

Council of Governors (Public Meeting)

8 March 2018



COUNCIL OF GOVERNORS MEETING

The programme for the next meeting of the Council of Governors will take place:

On: 8 March 2018

In: Malton Rugby Club, Old Malton Road, Malton, YO17 7EY

TIME	MEETING	LOCATION	ATTENDEES
9.00 – 9.50	Nomination & Remuneration Committee	Malton Rugby Club	Nomination & Remuneration Committee Members Only
10.00 – 10.50	Private Council of Governors	Malton Rugby Club	Council of Governors
11.00 – 13.00	Public Council of Governors	Malton Rugby Club	Council of Governors



Council of Governors (Public) Agenda

SUBJECT	LEAD	PAPER	PAGE	TIME
1. Apologies for absence and quorum To receive any apologies for absence.	Chair	Verbal	-	11.00 – 11.20
2. Declaration of Interests To receive any changes to the register of Directors' declarations of interest, pursuant to section 6 of Standing Orders.	Chair	A	7	11.00 – 11.20
3. Minutes of the meeting held on 7 December 2017 To receive and approve the minutes from the meeting held on 7 December 2017	Chair	B	11	11.00 – 11.20
4. Matters arising from the minutes and any outstanding actions To discuss any matters or actions arising from the minutes.	Chair	Verbal	-	11.00 – 11.20
5. Update from the Private Meeting held earlier To receive an update from the Chair on the topics and decisions of the business discussed in the private meeting held prior to the meeting in public.	Chair	Verbal	-	11.00 – 11.20

Our Quality and Safety Ambition: Our patients must trust us to deliver safe and effective healthcare



SUBJECT	LEAD	PAPER	PAGE	TIME
6. Governors Reports	Governors	C	25	11.20 – 11.40
To receive the reports from governors on their activities from:				
<ul style="list-style-type: none"> • Lead Governor Report • Out of Hospital Care Group • Transport Group • Fairness Forum 				
7. Chief Executive's Update	Chief Executive	D	33	11.40 – 11.55
To receive a report from the Chief Executive including:				
<ul style="list-style-type: none"> • Sustainability & Transformation Plan Update 				
Our Facilities and Environment Ambitions: We must continually strive to ensure that our environment is fit for our future				
8. Alternative Delivery Model Update	Director of Estates & Facilities	Verbal	-	11.55 – 12.10
To receive an update on the ADM				
Our People and Capability Ambition: The quality of our services is wholly dependent on our teams of staff				
9. Providing translation and interpretation services	Deputy Director of HR	E	39	12.10 – 12.25
To receive an update on the Trust's use of translation services				
10. Governor Elections Update (Internal)	FT Secretary	E	43	12.25 – 12.35
To receive an update paper on the internal election process.				



SUBJECT	LEAD	PAPER	PAGE	TIME
11. Membership Development Group Update To receive an updated from the Membership Development Group	FT Secretary	G	47	12.35 – 12.45
Governance				
12. Constitutional Review Group Update To receive an update on the work of the Constitutional Review Group	FT Secretary	H	51	12.45 – 12.55
13. Any other business To consider any other items of business. <ul style="list-style-type: none"> Reflections on the meeting 	Chair	Verbal	-	12.55
14. Time and Date of next meeting The next Council of Governors meeting will be held on 14 June 2018 at Malton Rugby Club, Old Malton Road, Malton, YO17 7EY				



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	Relevant and material interests					
	Directorships including non-executive directorships held in private companies or PLCs (with the exception of those of dormant companies).	Ownership part-ownership or directorship of private companies business or consultancies likely or possibly seeking to do business with the NHS.	Majority or controlling share holdings in organisations likely or possibly seeking to do business with the NHS.	A position of authority in a charity or voluntary organisation in the field of health and social care.	Any connection with a voluntary or other organisation contracting for NHS services or commissioning NHS services	Any connection with an organisation, entity or company considering entering into or having entered into a financial arrangement with the NHS foundation trust including but not limited to, lenders or banks
Jeanette Anness <i>(Public: Ryedale and East Yorkshire)</i>	Nil	Nil	Nil	Nil	Member, Derwent Practice Representative Grp Member, NY Health watch Member, SRCCG Patient Representative Grp	Nil
Andrew Bennett <i>(Staff Scarborough and Bridlington)</i>	Nil	Nil	Nil	Nil	Nil	Nil
Ann Bolland <i>(Public: Selby)</i>	Nil	Nil	Nil	Nil	Nil	Nil
Andrew Butler <i>(Public: Ryedale and East Yorkshire)</i>	Nil	Nil	Nil	Nil	Nil	Nil
Roland Chilvers <i>(Public: Selby)</i>	Nil	Nil	Nil	Trustee — Hemingbrough Institute and Playing Fields Association	Councillor — Hemingbrough Parish Council	Councillor — Hemingbrough Parish Council
Dawn Clements <i>(Appointed: Hospices)</i>	Nil	Nil	Nil	Director of Fundraising —St Leonards Hospice York	Director of Fundraising —St Leonards Hospice York	Nil
John Cooke <i>(Public: York)</i>	Nil	Nil	Nil	Nil	Nil	Nil
Helen Fields <i>(Public York)</i>	Nil	Nil	Nil	Nil	Nil	Nil

Governor	Relevant and material interests					
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Stephen Hinchliffe (Public: Whitby)	Nil	Nil	Nil	Nil	Nil	Nil
Sharon Hurst (Staff: Community Staff)	Nil	Nil	Nil	Nil	Nil	Nil
Margaret Jackson (Public: York)	Nil	Nil	Nil	Nil	Nil	Nil
Mick Lee Staff York	Nil	Nil	Nil	Nil	Nil	Nil
Sheila Miller (Public: Ryedale and East Yorkshire)	Nil	Nil	Nil	Member —Derwent and SRCCG Patients Groups Member —Health Watch North Yorkshire (non-voting)	Nil	Nil
Clive Neale (Public: Bridlington)	Nil	Nil	Nil	Member of Healthwatch East Riding.	Nil	Nil
Helen Noble (Staff: Scarborough)	Nil	Nil	Nil	Nil	Nil	Nil
Cllr Chris Pearson (North Yorkshire County Council)	Nil	Nil	Nil	Nil	Councillor —North Yorkshire County Council	Councillor —North Yorkshire County Council

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	Directorships including non-executive directorships held in private companies or PLCs (with the exception of those of dormant companies).	Ownership part-ownership or directorship of private companies or business or consultancies likely or possibly seeking to do business with the NHS.	Majority or controlling share holdings in organisations likely or possibly seeking to do business with the NHS.	A position of authority in a charity or voluntary organisation in the field of health and social care.	Any connection with a voluntary or other organisation contracting for NHS services or commissioning NHS services	Any connection with an organisation, entity or company considering entering into or having entered into a financial arrangement with the NHS foundation trust including but not limited to, lenders or banks
Karen Porter (Project Choice)	Nil	Nil	Nil	Nil	Nil	Nil
Gerry Richardson (University of York)	Nil	Nil	Nil	Nil	Nil	Employed by Uni. of York—Centre for Health Economics
Michael Reakes (Public: City of York)	Nil	Nil	Nil	Nil	Nil	Nil
Diane Rose (Public: Scarborough)	Nil	Nil	Nil	Nil	Nil	Nil
Patricia Stovell (Public: Bridlington)	Nil	Nil	Nil	Nil	Nil	Nil
Jill Sykes (Staff: York)	Nil	Nil	Nil	Nil	Nil	Nil
Richard Thompson (Public: Scarborough)	Nil	Nil	Nil	Nil	Nil	Nil
Catherine Thompson (Public: Hambleton)	Nil	Nil	Nil	Nil	Nil	Employed by NHS England
Robert Wright (Public: City of York)	Nil	Nil	Nil	Volunteer for York Healthwatch	Employee—NHS Leadership Academy	Nil

