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| **Minutes of the Council of Governors PUBLIC Meeting**  **Wednesday, 24 May 2023, 12:00-13:30**  **Medway Campus, Canterbury Christ Church University, Room RWg15** |

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|  | **Name** | **Job Title** |
|  | Jo Palmer | Trust Chair |
| **Governors:** | David Brake | Lead Governor |
|  | Tim Newman | Governor |
|  | Adrian Parsons | Governor |
|  | Adebayo Da-Costa | Staff Governor |
|  | Vanessa Page | Governor |
|  | Angela Harrison | Governor |
|  | Jay Patel | Governor |
|  | David Nehra | Governor |
|  | John Wright | Governor |
|  | Sue Plummer | Governor |
|  | Jennifer Oliphant | Governor |
|  | Becky Bellars | Governor |
|  | Karen Fegan | Staff Governor |
|  | Mohamed Saleh | Staff Governor |
|  | Anan Shetty | Governor |
|  | Helen Belcher | Governor |
| **Attendees:** | Emma Tench | Assistant Company Secretary (Minutes) |
|  | Matt Capper | Director of Partnership and Strategy & Company Secretary |
|  | Alana Almond | Deputy Company Secretary (Observing) |
|  | Jayne Black | Chief Executive Officer |
|  | Alison Davis | Chief Medical Officer |
|  | Alan Davies | Chief Financial Officer |
|  | Glynis Alexander | Director of Communication and Engagement |
|  | Dominika Kimber | Deputy Director of HR and Organisational Development, deputising for Leon Hinton |
|  | Mark Spragg | Non-Executive Director |
|  | Sue Mackenzie | Non-Executive Director |
|  | Paulette Lewis | Non-Executive Director |
|  | Jenny Chong | Associate Non-Executive Director |
| **Apologies:** | Ian Chappell | Governor |
|  | Jacqui Hackwell | Governor |
|  | Claire Peppiatt-Wildman | Governor |
|  | Lateef Kazeem | Governor |
|  | Penny Reid | Governor |
|  | Nick Sinclair | Chief Operating Officer |
|  | Evonne Hunt | Chief Nursing Officer |
|  | Leon Hinton | Chief People Officer |
|  | Annyes Laheurte | Non-Executive Director |
|  | Adrian Ward | Non-Executive Director |
|  | Rama Thirunamachandran | Academic Non-Executive Director |

**Minutes:**

**Opening Matters**

**1 Trust Chair’s Welcome and Apologies**

1.1 The Chair welcomed all present, apologies were given as listed above.

The Chair gave the Governors the following updates:

1. Welcome to the new Governors Karen Fegan and Mohamed Saleh. Thank you for their support and service was passed to exiting Governors Mohamed Mohamed, Nitesh Mathai and Zoe

Van Dyke.

1. The Patient First strategy continues to drive and delivering improvements for patient experience
2. Trophies were presented, by the CEO and Trust Chair, at the Staff Awards ceremony, thanking colleagues for their fantastic work.
3. Industrial action and adapting to Covid have been a challenge for the Trust, however the work force has risen to these challenges.

**2 Quorum**

The meeting was confirmed to be quorate

**3 Declarations of Interest**

There were no declarations of interest raised against any of the agenda items.

**4 Minutes of the previous meeting and matters arising**

The minutes of the last meeting, held on 9 February 2023 were reviewed by the Board. The minutes were **APPROVED** as a true and accurate record.

**Action Log**

The Action log was reviewed and updated.

**5 Chief Executive’s Update including Patient First**

5.1 Jayne Black updated the Governors in line with the paper provided.

5.2 Angela Harrison asked if there was any procedures/initiatives introduced during the Covid Pandemic that will remain in the Hospital; highlighting the positive stories from the hospital as opposed to negative stories shared on media platforms.

Jayne Black advised the hospital still has areas that use masks. The most effective initiative is the use of virtual platforms, whilst still ensuring the right treatment from the clinician to the patient.

Glynis Alexander confirmed the Comms Team continue to have the right communications in place using media platforms to cascade positive stories. Virtual wards recently received positive media coverage when the wife of an editor used the service.

A powerful vehicle for positive messaging remains the Governor Engagement stands.

5.3 Mohamed Saleh commented on the Care Quality Commission (CQC) Maternity rating of ‘Good’, asking why this was being celebrated as was originally ‘Outstanding’.

Jayne Black advised the original ‘Outstanding’ rating was for all areas of women’s health. The recent CQC concentrated only on Maternity. The Hospital is very proud of the rating and the hard work of all the staff in Maternity.

