

Questions for the Council of Governors meeting – 8 December 2021

Bridlington Health Forum (Jean Wormwell)

Representing the interests of members and the public -

In order to capably represent the interests of members and the Public, Governors must actively seek, be aware of and act on their views, aspirations and concerns.

1. Please provide full detail of all instances of representations made by our Governors to the Trust since 1 Jan 2021 along with their outcomes.

ANSWER: The Governors have regular quarterly public meetings with the Board of Directors to deliver their responsibilities. The papers and minutes of these are all publically available on the Trust website. In addition to this, the Governors meet twice a year with the Board and the Governors set the agendas for these meetings. Governors are free to approach Non-executive and Executive Directors directly on an individual basis.

2. Please provide details of all instances of engagement made with the public and resultant actions already taken by Governors since 1 Jan 2021.

ANSWER: Individual Governors are free to determine how they wish to engage with the communities they represent, and the Trust supports them in doing this in a number of ways. Some Governors choose to be more proactive in this area, others use existing groups and networks that they are part of. Since March 2020 it has not been possible to hold face to face sessions with the Governors in the way that we did prior to the pandemic. Following the recent Governor elections and now that we have a full allocation of Governors in place, a membership strategy will be developed through the membership engagement group which will outline a framework for Governors to support them in engaging with members and in gathering and representing views from their constituencies. Governors representing each area will deliver their own plans accordingly.

3. Please provide details of all future public engagement events planned for 2022 by Governors from 1st Jan onwards including the following event details;
 - Dates
 - Times
 - Venues
 - Mediums
 - Promotion and Advertising campaign timescales and mediums
 - Support to be provided by the Trust for Governors
 - Method of feedback to the Public and communities represented

ANSWER: Please see question 2 above.

Holding the Non-Executive Directors to account for the performance of the Board -

4. Please provide details of all instances of all interventions made since 1 Jan 2021

ANSWER: The Governors have regular quarterly public meetings with the Board of Directors to deliver their responsibilities, including that of holding the Non-Executive

Directors to account for the performance of the Board. The papers and minutes of these are all publically available on the Trust website. As mentioned in 1 above, the Governors also meet twice a year with the Board. Non-Executive Chairs of Committees attend Governor meetings, where they give a report on their Committee and are questioned by Governors on these. Governors attend Committees so they can review the performance on Non-Executives and they give feedback as part of the annual appraisal of both Non-Executive and Executive Directors.

5. Please provide details of the outcomes of all interventions made since 1 Jan 2021

ANSWER: The outcomes as a result of interventions are provided in the public minutes of the Board of Directors in their role as Non-Executive Directors holding the Executive Directors to account.

The papers and minutes of these are all publically available on the Trust website.

The Governors also have a number of other formal and informal opportunities to interact with the executives and non-executives, including a regular Board to Council of Governors meeting, and involvement in a number of groups and committees. They also have the ability to communicate with the Board informally at any time if they wish to raise specific questions or issues.

Save Scarborough & District Hospital (John Wane)

We have noted that for the first time the Trust have posted the Council of Governors meeting agenda in advance of the deadline for questions to the meeting, after we have raised the questions about how the public were supposed to be able to ask questions pertaining to an agenda they have previously NOT been allowed to see in advance. A typically arrogant and condescending comment unworthy even of reply, was emailed after the September meeting from Susan Symington "making no apology" for requiring that, but of course not explaining how it was actually possible. We are pleased to see that others have taken note of that nonsense however, by posting the agenda today, albeit only 24 hours before the deadline! It does however raise additional questions:-

1. Do the Governors now plan to begin to demonstrate their interest in public views, by increasing that period to considerably MORE than 24 hours in the future, especially as meetings only take place quarterly?

ANSWER: Council of Governors meeting papers will be provided on the Trust website at the earliest opportunity ahead of the applicable meeting. There may be times due to operational pressures when papers are not available to be published well ahead of the applicable meeting. Where this is the case the agenda will be published firstly and the papers to follow when these are available for publication. At the last meeting Jenny McAleese, Interim Chair, initiated a review of this process to ensure that agendas are published earlier and members of the public are given more time to submit their questions. The aim is that a revised process will be in place for the next Governors' meeting.