Council of Governors (Public) Minutes – 7 December 2017

Chair:

Ms Susan Symington

Public Governors:

Mrs Ann Bolland, Selby
Mr Andrew Butler, Ryedale & East Yorkshire
Mr Roland Chilvers, Selby
Mrs Helen Fields, City of York
Mrs Margaret Jackson, City of York
Mrs Sheila Miller, Ryedale & East Yorkshire
Ms Karen Porter, Stakeholder Governor
Mr Michael Reakes, City of York
Mr Clive Neale, Bridlington
Mrs Pat Stovell, Bridlington
Mr Richard Thompson, Scarborough
Mr Robert Wright, York

Appointed Governors

Cllr Chris Pearson, NYCC
Mr Gerry Richardson, University of York

Staff Governors

Dr Andrew Bennett, Scarborough/Bridlington
Mr Mick Lee, York
Mrs Jill Sykes, York

Attendance

Mr Patrick Crowley, Chief Executive
Mrs Lynda Provins, Foundation Trust Secretary
Mr Mike Sweet, Non-executive Director, York Teaching Hospital
Mrs Jenny McAleese, Non-executive Director, York Teaching Hospital
Mrs Jennie Adams, Non-executive Director, York Teaching Hospital
Two members of the public

Apologies for Absence:

Apologies were received from the following:

Mrs Jeanette Anness, Public Governor, Ryedale and East Yorkshire
Ms Dawn Clements, Appointed Governor, Hospices
Mr John Cooke, York
Mr Stephen Hinchliffe, Whitby
Mrs Sharon Hurst, Community
Mrs Helen Noble, Scarborough/Bridlington
Mrs Diane Rose, Scarborough
Mrs Catherine Thompson, Hambleton
Ms Libby Raper, Non-executive Director
Prof. Dianne Willcocks, Non-executive Director
Mr Mike Keaney, Non-executive Director

17/44 Chair's Introduction and Welcome

Ms Symington welcomed everyone to the meeting.

17/45 Declarations of Interest

There were no changes to the declaration of interests noted.

17/46 Minutes of the meeting held on the 7 September 2017

The minutes of the meeting held on the 7 September 2017 were agreed as a correct record subject to the following amendment:

The minutes should read 7 September 2017 not 7 December 2017.

17/47 Matters arising from the minutes

Exploring the use of discounts for members – Mrs Provins stated that following a discussion with a membership person from NLAG, she is looking at the use of the national NHS discount system for members.

Attendance at Membership Seminars/AGM – Mrs Provins stated that there was a small element of people who attended both seminars and the AGM, the numbers were small so this could not be taken as a trend.

Mrs Bolland provided an update from the Fairness Forum regarding the use of the Big Word interpretation service. Further discussions were being held about what other mechanisms the Trust could put in place. Ms Symington stated that it would be useful for have a formal update at the next meeting.

Action: Mrs Provins to invite Ms McMeekin to provide an update at the next meeting.

17/48 Update from the Private Meeting held earlier

Ms Symington noted that the following items were discussed at the private meeting:

- Chair's Quarterly Report
- Nomination and Remuneration Committee's 4 recommendations on NED succession planning were approved.
- An update was received from the Governors Forum.

- The recommendation to reappoint External Audit for a further two years was approved.

17/49 Governors Reports

Lead Governors Report – Mrs Jackson highlighted the following items from her report:

- Patient Participation Group should read Patient Experience Steering Group.
- Mrs Jackson and Mr Reakes met with Vicki Parkin to discuss some infection control issues recently. Mrs Jackson was aware that Vicki Parkin had left the Trust and asked about the new arrangements. Ms Symington stated that an Infection Control Lead Nurse was in the process of being appointed.

Arts Strategy Group – this was deferred to the next meeting.

Out of Hospital Group – The terms of reference for the Group were approved by the Council of Governors.

Transport Group – Mrs Miller raised that the Bus Company were happy to provide minibuses from the park and ride facility.

Fairness Forum – Project Choice – Ms Porter provided an update on Project Choice stating that there were 20 Students now on placement with the Trust. Further work was being done around awareness as there were more students available to place. One student has been placed in Harrogate due to proximity to the Trust. Ms Porter noted that Mr Proctor is due to present on the work with Project Choice to the Department of Health shortly and the presentation shows all the positive work which has been achieved.

Mrs Bolland will write a further report for the Friday email, but she did note that there are now 41 Fairness Champions in the Trust and that she will sit on the group which oversees these as part of her work for the Fairness Forum.

17/50 Chief Executive's Report

Mr Crowley provided a high level overview of his report. He stressed that the current difficult environment (locally and nationally) created significant stress for staff at all levels. Mr Crowley noted the growing demands on services, the higher expectations of patients and the generally negative media focus which add to these levels of stress within the trust

Mr Crowley stated that a strategic time out had been held recently with the executive team and stressed the need to ensure planning continues around building services and developing staff and the importance of continuing to plan with ambition. Mr Crowley also stated that a meeting had been held with senior leaders from the STP, which was intended to look at refreshing and reorganizing the plan, but had ended up focusing on ED performance and the winter plans. Mr Crowley stated that despite planning for winter, there was still a lack of capacity in the system and the recent money injected was “too late” to recruit more staff and recruiting staff was already a problem. Despite all this Mr Crowley was pleased to note that the CQC assessors had found a compelling commitment to the patient needs and safety within the organisation.

Mr Crowley provided an overview of the current situation around community services in Scarborough and Outpatient services in Whitby.

Mr Crowley stated that in order to provide further focus on recruitment a listening exercise was about carried out with staff to look at how best to recruit and retain staff. He highlighted the Celebration of Achievement Awards and Star Awards which well a long way to lift morale and spirit in the organisation. He also noted the Carol Service which had taken place the night before which was a privilege to host and participate in.

Ms Symington stated that these were incredibly difficult times and highlighted the pressure on staff at all levels especially in light of the uncertainties around winter.

Mrs Miller noted some positive developments in relation to the mobile chemo unit and the move of some urology and dermatology services to Malton Hospital; however, she still expressed concern about the community services contract. Mr Crowley stated that the Trust endeavored to do the right thing and he confirmed that the trust had not tendered for the contract on the grounds that it was not financially viable. He stressed that the Trust was committed to partnership working and would still be in a position to influence services.

Mrs Fields asked if the Governors could do anything to provide more support to the organisation at this time and she also expressed concern about the impact of BREXIT on staff recruitment. In relation to overseas staff, Mr Crowley stated that only 4 nurses remained from the recent cohort of Spanish nurses and that some staff were feeling insecure. He noted the Governors role as advocates for the Trust.

