

**CG 40/2017**

(Agenda item: 16)

# Report to the Meeting of the Council of Governors

**15 November 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:** Laura Smith, Corporate Governance Officer

**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 last met on 17 August 2017 and their recommendations with regard to NED appraisals, remuneration and succession planning along with finalizing recommendations to the Council with regard to future planning re 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 were approved by the CoG at its September meeting.

**2) Finance Sub-group**

**Governor Members:**

Andy Harman, Geoffrey Forster, Chris Mace and Chris Roberts and Geoff Braham

**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 28 September 2017. Geoffrey Forster, Andy Harman, Chris Roberts and newly appointed governor Geoff Braham joined the Finance Sub Group in September and attended the meeting.

The agenda included Finance update, Workforce Performance Report and System Transformation update. A separate discussion also took place around access to Carenotes for agency staff.

It was agreed that a paper explain the Bucks Accountable Care System would be shared with the Finance Sub Group for information.

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

**Governor Members:**

Louise Willden (chair), Caroline Birch, Chris Roberts, Gillian Evans, Madeleine 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 Quality and Safety sub group have not met since the last Council of Governors meeting.

**4) Patient Experience Sub-group**

**Governor Members:**

Gillian Randall, Madeleine Radburn, Alan Jones, Terry Burridge

**Executive/Non-Executive Members:**

Medical Director 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:**

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| To date meetings were held on 31st January, 25th April, 25th July and 24th October 2017. Since the last meeting, Chris Mace (Governor) and Terry Burridge (Governor) have requested to be included and were invited to attend the meeting held 24th October. Kelly Bark was appointed as a Staff Governor but has not yet attended a meeting, Anne Grocock will step down as a NED in January.  |

**Summary from recent meeting:**

There was a discussion regarding the merits of maintaining this group, merging with other meetings or another sub-group meeting (quality and safety). After consideration it was agreed it would not be appropriate to merge the meetings.

The governors are keen to ensure the PESG meeting is worthwhile and that they feel they are able to make a difference. There is a need to refocus on the purpose of the meeting and the group’s aims, meetings should concentrate more on patients’ feedback and not as much on survey data.

AJ spoke of personal experience of his own complaint and his belief that the response was not thorough enough. DM questioned if others were aware of similar experiences, i.e. not being happy with a response outcome having gone through the complaints process. Governors reported being aware of several instances and how they felt there is a genuine concern by patients or relatives of patients of the repercussions and concerns in relation to care provision and believe some are scared to give open and honest feedback.

The impact of turnover of staff on some wards, staff moral and stress levels has been noticed. MH referred to recruitment and retention issues, and the ongoing HR project to address this.

GR referred to the Complaints Committee meetings she recently attended and commented positively on the level of detail and the openness of them.

MH gave an update on investigation officers training and DM referred to her own recent investigation officer experience, explaining she found this an in-depth process. MH advised whilst there has been an increase in complaints received there is a sense that there is a willingness from people to come forward and there is an open culture. There is evidence to show that as a result of complaints made that changes have been introduced. DM to share with governors’ data evidence and the proportion of results showing change improvement. It was suggested that both staff survey information and the peer review information may be used.

The group need to be aware of the number of complaints received. CM suggested identifying clusters - issues generating majority of complaints. DM advised that PALs and complaints teams do their own analysis but they don't do theming. DM and Martyn Ward are in the process of reviewing data however this does take time to analyse. MH advised at the Weekly Review meetings, complaints are discussed and there is a variance.

DM reported she had visited IMU and collected feedback from 11 patients.

DM advised there will be a review of how meetings are structured and the wider governance role, a NED or governor to chair and the agenda to be governor led.

In response to queries, MH confirmed:

* There are facilities in place to treat patients suffering from PTSD and psychosis through a combination of AHMTS and psychology.
* Psychology services for military personnel and rape victims for example are sensitively managed and psychology is implemented within teams.
* Risk assessment documents are completed by care co-ordinators, through care program approach (CPA) process prior to a patient being discharged.
* Karen Lascelles is the appointed Trust Suicide prevention lead and contagion work is done as part of the suicide prevention strategy.

