

**CG 33/2017**

(Agenda item: 17)

# Report to the Meeting of the Council of Governors

**13 September 2017**

**Update Report from Council Sub-Groups and Governor Forum**

**For: Information**

In July 2014, the Council reviewed its role and remit and agreed to the establishment (or continuation) of the following sub-groups:

* Nominations and Remuneration Committee
* Finance Sub-group
* Quality & Safety Sub-group
* Patient Experience Sub-group

In September 2015, the Council agreed to the establishment of a further sub-group: now named the Governance working group which would make recommendations to the Council on matters it considered would improve the effectiveness of the Council, through improved communications within the Council and between it and the Board of Directors and would consider governance matters.

In November 2015, the Council agreed that governors should also have the opportunity to meet informally in a Governor Forum to influence the development of the agendas of the Council of Governors and its sub-groups.

The purpose of this report is to update the Council on:

* the sub-groups’ activities since the Council last met and, where required, seek formal Council approval on actions; and
* discussions/recommendations from the Governor Forum.

**Recommendation**

The Council of Governors is asked to note the report and approve actions where indicated.

**Author and Title:** Kerry Rogers, Director of Corporate Affairs and Company Secretary

**Lead Executive:** Kerry Rogers, Director of Corporate Affairs and Company Secretary

***Update from Current Sub-groups***

**1) Council of Governors Nominations & Remuneration Committee**

**Governor Members:**

Chris Roberts; Geoffrey Forster, Louise Willden, Davina Logan, Gill Randall, Martin Domininguez

**Key Activity since Last Council Meeting:**

The Nominations and Remuneration Committee met on X August 2017.  The meeting considered NED appraisals, remuneration and succession planning along with finalizing recommendations to the Council with regard to NED remuneration and future planning with regard to the designations of Senior Independent Director and Vice/Deputy Chair, the allocation of roles of the departing NEDs and the commencement of the process for the appointment of a successor Chair in 2018.

**2) Finance Sub-group**

**Governor Members:**

Andy Harman, Geoffrey Forster, Chris Mace, Mark Tattersall, Chris Hurst and Chris Roberts

**Executive/Non-Executive Members:**

Mike McEnaney- Director of Finance – Chair and Chris Hurst - Non-Executive Director – Vice Chair

**Purpose:**

The purpose of the sub-group is to ensure that its members are provided with sufficient appropriate information to give confidence to the Council of Governors of its understanding of:

* Annual Accounts
* Annual Plan
* Financial Performance

**Key Activity since Last Council Meeting:**

The CoG Finance Sub Group met on 22 June 2017. Chris Roberts, Andy Harman, Geoffrey Forster and Chris Mace were present at the meeting. The agenda included Finance update, Workforce Performance Report, HR Strategy - Retention and Recruitment, CareNotes update, Annual Accounts and ST incentive Funding. Tim Boylin – Director of HR attended the meeting to present HR report and HR Strategy - Retention and Recruitment.

**3) Quality & Safety Sub-group**

**Governor Members:**

Louise Willden (chair), Caroline Birch, Chris Roberts, Gillian Evans, Maddy Radburn and Mark Tattersall.

**Executive/Non-Executive Members:**

Director of Nursing and Clinical Standards, and Jonathan Asbridge, Non-Executive Director.

**Purpose:**

To review Quality and Safety issues within Oxford Health NHS Foundation Trust to assist the Council in holding the Board of Directors to account for the Trust’s performance. To provide assurance to the full Council on Quality and Safety matters. To provide detailed input and oversight of the Annual Quality Account/ Report.

**Key Activity since Last Council Meeting:**

The last meeting was held on 24th August 2017 at Savernake Hospital, Marlborough. Three Governors attended and three sent their apologies

The agenda included two presentations which were discussed in detail reducing the time to discuss the other items on the agenda.

1. A presentation was provided by Dr Francesca Battisti (Consultant) and Liz Hull (Ward Manager, Cotswold House).

An overview of the services delivered by the inpatient unit at Cotswold House and the community eating disorders teams was provided. This unit is an adult service for patients over the age of 18. An insight into the types of eating disorders and the different treatments offered in assisting the patients to recover from this disorder. The challenges were discussed which were mainly in relation to the availability of beds in the unit to meet the demand.

1. Dr Jill Bailey (Associate Clinical Director) discussed the Oxford Centre for Patient Safety and Quality.

A background was given providing the motive for setting up the Centre which is to focus on the improvement of patient safety and quality. A gap was identified in mental health and community services to provide sustained improvement in healthcare. The team will be a multi-disciplinary faculty working with patients, residents and families. Partnerships will be established with universities, healthcare providers, social care providers, Health Education England and a wide range of collaborations and the current patient safety collaborative. International partnerships will also be established with other improvement centres which will increase the prominence of the Centre and contribute towards its development.