Mr Richardson asked if there was any way to redress the balance of media stories. Ms Symington felt that the Trust already sought to do this. Mr Crowley stated that the Trust had a very active Communications Department who used social media and enjoyed a healthy relationship with local press. In respect of a locum doctor at Scarborough hospital who had been tweeting in relation to ED Mr Crowley stated that the Trust worked hard to be an open organization especially in terms of hosting people on placements; however, he stated that there was concern about the lack of respect in the system.

Mr Reakes praised the leadership of the Trust and was pleased about the work being done in relation to the recruitment listening exercise. He asked if there was a national mechanism to link the number of beds and staff to the allocation of finances especially as numbers grow. Mr Crowley stated that there is a funding and allocation formula but this is more about deprivation and life expectancy which does not favour this area as it has a higher life expectancy and people are more likely to use services.

Mr Chilvers asked about the recent Blue Badge Parking discussion and Mr Crowley stated that discussions are being held with Healthwatch and no decision has been taken as yet.

Mr Crowley stated that the first indication of the latest finance figures will be received soon and he will ensure that the Governors receive an update.

Action: Governors to be provided with the latest finance figures.

17/51 External Audit – Quality Account

Mr Kelly thanked the Governors for the opportunity to come and present the Quality Account Report. Mr Kelly provided the Governors with an overview of his role and the role that the External Auditors played at the Trust giving opinions on the financial statements, the quality account and around value of money.

In relation to the Quality Account, Mr Kelly explained that External Audit look at 3 indicators, 2 of which are mandated nationally; referral to treatment (RTT), emergency care standard (ECS) and then the Governors quality indicator choice for 2016-17 which was Dementia. It was noted that the wrong report had been included in the papers so this will be forwarded to the Governors following the meeting.

Action: LP to send out the External Audit Report

Mr Kelly provided an overview of the report stating that it was a mandated requirement for the Quality Account to be audited. He also explained the reasoning behind a limited assurance audit which was different to those of Internal Audit. Mr Kelly commended the Trust on being very open. He noted the Quality Account included all the right content areas and the ECS and Dementia elements were fine. Mr Kelly explained that in relation to RTT the Trust has been found to be under reporting which had highlighted data quality issues.

Mr Reakes asked about trends and Mr Kelly stated that assurance was taken from the work done and that RTT metrics were very complex and other Trusts had also received qualified reports. Mr Kelly noted that this is the first year this has come up and he is confident following discussions with key staff that issues are being put right.

Mrs Bolland wondered how building works in ED in York would affect targets. Mr Bennett stated that the Estates Team would be guided by clinicians, but were aware of the clinical pressures.

Mr Butler asked about the error rate and Mr Kelly stated that External Audit had conducted a number of tests in conjunction with the Trust and the Trust had responded very positively.

Mrs Provins stated that the External Audit Report had been discussed at length at both the year-end Audit Committee and year-end Board due to the RTT issue and an internal audit report had also been requested which had led to an action plan.

17/52 Out of Hospital Care Report

Mr Reed provided an overview of the Out of Hospital Care Report which was about how patients can become deconditioned the longer they stay in hospital and the need to provide more alternatives to care in hospital. Some of the work was about changing mindsets and the assumption that hospital was the best place to be. The headlines from the report including work on stranded bed days, the use of community hospitals, refreshing the national SAFER initiative, Archways and home first which was about partnership working.

Mr Reed provided an example of a project to integrate teams in the community using charitable funds. Funds are being made available for a coordinator to be appointed which has worked well in the Easingwold area.

Mrs Miller asked for Humber FT to be included in the clinical workshop being arranged and Mr Reed stated that they would be invited. She also asked if the Trust could influence the amount of time carers spend with people in the community, but Mr Reed stated that this was a Local Authority funding issue.

Mrs Jackson asked for assurance that the right care is being provided in the community and how the Trust compared with other Trusts. Mr Reed stated that he would like to increase the use of technology which is underutilized especially elements like telecare. In relation to providing assurance that we are doing things right, Mr Reed stated that partnership working helps and also the recent system review by CQC which will provide a report in the New Year. Positive feedback is also received from Healthwatch and from the Friends and Family Test.

17/53 Governor Elections Update (External & Internal)

Mrs Provins congratulated Mrs Sykes and Mr Thompson on their election to the Council and Mrs Jackson for her re-election to the position of Lead Governor. Mrs Provins noted that the internal elections would start shortly for the available places on the Council's supporting groups.

Mrs Miller asked about the numbers of people who had voted and Mrs Provins agreed to provide this information.

Action: Mrs Provins to provide the voting numbers from the recent elections.

17/54 PLACE Report

Mr Biggins provided an overview of the PLACE report, stating that cleanliness had provided some good results despite there being some adverse press about cleanliness earlier in the year. However, he noted that the privacy and dignity, food and access elements had not done as well. In relation to the food category, he was pleased to note that this was more about vending machines, menus being available in other languages and easy open wrappers than about the food quality. A few issues about food service at ward level had been highlighted such as lack of protected mealtimes, rushed dining times and lack of dedicated dining areas. He noted that action plans have been put in place.

Mr Biggins stated that PLACE was recognised as a good tool, but only occurred annually. Therefore, a Trust Assessment of the Care Environment (TAPE) process had been developed which will take place quarterly and provide robust monitoring of actions. A number of PLACE refresher training days have been instigated and will be rolled out to Scarborough and the Community shortly.

Mr Butler stated that whilst some of the results were disappointing, he was pleased to see the openness and honesty of the report and he did wonder how open and honest other Trusts were. The Trust did not take part in peer reviews this year, but hopefully this will be on the agenda for next year. Mr Biggins stated that there is national guidance available and the Trust has to take other scores at face value.

Ms Symington thanked Mr Biggins for his report and asked that he return in September to provide an update on the TAPE process.

Action: Mr Biggins to provide an update on the TAPE process in September 2018.

17/55 Constitutional Review Group Update

Mrs Provins highlighted that the Constitutional Review Group had decided to keep the current approach to Governors elections as moving to every 3 years could possibly mean the whole Council changing at once.

Mrs Provins also noted the decision taken in the Private Council meeting to reappoint the External Auditors for a further two years.

17/56 Any Other Business

Mr Richardson highlighted the York Talks session which will focus on the future of the NHS and take place on the 10 January at the University.

Mr Reakes stated that the new signs could include a link to the opportunity to become a member.

Mrs Stovell noted that the Membership stand at the recent Recruitment Marketplace was poorly placed and should be somewhere with more footfall. Mr Thompson concurred with this and stated that other stall holders were also unhappy. Mrs Provins stated that this is unfortunately due to the footprint of Scarborough Hospital and reception not being large enough to hold the market place. Mrs Provins will email HR with the concerns raised.

Action: Mrs Provins to email HR.

Mr Butler liked the move to morning meetings although others felt that the timings made the other meetings too early. He also picked up the thread about morale and noted that it would be useful to remind staff that they perform minor miracles and transform people's lives every day. Mrs Miller stated that the star awards did this, but Mr Butler felt it was about expressing differently the impact that all staff have on lives. Ms Symington thanked Mr Butler and stated that it was about emphasizing the many positives which continue to occur in the most difficult of times. Mr Richardson asked how this could be done nationally and Mr Wright felt that there was some positive media coverage.

