engagement Manager advised she had spoken to membership managers at other trusts and they had mentioned that libraries were a good place to recruit new members. Danny Sparkes agreed to approach her local library to see if this was possible. Simon Bhadye considered it depended on the layout of the library as he was aware his local library only had quiet areas. **DS**

Danny advised the Group that she had met with Femi Adedeji, Interim Communications Manager, and spoken about producing a poster for libraries, GP surgeries, community centres etc which contained a photo of the Governor for the area and introducing them with the words "Did you know I am your elected Governor….etc. Danny advised that other Governors could do the same if they wished to and would check how Femi was getting on. **DS** Danny also agreed to raise this with Governors at the Council of Governors meeting and ask if any of them wanted to do this too. **DS**

The Group then discussed the recent fire at Weybridge Hospital and the Membership and Engagement Manager advised that a further update would be provided at the next Council meeting. Simon Bhadye mentioned that members of the public had asked who they should contact if they were concerned about services and it was suggested North West Surrey CCG. Group members requested how they could contact the CCG. **AS**

MEG 28/17 **Engaging with Colleagues**

The Membership and Engagement Manager broached the subject of creating a Whatsapp group to enable brief communications between Governor colleagues. The Group considered it a good idea but it would be necessary to ensure it was utilised for business and not personal matters to avoid using up people's phone memory.

Danny Sparkes agreed to raise the subject at the next Council of Governors meeting. **DS**

MEG 29/17 **Aspire –Summer Edition / Ideas for Autumn Edition**

In the absence of a representative from Communications, the Membership and Engagement Manager passed a draft copy of the summer edition of Aspire which had been available at the Annual Members' Meeting the previous week. The Group discussed the content and considered it to be a good mix of articles and an interesting read.

The Membership and Engagement Manager requested ideas for the next edition of Aspire due to come out in autumn. She mentioned that the Organ Donation Committee would be producing an article around the Organ Donation Week taking place the first week of September including the Memory Tree Day on 9th September.

Danny Sparkes reiterated her request about informing members how much procedures and not attending appointments cost the Trust in a short "Did You Know…" piece. The Membership and Engagement Manager advised that it had not been possible to include this piece in the last edition but she would ask that it be included in the next edition. The Group also considered having a pull-up banner in prominent positions around the Trust displaying this information. The Membership and Engagement Manager agreed to speak with Communications. **AS**

Bertie Swan suggested a piece saying something like:

"You can help us by cancelling an appointment you no longer need so that another patient can benefit."

The Group discussed publicising the activities Governors undertook and possibly doing a double-spread around Pharmacy to include the contribution pharmacy runners made with ensuring medications were delivered promptly to patients.

The Membership and Engagement Manager agreed to pass on these suggestions to the Communications Team. **AS**

MEG 30/17 **Members' Events**

The Membership and Engagement Manager advised that she had met with colleagues that day and it had been agreed that the next Members' Event would be around the subject of end of life and organ donation and would be called "Let's

Talk About It" – your end of life wishes. The Membership and Engagement Manager had recently become secretary of the Organ Donation Committee which was chaired by Judith Moore, Public Governor for Woking and Guildford. Discussion had taken place around holding an end of life members' event involving Dr Clare Smith, Palliative Care Consultant, Laurence Gamlen, the Chaplain and Emma Little, the Specialist Nurse for Organ Donation, as well as Dr Pardeep Gill, ITU Consultant.

MEG 31/17 **Any Other Business**

None

MEG 32/17 **Further Dates of Meetings for 2017**

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	See action below	
26.4.17 + 26.7.17	**MEG-15/17 + MEG-24/17**	**Matters Arising:** Future Strategies and Engagement with Members	Request an update on how this was progressing	**VB**	18 Oct 17	The Deputy Chief Executive agreed to attend MEG on 18th October to update the Group	
26.4.17 + 26.7.17	**MEG-16/17 + MEG-24/17**	**Membership Report + Matters Arising**	Look into displaying membership materials in the café area	**AS**	18 Oct 17		
26.7.17	**MEG-25/17**	**Membership Report**	Update the Group on the outcome of talks with Hounslow Council colleagues	**BR**	18 Oct 17		
26.7.17	**MEG-27/17**	**Recruitment of / Engagement with Members**	Approach local library to see whether they would allow a stand to recruit new members	**DS**	18 Oct 17		
26.7.17	**MEG-27/17**	**Recruitment of / Engagement with Members**	Check how Femi getting on with poster	**DS**	18 Oct 17		
26.7.17	**MEG-27/17**	**Recruitment of / Engagement with Members**	Ask Governors at Council whether they would be interested in producing a poster too	**DS**	6 Sep 17		

26.7.17	**MEG-27/17**	**Recruitment of / Engagement with Members**	How to contact NWS CCG in relation to the fire at Weybridge Hospital	**AS**	ASAP	A Helpline has been set up: 0203 297 7252. Or email: ask.csh@nhs.net More information is provided at: http://www.nwsurreyccg.nhs.uk/news/Pages/Updated-information-following-the-Weybridge-Hospital-Fire-(21-July-2017)-on-behalf-of-Church-Street-and-Rowan-Tree-Practice.aspx	✔
26.7.17	**MEG-28/17**	**Engaging with Colleagues**	Ask Governors at Council whether they would be agreeable to a Whatsapp group being set up	**DS**	6 Sep 17		
26.7.17	**MEG-29/17**	**Aspire –Summer Edition / Ideas for Autumn Edition**	Speak with Communications about a pull up banner displaying costs of procedures, especially DNAs	**AS**	18 Oct 17	Discussed with Becky Fairburn, Communications Manager, who would look into whether this was possible.	✔
26.7.17	**MEG-29/17**	**Aspire –Summer Edition / Ideas for Autumn Edition**	Pass on suggestions to Communications for the next edition of Aspire	**AS**	ASAP	Sent and discussed with Becky Fairburn, Communications Manager	✔