5.4 Jayne Black commented, with regards to Ears, Nose and Throat (ENT), the team used

Patient First A3 methodology to identify key issues. The top contributors were gaps within the workforce, and the reduction in clinics due to the Covid pandemic. This is a national issue. The ‘getting it right first time’ (GIRFT) data, however, identifies how good the department is. The wider solution may come from collaboration across the system.

**Council of Governors Updates**

**6 Executive Portfolio Summaries**

6.1 **Quality Assurance Committee**

Paulette Lewis and Alison Davis updated the Governors in line with the paper provided.

6.2 John Wright asked if papers from committees could be shared with Governors, particularly regarding complaints.

Jo Palmer advised the backlog of complaints, due to the covid pandemic, is being addressed by the Chief Nursing Officer and the Director of Quality and Patient Safety, as highlighted at the Quality Assurance Committee, updates will be given to Governors. Governors have representation at committees; the forum for discussing outcomes of the committees is at the Council of Governors meeting. The Chief Nursing Officer has introduced ‘Call for Care’ allowing patients and families to raise concerns whilst at the hospital.

The Integrated Quality Performance Report (IQPR) is available to all Governors within the public Trust Board papers to view trends in data.

6.3 David Brake raised issues with PALS mailboxes and answer phone services being full.

Jayne Black assured this will be picked up by the Director of Quality and Patient Safety.

**ACTION CoG/002/23:** Update on PALS mailbox and answer phone; and complaints data to be cascaded to Governors.

6.2 **Finance, Planning and Performance Committee**

Alan Davies and Mark Spragg updated the Governors in line with the paper provided.

6.3 Adebayo Da-Costa commented on the over spend, and efficiencies in staffing asking if this should be reviewed with financial partners to monitor the spend.

Jo Palmer confirmed this will be reviewed by the Chief Financial Officer’s team and brought to the Trust Management Board.

6.4 John Wright asked if there were financial projections for reopening the ward at Sittingbourne Memorial Hospital.

Jo Palmer advised this is not being reviewed by MFT in isolation. The Health and Care partnership will bring updates on this.

6.3 **People Committee**

Dominika Kimber and Sue Mackenzie updated the Governors in line with the paper provided.

Last week noted 90% in unplanned, both divisions over the target.

Tim Newman asked how the Trust could capture the 60% of staff who are not completing the staff survey.

Jayne Black advised the Trust will change tack this year to encourage more of the staff to complete the survey. Efforts were made this year, including Execs visiting wards with goodie trolleys to encourage staff to complete the survey.

**7 Governors Updates**

7.1 Glynis Alexander updated the Governors on the Governor Engagement Plan, in line with the paper provided.

7.2 Glynis Alexander updated the Governors on the Community Engagement Strategy, in line with the paper provided.

7.3 Glynis Alexander updated the Governors on the Membership Strategy, in line with the paper provided.

David Brake commented on the recent engagement visit at the Drill Hall University Library. The students were interested to know how the Trust could provide information to them, but also how they could engage directly with the Governors, including possible work experience. This could encourage a possible future work force.

The three documents were **NOTED** by the Governors.

**Closing Matters**

**7 Any Other Business**

7.1 Jo Palmer updated the Governors on the following:

a) Non-Executive Director Interviews will be taking place in June 2023. The Governors will be asked to ratify the new NEDs through the Governors Noms and Rems Committee.

b) The Trust Board will be taking part in a Board Development Day on 28 June, reviewing the digital and clinical strategy.

c) A video from the Health and Care Partnership will be shared with Governors about work being done at the Oasis Academy for children with poor health outcomes.

7.2 Jo Palmer thanked Rama Thirunamachandran and his team for hosting the Council of Governors meeting.

7.3 David Brake commented on the need for Governors to have sight of the Trust Strategy.

Jo Palmer advised Governors the Clinical Strategy will come to the Trust Board at the end of June 2023, this will improve flow through the hospital. Work with Estates has started to review an extension to car park two through capital investment.

**8 Review of Meeting**

* Action CoG/002/2023 to review the PALs in boxes, and complaints data.
* Governors **NOTED** the Review of Membership Strategy, and the Governors on the Involvement Strategy.

**9 Date and time of next meeting**

The next public meeting will be held on 16 August 2023 in Gundulph Trust Board meeting room, Medway Hospital

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| These minutes are agreed to be a correct record of the Private Council of Governors of Medway NHS Foundation Trust held on Wednesday, 24 May 2023  Signed ………………………………………….. Date ………………………………… |