Ms Symington presented Mrs Jackson with some flowers and congratulated her on her reappointment as Lead Governor and also thanked her for the work she does.

17/57 Time and Date of the next meeting

The next meeting will be held on 8 March 2018 at Malton Rugby Club, Old Malton Road, Malton YO17 7EY

Council of Governors Action Log

Date of Meeting	Private/ Public	Action	Owner	Due Date	Open / Closed	Comment
06.12.16	Public	Mrs Provins to explore the use of NHS staff discounts for members	Mrs Provins	15.06.17		Following discussions with North Lincs & Goole - looking at NHS Discounts
07.09.17	Public	Mrs Provins to look at attendance at the members seminars and AGM.	Mrs Provins	07.12.17	Closed	Reported on 07.12.17
07.12.17	Public	Mrs Provins to invite Ms McMeekin to provide an update on the Big Word at the next meeting.	Mrs Provins	08.03.18	Closed	Invited and on agenda
07.12.17	Public	Governors to be provided with the latest finance figures.	Mr Crowley	Dec-17	Closed	Emailed 11.12.17
07.12.17	Public	LP to send out the External Audit Report	Mrs Provins	Dec-17	Closed	Friday email - 08.12.17
07.12.17	Public	Mrs Provins to provide the voting numbers from the recent elections.	Mrs Provins	Dec-17	Closed	Friday email - 22.12.17
07.12.17	Public	Mrs Provins to include a TAPE process update on the September 2018 agenda.	Mrs Provins	Sep-18		
07.12.17	Public	Mrs Provins to email HR.	Mrs Provins	Dec-17	Closed	Emailed 08.12.17 - discussions taking place between HR and the Events team

Council of Governors Action Log

Date of Meeting	Private/ Public	Action	Owner	Due Date	Open / Closed	Comment
09.12.15	Public	Governors to let Mrs Brown, the Head of Communications have details of the sessions on the 14th January 2016.	All Governors	31.12.15	Closed	
09.12.15	Public	Discuss with Mr Golding the clash between Transport Group and Board to Board meeting dates.	Mrs Provins	31.12.15		Contacted Zara Ridge who is looking at all future dates.
09.12.15	Public	Circulate the lessons learnt information from the Chief Executive's visit to Alaska			Closed	Emailed 23.12.15
09.12.15	Public	Council of Governors to received an update on the visit to China	Mr Crowley	10.03.16	Closed	
09.12.15	Public	Find out when the Clinical Excellence Awards Group will finish their work.	Mrs Pridmore	31.12.15	Closed	
09.12.15	Public	Discuss Annual Report presentation with Mr Bertram (presenter to note Governors views)	Mrs Provins	31.12.15	Closed	
09.12.15	Public	Check the status of the volunteer interviews	Ms Symington	31.12.15	Closed	Mrs Provins contacted relevant individuals
09.12.15	Public	Raise walkrounds at the next Quality & Safety Committee	Ms Raper	Next Q&S	Closed	BoD 30.03.16 - noted night walk rounds reintroduced
09.12.15	Public	Report back to the Governors regarding the Patient Experience Team and Volunteer numbers in early January.	Ms Symington	11.01.16	Closed	Volunteer paper circulated. Chair's June report met with PALs Team and discussed patient complaints and compliments with the Patient Experience Team Leader.

10.03.16	Public	Mrs Bolland to provide an update on interpretation service in the next Forum Report.	Mrs Bolland	16.06.16	Closed	Contained in Governor Reports paper - Fairness Forum section.
10.03.16	Public	Mrs Provins to amend the Membership Terms of Reference	Mrs Provins	31.03.16	Closed	
10.03.16	Public	Mrs Provins to link with Prof Jacobs around membership and research.	Mrs Provins	31.03.16	Closed	Meetings in progress - linking with University, Trust's Research Dept, Comms & PPI
10.03.16	Public	Mrs Provins agreed to send the headings of the group discussions out in the Friday communication.	Mrs Provins	11.03.16	Closed	
10.03.16	Public	Ms Symington to talk to Mr Golding about using Equality and Diversity as an agenda item for the next meeting.	Ms Symington	31.03.16	Closed	Equality & Diversity Strategy going to the BoD at the end of July. CoG Sept.
16.06.16	Public	Add STP to the September Agenda	Mrs Provins	08.09.16	Closed	Added.
16.06.16	Public	Report on the total number of members in a constituency and that as a percentage of the total population.	Mrs Provins	08.09.16	Closed	Paper to the September meeting
16.06.16	Public	Send the Prospective Governor Information to governors	Mrs Provins	08.09.16	Closed	Sent 04.07.16
08.09.16	Public	Deputy Director of HR to be invited to talk about staff development and work to encourage and support minorities development and applying to the Trust	Mrs Provins	09.03.17	Closed	On agenda 09.03.17
06.12.16	Public	Directorate Manager for ED to be invited to attend to provide the Governors with the presentation provided to the Board	Mrs Provins	09.03.17	Closed	On agenda 09.03.17
06.12.16	Public	Governors News Reports to be placed on the website	Mrs Provins	09.03.17	Closed	Reports placed on the website from 01.02.17
06.12.16	Public	Selby Community Hub slides to be circulated	Mrs Provins	16.12.16	Closed	Sent out in the Friday email

06.12.16	Public	Mrs Provins to provide details of internal election process in her Friday email	Mrs Provins	16.12.16	Closed	Sent out in the Friday email
09.03.17	Public	Mrs Provins to put use of Enterprise on the next agenda.	Mrs Provins	15.06.17	Closed	
09.03.17	Public	Mrs Provins to look at whether the FFT can be used to promote membership	Mrs Provins	15.06.17	Closed	On agenda
09.03.17	Public	Mrs Provins to take the suggestions back to the membership group	Mrs Provins	15.06.17	Closed	
09.03.17	Public	Mrs Provins to put the Associate Nurse role on the December agenda	Mrs Provins	15.06.17	Closed	
09.03.17	Public	Mrs Provins to raise with the IPC Team about the use of eye catching IPC stations like those at St Monicas.	Mrs Provins	15.06.17	Closed	Meeting on 28 June 2017
15.06.17	Public	Mrs Provins to email Ms Porter the Arts Co-ordinator details	Mrs Provins	07.09.17	Closed	
15.06.17	Public	Ms Symington to place an article about the Governor elections in Staff Matters and talk to the NEDs about candidates	Ms Symington	07.09.17	Closed	Comms briefing sent out followed by press release and social media
15.06.17	Public	Mrs Provins to raise holding one election every three years with the Constitutional Review Group	Mrs Provins	07.09.17	Closed	Placed on agenda 24.8.17
15.06.17	Public	Mrs Provins to raise applying for membership with the Membership Development Group	Mrs Provins	07.09.17	Closed	Placed on agenda 21.8.17
15.06.17	Public	Mrs Provins to raise recruiting members from the University with the Membership Development Group	Mrs Provins	07.09.17	Closed	Placed on agenda 21.8.17
15.06.17	Public	Mrs Provins will discuss the use of social media to recruit members with the Membership Development Group	Mrs Provins	07.09.17	Closed	Placed on agenda 21.8.17
15.06.17	Public	Mrs Provins to send out the Out of Hospital Care Strategy Video link with the Friday email	Mrs Provins	07.09.17	Closed	Friday email 16.06.17