It was agreed that the meetings would be continue to be held at 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:**

It has not been necessary for the working group to meet since 23rd February 2017. Where possible elements of its governance business have been merged with the business of the Forum to avoid the need for too many meetings. Consideration of a number of governance matters will take place at the January 2018 meeting of the Forum.

**6) Governor Forum**

**Governor attendees:**

All governors are invited to attend

The following governors attending the October meeting: Chris Roberts (Chair): Abdul Okoru; Alan Jones; Cally Birth: Chris Mace: Davina Logan: Geoffrey Forster: Gillian Randall: Karen Holmes: Kelly Bark: Madeleine Radburn: Martin Dominguez: Neil Oastler: Richard Mandunya

**Executive/Non-Executive attendees: *by invitation only*** Chris Hurst; Non-Executive Director and Martyn Ward, Interim Director of Performance attended the October meeting.

**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 12 October 2017 and a very useful ‘getting to know you’ session was held with Non-Executive Director Chris Hurst. Martyn Ward, Interim Director of Finance was also invited to attend the meeting to discuss with governors how reporting performance data to the Council (finance, targets, standards, workforce, strategy) could be improved such that governors are able in particular to identify and assess emerging or longstanding adverse trends and themes. It is anticipated that a move away from a ‘month’ snapshot (as reported to public Board) to quarterly reporting identifying trends, patterns and themes will commence in the new year.

The Forum also spent time considering options for the alignment of the Governor Sub Group Structure with that of the Board of Directors’ Committee structure (as per discussions at the September CoG meeting), and at a related meeting between the Lead and Deputy Governors and Director of Corporate Affairs, logical alignments have been proposed for progression. The NED Chair and Executive Lead of each Board Committee are to be members of the associated CoG Sub-Groups, which itself will be Chaired by a nominated Governor.

The Lead and Deputy Governor and the Director of Corporate Affairs will meet to finalise proposals before Christmas. The Chair of the Finance Committee (Chris Hurst) is already a member of the Governors’ finance committee, and a member of the Quality Committee (Anne Grocock until January 2018) is already a member of the Governors’ Patient Safety and Experience Committee. The Chair of the Quality Committee (Jonathan Asbridge) will be invited to attend the next meeting of the Governors’ Quality and Safety Committee and it is anticipated that the full transition will be complete by commencement of the new financial year.

The Forum also considered that greater transparency with regard to Board member attendance at the Council of Governors’ meetings would be welcomed. It is confirmed that Board members’ attendance at meetings of the Board and its committees is already included in the annual report each year, and attendance at each of a year’s Council meetings will now be included on the face of the agenda alongside the exisiting information concerning governor attendance.

**7) Membership Involvement Group**

**Governor attendees:**

Madleline Radburn and Kelly Bark

**Executive/ Non-Executive attendees:**

Director of Corporate Affairs & Company Secretary

**Purpose:**

The Membership Involvement Group has been formed to determine the strategy for membership involvement and engagement at Oxford Health NHS Foundation Trust.

By involving the governors of the Trust alongside staff the development of membership will take into account a variety of needs.

**Key activity since last Council meeting:**

The Membership Involvement Group held it’s second meeting on 09 October 2017. Kelly Bark attended as a governor representative. The membership of the meeting was discussed and it was agreed to open the meeting up to members as well as governors.

Victoria Taylor, Communications and Engagement Manager, presented the draft Membership Strategy which was being developed to include the Trust’s membership objectives, membership rights, population profile, and membership resources. The final Membership Strategy will be presented to the next Council of Governors meeting for approval.

The meeting also considered membership recruitment, Membership Matters Bulletin, Insight magazine, ‘Health Matters’ events and the website redesign.

There had been positive feedback regarding the governor introduction for the Membership Matters Bulletin and it was agreed that this should continue.