**4) Patient Experience Sub-group**

**Governor Members:**

Gillian Randall, Madeleine Radburn, Alan Jones

**Executive/Non-Executive Members:**

Medical Director, Director of Nursing and Anne Grocock, Non-Executive Director

**Purpose:**

To review patient experience issues within Oxford Health NHS Foundation Trust so as to assist the Council and provide assurance that patient experience is given due regard in the provision and evolution of the Trust’s services.

**Key Activity since Last Council Meeting:**

Patient Experience and Involvement Report

Data reports for June from the three Directorates were reviewed and there was a discussion regarding Taking  Action patient feedback and the analysis of the data.  A guide “understanding your report” has been circulated . It was felt it would be helpful to highlight areas in reports to benefit the group and to look at trend analysis through quarter reports, giving an overview of 3 months.   Anne Grocock suggested considering identifying trends further, each report shows both the top 3 and the  bottom 3 service areas.  Agreed to look at 3 months data to see if this does reflect the true picture, to triangulate trends in services for example are we aware why, impact of staffing issues, known areas of concerns etc.

Length of waiting times

Concerns raised regarding the length of waiting times at the Witney Minor Injuries Unit , though the centre opens at 10 am there is often a delay shortly after opening.   Children waiting to be seen are placed in front of the queue. Reasons for delays are not communicated and there is no referral booking time in operation.  In contrast, in others reception areas, at the JR for example, there are signs advising that “Patients seen on clinical and aged basis sign”.  Agreed that DM would investigate the following:

•             Communications wait time (Witney Minor Injuries Unit)

•             Clarify whether there is a policy to automatically prioritise children  - triage clinical needs and investigate

•             Why there is a waiting list at 10 am when the centre opens at 10 am.

DM to circulate “healthwatch response” paper.

DM receives notification for all alerts rated under 3 and follows up. It was agreed it would be beneficial to take one and follow through.  DM to look at community eating disorders and report back at the next meeting.

MH advised that at the Clinical Weekly Review Meetings, details of complaints are brought to meetings.

Chris Kearney (Comms Team) to be invited to the next meeting to present on the Warneford masterplan.

Peer Review

Draft document circulated for comments, the final version  will accompany training.  General comments on the draft where positive and the following points were made – DM to consider:

1.            All governors should have a photo badge id.

2.            It would be useful to include a terminology glossary.

3.            Include patients governors terms of reference - be clear what involvement is required and expectations.

4.            It was felt that there was too much information in the form and this should be removed (DM explained the questions are as issued to staff).  Considering the length of time permitted, to address accordingly.

Use of abbreviated form will be discussed at the next Governors forum meeting in August.

NEDS/ Executives visits checklists focus should be “What’s going well”, What’s not going well” and “What can we do about it”.

Agreed to reconsider the timings of future meetings at the next meeting (currently 14:30 to 16:00).

**5) Governance working group**

**Governor Members/regular attendees:**

Chris Roberts (Chair), Geoffrey Forster, Andy Harman, Alan Jones

**Trust Members:**

Director of Corporate Affairs and Company Secretary

**Purpose:**

To support the effective operation of the Council of Governors through continuous improvement in corporate governance and in methods of communication between the full Council and between the Council and the Board of Directors.

**Key Activity since Last Council Meeting:**

The working group has not met since 23rd February 2017.

**6) Governor Forum**

**Governor attendees:**

All governors are invited to attend

**Executive/Non-Executive attendees: *by invitation only***

**Purpose:**

To influence and inform the agendas and focus of Executives reporting to the Council of Governors and its sub groups.

To provide an informal setting for governors to better get to know each other, to support the development of a cohesive Council in order to improve the collective voice of the governors and to enable a wider understanding of constituency matters such that emerging patterns and themes can be identified.

**Key Activity since Last Council Meeting:**

The last meeting of the Forum was held on X August 2017.  The Director of Corporate Affairs/Company Secretary was invited to attend the meeting as was the chair and chief executive of Healthwatch.  Amongst other matters discussed, Healthwatch perceive the greatest problem facing health in Oxfordshire is workforce which is clearly a consistent view of the Trust.   Further items discussed included proposed changes to the Governor sub groups to align with Board Committees, and for the attendance of the respective Board Committee NED chairs to attend those sub groups and report to each CoG meeting in future and for the sub groups to be chaired by Governors.  Also, matters such as Bitrix, the new Membership and Involvement Group, Carenotes and the impact on staff, MSK and a sample communication from Governors to Members.

The Lead Governor subsequently met with the Chairman and Director of Corporate Affairs/Company Secretary and the agenda items emanating from the discussions at the Forum have been consequently incorporated into the CoG general meeting agendas and/or into the CE Report.    All governors will continue to be encouraged to support the Forum and its stated purpose, and officers of the Trust and non-executive directors will continue to be available to attend by invitation from the Forum (Lead Governor).