15.06.17	Public	Ms Symington to find out more about the Big Word procurement process	Ms Symington - Mrs Provins	07.09.17	Closed	We are currently at the half way point in a 3 year contract with The Big Word (translation services). The contract is managed through the facilities helpdesk; individuals are signposted to book interpretation via the online portal and are encouraged to feedback any complaints / concerns directly to The Big Word. SNS are currently seeking an additional provider to give increased instant access in emergency scenarios but also where provisions have not been made or there has been an interpreter / translator cancellation. The fulfilment rate sits comfortably within the agreed Service Level Agreement- but there are areas which we seek to improve including telephone contact (the call centre can be difficult to contact) and interpreters have fed back that bookings often come late. We have recently started to use
15.06.17	Public	Ms Symington and Mrs Provins to discuss the provision of Patient Experience data to the Council	Ms Symington - Mrs Provins	07.09.17	Closed	Minutes being circulated - other information requests through Margaret Jackson & Pat Stovell who attend the group

15.06.17	Public	Mrs Provins to ask for more data to be included in the Out of Hospital Care Report.	Mrs Provins	07.09.17	Closed	Further report available at December meeting.
07.09.17	Public	Mrs Provins to provide a report to Governors on the issues around the election.	Mrs Provins	07.12.17	Closed	Report provided
07.09.17	Public	Mrs Provins to add the Governor's contact email to the notice boards	Mrs Provins	07.12.17	Closed	Done
07.09.17	Public	Mrs Provins to look at the availability of membership leaflets	Mrs Provins	07.12.17	Closed	Membership leaflets currently on hold due to cost.

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Council of Governors – 08 March 2018 Governor Activity Reports

Recommendation

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| For information | <input checked="" type="checkbox"/> |
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| For assurance | <input type="checkbox"/> |
| For approval | <input type="checkbox"/> |
| A regulatory requirement | <input type="checkbox"/> |

Purpose of report

The Council of Governors is asked to note the report and the authors will respond to any questions or comments, as appropriate.

Key points for discussion

This paper provides an overview from Governor activities.

Trust Ambitions and Board Assurance Framework

(https://www.yorkhospitals.nhs.uk/about_us/our_values/)

The Board Assurance Framework is structured around the four ambitions of the Trust. How does the report relate to the following ambitions:

- Quality and safety** - Our patients must trust us to deliver safe and effective healthcare.
- Finance and performance** - Our sustainable future depends on providing the highest standards of care within our resources.
- People and Capability** - The quality of our services is wholly dependent on our teams of staff.
- Facilities and environment** - We must continually strive to ensure that our environment is fit for our future.

Reference to CQC Regulations

(Regulations can be found here: <http://www.cqc.org.uk/content/regulations-service-providers-and-managers>)

Version number: 1

Author: Margaret Jackson – Lead Governor
Stephen Reed – Joint Head of Strategy, York Hospital NHS Foundation Trust
Sheila Miller – Public Governor (Ryedale & East Yorkshire)
Ann Bolland – Public Governor (Selby)

Date: March 2018



1. Lead Governor Report

This has been a busy few months with the main issue being the recruitment of 2 Associate NEDs. There was a very successful open event held on January 11th followed by longlisting and shortlisting sessions with focus groups and interviews held on the 1st (clinical) and 5th February (transformational). Thank you to all those involved in the days. There is to be a review of the process to see if there are any lessons learnt and appropriate amendments to the process agreed. Congratulations to the 2 successful candidates (Lorraine Boyd and Lynne Mellor). They are both delighted and hope to join the team on 1st April 2018.

As you should be aware, Dianne Willcocks and I are undertaking Sue Symington's annual appraisal and as part of this I have requested your comments to help us complete this task. Dianne and I are meeting on 20th March to discuss the feed-back received before we meet again with Sue. As you know your feed-back is treated confidentially and no names are included. Please think about themes you might want to comment on and any objectives you might like Sue to concentrate on in the coming year (2018 - 2019).

In preparation for the NEDs appraisals Governors have been invited to observe the different groups the NEDs attend / Chair to see them fulfilling their role. Lynda has been organising this for us. This is a really good way, along with attending the public board meeting to both understand more about the issues faced by the Trust and how they are being addressed and see the NEDs in action.

Some of the Governors went out to lunch with Diane Rose to say thank you for her work as a Governor and to wish her well in the future. She sends everyone her best wishes and promises to keep in touch. Diane as you are aware has resigned as a Governor due to her and her husband's on-going health issues. We wish them both well for the future. Also Alan Rose attended Alan Maynard's funeral at Heslington Church and I was able to give him a card with our congratulations and best wishes on his and Helen Mackman's engagement. Alan Maynard's funeral (previous Trust chair, Professor of Economics at the University of York and previous chair of Vale of York CCG) was very well attended with a packed church. Patrick spoke as did Trevor Sheldon from the University and Alan's son. There were lots of funny anecdotes along with an outline of his life. His family were very well supported.

The financial position within the Trust remains a very real concern and the Trust is having to provide lots of information whilst undergoing a licence review. NHSI are going to be attending some of the meetings held within the Trust.

Margaret Jackson, Lead Governor



2. Out of Hospital Care Group Report

Summary of topics discussed

Matters arising:

It was noted that the actions from the previous meeting were completed.

Steve Reed confirmed that the Selby League of Friends had been in contact about purchasing equipment for a potential 24hr ECG service in Selby. Steve advised that he had raised this with the medicine directorate to understand if they would be able to deliver this.

Richard Thompson was welcomed as a new governor on the group, replacing Diane Rose. Vicky Mulvana-Tuohy (Head of AHP Services) confirmed that she and Sharon Lewis (Head of Community Services) would also be joining the group, replacing Melanie Liley.

Jeanette Anness raised the response provided by Mike Sweet following the previous meeting, confirming significant potential income associated with introducing charges for patients delaying through 'choice'.

Margaret Jackson noted that the Council of Governors had approved the updated Terms of Reference for the group.

Potential future membership of Humber FT and City HealthCare Partnerships was discussed and will be kept under review as transition takes place.

Estates Developments in Bootham Park Court and Easingwold:

The group received a briefing paper from Andrew Bennett outlining the development plans in two areas. Both illustrated the potential of joint working with primary care and local authorities together with a wide range of other partners to ensure the most efficient use of estate and to support integrated working. The group noted their positive support for the work described.

CQC Review of Health and Social Care in York:

Steve Reed gave a presentation on the recent review of the health and social care interface in the City of York. He outlined the factors that led to the review, shared the key findings from the report and discussed the recommendations from the review. The group discussed the findings and the wider implications for the whole Trust footprint.

General Update:

Vicky Mulvana-Tuohy provided an update on a range of work within the Out of Hospital Care Directorate including:

- Scarborough and Ryedale transfer of services to Humber FT and the work being done with Humber and staff in the services to minimise the impact on patients from the transfer;

- Development of the discharge hub in York;
- Progress on mobile working;
- Community nursing workforce transformation;
- Trusted assessment across acute and community therapy teams.

The formal meeting concluded at this point to allow a session with all interested governors. This was to brief governors on delivering the **Home First Engagement Plan** sessions.

Actions Agreed

- Include consideration of charges in the review of the 'Choice' protocol – Steve Reed / Vicky Mulvana-Tuohy (Jun 18)
- Update the distribution list following membership changes – Steve Reed (Feb 18)
- Progress discussions with cardiology about 24hr ECG testing in Selby – Steve Reed (Mar 18)
- Consider how YAS could support this process for patients unable to travel to the hospital to return equipment – Steve Reed (Apr 18)
- Consider widening membership of the group to include other community providers – Steve Reed (Sep 18)
- Confirm timescales for estates projects – Andrew Bennett (Mar 18)

Future Meetings

The May agenda will include:

- Nursing workforce transformation (Sharon Lewis / Lyeanda Berry)
- Mobile working update (Billie Cameron)

Members are asked to let Steve Reed know of any agenda items they would like to discuss in advance of the meeting.

Future agenda planned items include:

- September 18 – Report on Home First engagement; Update on Deconditioning Steering Group

Stephen Reed, Joint Head of Strategy

3. Transport Group Report (16.02.18)

A very lively meeting chaired by Janet Mason (Head of Security and car Parking) in the absence of Brian Golding.

I expressed my thanks that at last the multi-story car park has been cleaned and was pleased to learn that this will now be a regular event. A discussion ensued regarding the real problem of parking spaces, the queues of cars trying to get into the car park on certain days, even extending down Wigginton Road. The main reason is the loss of 40 spaces whilst the new Endoscopy Unit; the team are well aware of this and have been working

hard to try and find alternative spaces consulting with Nestle, the car public car park on Wigginton Road and many others, to no avail, although there is a possibility that an arrangement might be made with Nestle following a letter from the Chief Executive to the Chief Executive of Nestles.

Free telephones are available for taxi service at York and Scarborough but not at our other hospitals, this is being investigated. An update was presented on the Travel Plan, the main focus has been to try and work with other companies and the City of York council to encourage more buses, from Park & Ride parks to the Hospital; car sharing and many other initiatives. Staff struggle to park so work is continuing on plans to withdraw some parking permits for those who live close by or who have good bus routes to work. Talks are taking place about a bespoke bus service and use of national "crowd" funding. Ideas of a smart card machine in York (like the London Oyster card) are being investigated as well as the use of hire bicycles (like the Boris bikes in London!). Video cameras have been installed in the disabled car park which has meant complaints have dropped remarkably; work is in progress and consultation taking place about introducing car parking charges in the disabled car park.

The hire/pool car system is working well though some staff fail to cancel when they no longer need the car, letters are being sent to them and if they continue to re-offend they will be removed from the membership list. Current membership of the hire car/pool care is 763 staff. The savings in CO2 are good and savings to the Trust are in the region of £38,000 from April to January. A post code mapping exercise has been done by York City Council which shows where most staff live within York which hopefully will help them plan better bus routes. (It was surprising how many staff live within 5 & 10 miles of the Hospital).

A lengthy discussion on the possibility of re-opening the railway station at York Hospital ensued; this has been discussed many times and the cost made it impossible but all those present felt that the improvement in air quality, less congestion in the City of York and the possibility for staff and well as patients being able to use this facility was really important; a paper is being presented by one of our new members for the next meeting which would include consulting with employers in York to get their support. Air pollution is now a real problem in the centre of the City.

Following my concern at the lack of wheelchairs at the entrance to York Hospital, changes have been made and all users/staff are encouraged to return them to the entrance which is now working well.

Sheila Miller, Public Governor

4. Fairness Forum (13.02.18)

The Trust Dementia appeal is now within 50% of its target with £100,000 being raised already. The Friends of York Hospital has pledged £36,000 and the League of Friends at Selby Hospital are donating £10,000. Activity around the appeal is still high with a number of staff supporting it. So far seventeen people have signed up to take on the Yorkshire Three Peaks challenge, supporting the appeal, in June.



Ten nurses from ward 23 and friends - 'The Forget Me Not Fallers' are set to Sky Dive in April. The Delirium Pathway will be highlighted in March.

The Safeguarding Adults team has a new Learning Disability Liaison Nurse - Karen Pearce who will be working from Wednesday to Friday, Jo Blades will now work Monday to Wednesday based predominantly at Scarborough Hospital. This service will provide a more efficient service for those with Learning Disabilities accessing day treatment and those who are near to admission.

The York Blind and Partially Sighted Society, which fulfils the contract for all large print , audio and brailing for the Trust, have a new Chief Executive; Ashley Mason. It was requested that Ashley becomes a member of the forum.

There are now 36 individuals who have completed induction training for Fairness Champions. Unfortunately, due to illness, their latest meeting had to be cancelled.

Project Choice - Verbal feedback will be given by Karen.

The Equality Impact Assessment template was discussed. This is being used to look at staff hours of work etc. particular attention was paid to the use of characteristics on the template. More feedback is required.

Feedback on the gender gap and Workforce Disability Equality Standards (WDES) was given. It seems that fewer women apply for awards than men. Women on Bands 1-7 earn more than men. The Trust is to publish data on gender issues on 1st March.

EDS2 It has been decided that processes involved need to be updated. Discussion included the findings that we need to share better information more regularly with the stakeholders involved. We will miss the process this year and actions will be shared in the spring of 2019.

The Equality and Diversity Plan is being updated. There have been concerns regarding pathways to information and a problem with monitoring. We need an overview of where we are in the Trust with the involvement of external input and equality procurement with stakeholders and managers. There is a need to recruit a 'task and finish' group in which engagement needs to be meaningful.

'Equality Impact Assessment' is a tool to help ensure policies, practices and decisions are fair, meet staff needs and not inadvertently discriminating against protected groups.

There was nobody representing Estates at the meeting but discussion took place regarding signage in the main car park.

Ann Bolland, Public Governor



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Council of Governors – 08 March 2018

Chief Executive's Overview

Recommendation

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| A regulatory requirement | <input type="checkbox"/> |

Current approval route of report

This report was drafted for the Board of Directors.

Purpose of report

The attached report provide an overview from the Chief Executive for the Council of Governors for information and discussion.

Key points for discussion

There are no specific points to raise.

Trust Ambitions and Board Assurance Framework

(https://www.yorkhospitals.nhs.uk/about_us/our_values/)

The Board Assurance Framework is structured around the four ambitions of the Trust. How does the report relate to the following ambitions:

- Quality and safety** - Our patients must trust us to deliver safe and effective healthcare.
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Reference to CQC Regulations

(Regulations can be found here: <http://www.cqc.org.uk/content/regulations-service-providers-and-managers>)

Version number: 1

Author: Patrick Crowley, Chief Executive

Executive sponsor: Patrick Crowley, Chief Executive

Date: March 2018



1. Winter pressures

I want to start this report by acknowledging the exceptionally busy winter months we have experienced across all of our services, and to place on record my thanks and appreciation for the efforts of all of our staff during what at times has felt like an unsustainable level of pressure.

We were anticipating a busy winter, and in planning terms, we have seen a more 'joined up' planning process than in previous years, however we can only plan with the resources we have available, and this doesn't always enable us to account for the worst case scenarios.

A number of factors have had an impact on our services. High levels of flu (particularly in York, which has been noted as a hotspot in the region) have meant increased admissions for flu and flu-related conditions. The complexity and severity of some of these patients, meant that we have not been able to discharge as many patients as we need to create capacity, which has put the bed base under pressure. Flu has also inevitably led to higher staff sickness levels which further compounded the pressure as we went into the New Year.

NHS England asked all Trusts to review, and where possible postpone, non-urgent appointments, operations and other activities in order to free up capacity for our sickest patients, and to ensure our medical staff are available in the areas of greatest need. This meant that we canceled a number of elective operations and procedures.

The national media coverage during January was unremitting, and we have seen our fair share of this locally as well. Whilst the pressure has now eased somewhat, we continue to see large number of patients and we know all too well that so-called winter pressures can last for several months, and it is therefore important that we continue to focus on fast, effective decision making in order to maintain patient flow.

2. Finance and performance

We continue to work with our regulator, NHS Improvement, on our financial recovery. At the close of month 10 the Trust's income and expenditure deficit stood at £23.5m.

Again in the month of January the corrective action that directorates are taking resulted in the Trust almost balancing its in-month income and expenditure. This is really positive and is testament to the way the organisation is taking its financial position seriously.

With only a few weeks left of the current financial year, it is really important that we place ourselves in the best possible position we can at the end of March. That means tightening expenditure control even further and deferring any expenditure that can safely be postponed or avoided entirely.

This can make a significant impact on our year-end position and all staff have been briefed regarding this expectation.



3. Care Quality Commission report

As governors are aware, The Care Quality Commission (CQC) published its report at the end of February.

The CQC visited the Trust as part of its planned inspection programme in September and October last year. Following that inspection they have given the Trust an overall rating of Requires Improvement.

The majority of the Trust is rated Good and there are evident improvements across our most challenged services, despite the very difficult context we work in. The report also highlights areas where we recognise the need for continuous improvement. These are a reflection of our existing priorities, and we will respond positively to the recommendations.

It is both encouraging and appropriate that the rating for York Hospital and community services is Good, as these services make up the largest proportion of the Trust's overall activity. It is also encouraging to see the many positive findings noted in the CQC's reports for Scarborough and Bridlington Hospitals, despite both sites being given a Requires Improvement rating, particularly as our hospitals on the East Coast continue to face well-documented pressures, specifically the recruitment of medical and nursing staff.

At a time of national attention on emergency services it is great to see improved ratings for both of our Emergency Departments, particularly as during the inspection both departments were seeing a sustained increase in the number of acutely ill patients requiring care.

Once again our services are rated as Good across the board for being caring, and it is a testament to all of our staff that they continue to put patients first, despite the significant pressures they face.

It is incredibly disappointing that our overall rating remains as Requires Improvement, despite improvements made since the last inspection and the fact that the majority of the scores given for our clinical services are Good, with no areas of major concern and no areas rated as Inadequate. Our well led rating is difficult to understand when the majority of the organisation is rated as Good in this regard, and we operate a single management team and structure across the Trust.

The overall rating for the Trust appears to be disproportionately influenced by our most challenged areas, relating to issues we are fully aware of, and much of which is beyond our control. For example, our overall rating in the safe domain relates in large part to our difficulty in recruiting medical and nursing staff, particularly on the East Coast, and our reliance on temporary and agency staffing.

There is also recognition at a national level of the difficulties in delivering services in remote coastal areas, and the East Yorkshire region is amongst the most remote and economically challenged in the country. Our challenges cannot be wholly resolved without better access to staffing and resources.

The report highlights examples of the innovative solutions we have put in place to address some of these challenges in planning the configuration of essential services across a large



rural area at a time when resources are strictly limited. The mobile chemotherapy unit, one-stop urology diagnostic service in Malton, and acute medical model in the emergency department in Scarborough are all highlighted in the report and each of these is amongst the first of their type in the country.

I am confident that we continue to provide safe and effective services and this is supported by the many positive comments in the report.

Summary of ratings:

Area assessed*	Rating
Trust overall	Requires Improvement
York Hospital	Good
Scarborough Hospital	Requires Improvement
Bridlington Hospital	Requires Improvement

*Community services were not reassessed as part of this inspection, and retain a rating of Good overall.

4. Estates and facilities services update

As previously discussed with the Council of Governors, the Trust has been looking at setting up an alternative delivery model for its estates and facilities services.

In January, the Board of Directors approved the establishment of an alternative company, and agreed to consider the different types of models at its February meeting.

Governors will be updated as to the outcome of the February Board discussions during the Council of Governors meeting.

Whichever model is agreed, the company will remain wholly owned by the NHS, and we will ensure that any staff moving to the new organisation will be able to keep their current NHS terms and conditions.

We are committed to protecting our estates and facilities services and to safeguarding jobs for the future, keeping these services within the NHS by creating a company under the control of the Trust, rather than outsourcing to a separate private provider.



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Council of Governors – 8 March 2018

Providing interpretation and translation services

Recommendation

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| For information | <input checked="" type="checkbox"/> |
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| For assurance | <input type="checkbox"/> |
| For approval | <input type="checkbox"/> |
| A regulatory requirement | <input type="checkbox"/> |

Current approval route of report

Council of Governors

Purpose of report

This report is to be presented at the Council of Governors detailing the provision of interpretation and translation services.

Key points for discussion

The report looks at the current contract and sets out the aim for future interpretation and translation services.

Trust Ambitions and Board Assurance Framework

(https://www.yorkhospitals.nhs.uk/about_us/our_values/)

The Board Assurance Framework is structured around the four ambitions of the Trust. How does the report relate to the following ambitions:

- Quality and safety** - Our patients must trust us to deliver safe and effective healthcare.
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Reference to CQC Regulations

(Regulations can be found here: <http://www.cqc.org.uk/content/regulations-service-providers-and-managers>)

Version number: 1

Author: Sarah Vignaux, HR Business Partner

Executive sponsor: Polly McMeekin, Deputy Director of Workforce

Date: February 2018



1. Introduction and Background

All organisations that provide NHS care or adult social care are legally required to follow the Accessible Information Standard (AIS). The AIS came in to force in July 2016 and aims to make sure that people who have a disability, impairment or sensory loss are provided with information that they can easily read or understand with support so they can communicate effectively with health and social care services.

The Trust recognises that, to fully achieve the requirements under the standard, we need provision of a strong and reliable interpretation and translation contract.

The Trust held a contract with an organisation called 'Pearl' and on 1st June 2016 we began a year- long contract with the Big Word with the option to extend for a further year. I understand that this was rolled over and therefore the current contract comes to an end on 1st June 2018.

The Big Word provides services to both public and private sector organisations; and our contract includes both the requirements of the standard and the provision of language interpretation services.

2. Contract for providing interpretation and translation services

The contract has provided some challenges which are largely related to the customer service we receive from the Big Word which include failings against the service level agreement (SLA).

Reported issues include;

- the Big Word not booking interpreters in a timely manner following a request from the Trust.
- interpreters not attending booked appointments.
- late cancellations of interpreters without sending a replacement which have led to cancellation of patient appointments.
- a turnover of Big Word account managers.

The Trust are working towards extracting ourselves from the contract, on the basis that the SLA has not been fulfilled.

The Estates and Facilities Directorate is responsible for managing the contract. They are due to embark on a procurement process for a new provider and will be focusing on the ability for them to provide a predominantly 'virtual' interpretation and translation service. Whilst the Big Word can provide 'virtual interpretation and translation' this was not the focus of the original procurement and have subsequently faced some IT issues. In implementing the accessible information standard, we have recognised the importance of providing these services; in particular in areas where we have unplanned and urgent admissions.

Estates and Facilities are currently working with local suppliers to understand what is available and will be inviting key groups within the Trust to provide presentations.



3. Conclusion

The Accessible Information Standard brings to the forefront the importance of a reliable and available interpretation and translation service. We have a responsibility to ensure that our patients with communication needs are able to attend the hospital in a timely manner and have the same access to information as a patient without those communication needs. Virtual interpretation and translation going forward appears to provide us with the most flexible approach to do this.



Council of Governors – 8 March 2018 Governor Internal Elections

Recommendation

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| For information | <input checked="" type="checkbox"/> |
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| For assurance | <input type="checkbox"/> |
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| A regulatory requirement | <input type="checkbox"/> |

Current approval route of report

Council of Governors only

Purpose of report

The Governors are asked to note the results of the recent internal Governor elections.

Key points for discussion

The Governors are asked to discuss whether any stakeholder governors would like to join any of the groups.

Trust Ambitions and Board Assurance Framework

(https://www.yorkhospitals.nhs.uk/about_us/our_values/)

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Reference to CQC Regulations

(Regulations can be found here: <http://www.cqc.org.uk/content/regulations-service-providers-and-managers>)

17

Version number: v0.01

Author: Lynda Provins, Foundation Trust Secretary

Executive sponsor: Susan Symington, Chair

Date: March 2018



1. Introduction and Background

This paper has been prepared to outline the results of the recent internal elections.

2. Governor Internal Election Results

Please note the results following the internal elections:

Nominations/Remuneration Committee:

Robert Wright – re-elected
Andrew Butler – elected
No Stakeholder Governors applied

Constitutional Review Group:

Margaret Jackson – elected
Sheila Miller – re-elected

There is now a further place available for a public governor following the resignation of Diane Rose. There is also space for a stakeholder governor.

Membership Development Group:

Margaret Jackson – re-elected
Michael Reakes – elected
Clive Neale – re-elected
Richard Thompson – elected
Andrew Bennett – has agreed to continue on the group as a staff governor.

3. Detailed Recommendation

The Governors are asked to note the results of the recent internal Governor elections.



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Council of Governors – 8 March 2018 Membership Development Group Report

Recommendation

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| For information | <input checked="" type="checkbox"/> |
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| For assurance | <input type="checkbox"/> |
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| A regulatory requirement | <input type="checkbox"/> |

Current approval route of report

Council of Governors only

Purpose of report

The Council of Governors is asked to note the report from the Membership Development Group.

Key points for discussion

This paper provides an overview of the work of the Membership Development Group.

Trust Ambitions and Board Assurance Framework

(https://www.yorkhospitals.nhs.uk/about_us/our_values/)

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Reference to CQC Regulations

(Regulations can be found here: <http://www.cqc.org.uk/content/regulations-service-providers-and-managers>)

Version number: v0.01

Author: Lynda Provins, Foundation Trust Secretary

Date: February 2018



1. Introduction and Background

The Membership Development Group review, monitor and support the development of the Trust's Membership Strategy and a number of areas which fall under this umbrella on behalf of the Council of Governors.

2. Detail of Report and Assurance

The Group met in February 2018 and welcomed its new members following the internal elections. The Group discussed a number of items of matters arising and then moved onto discussing elements of membership and how the Trust can develop and increase membership and would like to highlight the following items from the meeting:

Use of the Website and Social Media – The group talked about this at length and agreed to look at how social media is used and how posters can be used to highlight the membership section on the website.

Recruitment Marketplaces – The recruitment market place events continue to provide a source of new members. Another event is being planned in April 2018 and it is hoped that the Governors can have a stand.

Membership Matters – The group discussed membership matters. It was felt that the newsletter is far too focused on good news stories and there should be some more articles about current priorities like finances and recruitment which better reflect the position of the Trust and the group feels that members will be more interested in.

Membership Strategy – The group will review this before the next meeting.

Terms of Reference - The group will review this before the next meeting.

Survey of Members – The group to look at formulating questions for a membership survey.

3. Detailed Recommendation

The Council of Governors is asked to note the report from the Membership Development Group.



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Council of Governors – 8 March 2018 Constitutional Review Group Report

Recommendation

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| A regulatory requirement | <input type="checkbox"/> |

Current approval route of report

Council of Governors only

Purpose of report

The Council of Governors is asked to note the report from the Constitution Review Group.

Key points for discussion

This paper provides an overview of the work of the Constitutional Review Group.

Trust Ambitions and Board Assurance Framework

([https://www.yorkhospitals.nhs.uk/about_us/our values/](https://www.yorkhospitals.nhs.uk/about_us/our_values/))

The Board Assurance Framework is structured around the four ambitions of the Trust.
How does the report relate to the following ambitions:

- Quality and safety** - Our patients must trust us to deliver safe and effective healthcare.
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Reference to CQC Regulations

(Regulations can be found here: <http://www.cqc.org.uk/content/regulations-service-providers-and-managers>)

Version number: v0.01

Author: Lynda Provins, Foundation Trust Secretary

Date: February 2018



1. Introduction and Background

The Constitution Review Group review, monitor and support the development of the Trust's Constitution and a number of areas which fall under this umbrella on behalf of the Council of Governors.

2. Detail of Report and Assurance

The Group met in February 2018 and welcomed its new member following the internal elections. The Group discussed a number of items of matters arising and then moved onto discussing elements of the constitution and would like to highlight the following items from the meeting:

Constitution Review – the following was discussed and agreed:

- Out of Area Constituency – the Constitution does not currently recognise the out of area constituency which had led to 16 candidates for the recent NED elections being disqualified. The group discussed the implications of this and were agreed that the Trust got such a good response to its NED recruitment that this amendment was not required. Other concerns raised were about people outside the area knowing the Trust and the amount of expenses that could be claimed.
- Model Election Rules (e-voting) - It was agreed to update the model election rules as the latest ones cover e-voting.
- NED Terms of Office – it was highlighted that the Trust is currently taking a year on year approach for 2 of the NEDs for their final term and it was agreed that the constitution should be amended to cover this.
- 7th NED - the group requested that the wording is changed to read an 'option' of having a 7th NED.
- Governor Terms of Office - the group discussed the wording around the governors terms of office and noted that this was clear about the number of terms/years. The group discussed whether to review the wording and it was agreed by majority that the wording should remain and that all the terms/years were counted as a public governor and therefore did not matter which constituency was involved.

Governor Elections – Mrs Provins stated that she had made a mistake with the Governor elections in 2017. Mick Lee's staff governor position should have been put up for re-election and was not. It was noted that there was only one candidate for the York staff governor position so it was very likely that Mick Lee would not have been re-elected. Mick Lee's position will go up for election later this year, but this will only be for a period of 2 years to ensure the maximum terms/number of years is not exceeded.

Internal Governor Elections – following the multiple votes which took place at the recent internal elections, it was agreed a weighting system would be used to determine the final outcome so as to avoid multiple votes. It was noted that not all governors voted.



3. Detailed Recommendation

The Council of Governors is asked to note the report from the Constitution Review Group.