2. What plans do the Governors have to increase their availability and accessibility to the public who of course they have statutory duties to represent, in order to properly represent public views in accordance with the “key principles” contained in your statutory guidance?

ANSWER: Individual Governors are free to determine how they wish to engage with the communities they represent, and the Trust supports them in doing this in a number of ways. Some Governors choose to be more proactive in this area, others use existing groups and networks that they are part of. Since March 2020 it has not been possible to hold face to face sessions with the governors in the way that we did prior to the pandemic. Following the recent governor elections and now that we have a full allocation of governors in place, a membership strategy will be developed through the membership engagement group which will outline a framework for governors to support them in engaging with members and in gathering and representing views from their constituencies. Governors representing each area will deliver their own plans accordingly.

3. Given that most of the public Governors representing Ryedale and the East Coast are new, will they reassure us, that they will actually begin to implement some of their own initiatives to do so and if so, what plans do they have?

ANSWER: Please see question 2 above.

4. The Save Scarborough and District Hospital Group (with almost 9,000 members) was formed in 2018 as a direct result of the public outcry and lack of any meaningful engagement by both York Trust and the local CCG following years of cuts in favour of York Hospital. Will the new Governors reassure us of their commitment to gathering and representing the public views and how they intend to do so in order to change the long standing culture of bias and arrogance among York senior management that their predecessors were happy to accept?

ANSWER: Please see question 2 above. Foundation Trust membership, and the election of a Council of Governors to represent this membership, is only one of a range of mechanisms for engagement patients and the public in the work and decisions of the Trust.

5. Do the new Governors plan to 'engage' privately with the public 'WITHOUT' the presence of the Trust Chair and senior management and actually listen to their views? If so what are they because we would certainly be pleased to help you?

ANSWER: Please see question 2 above.

6. Given that one of the constant excuses used by York Trust and the CCG of staff shortages, often falsely and deliberately contrived, used to justify so many of those cuts and closures to our local services, Governors will have noted the coverage by the BBC on the 30th September, in respect of the creditable success of Hull Trust in staff recruitment. Obviously the difficulties faced and largely overcome by the neighbouring Hull Trust such as staff shortages, the Covid pandemic, etc are common across the NHS. The only conclusions to be drawn, are therefore that the long standing culture of York Trust in its treatment of staff and its executive and HR competence must be factors. Will the Governors be focussing in their monitoring of the Trust activities, on the impact of those inadequacies and the effect on East Coast

NHS services and residents?

ANSWER: The role of the Governors is to hold the Non-Executive Directors to account for the performance of the Board. It is not to monitor operational management decisions.

The recruitment challenges facing the trust are well documented, and mirror many of the challenges facing hospitals across the country.

Our approach to improving recruitment on the east coast has had some positive outcomes, for example:

- The East Coast Medical Recruitment programme has reduced vacancies at Scarborough Hospital from 21% in 2018 to 13% at the end of October 2021.
- The partnership with Coventry University in Scarborough to establish an Adult Nursing BSc programme has seen the first cohort of nurses graduating this year with a number taking up employment with the trust
- International recruitment programme, with 200 nurses joining from overseas in the past year or so.

Anthony Clarke

I am a new Trust member and I wish to ask how the population of Bridlington can be better represented, with respect to provision of local secondary care services. The York Trust has an inexorable centralisation agenda which is disadvantaging many coastal communities and especially the elderly within these communities. Are the Governors able to hold the Trust to account for deteriorating services to the peripheral areas such as in Bridlington?

ANSWER: Foundation Trust membership, and the election of a Council of Governors to represent this membership, is only one of a range of mechanisms for engagement patients and the public in the work and decisions of the trust.

Governors are elected by members in their constituencies to represent these communities. The role of the governors is to hold the Non-Executive Directors to account for the performance of the Board. It is not to monitor operational management decisions.

Individual Governors are free to determine how they wish to engage with the communities they represent, and the Trust supports them in doing this in a number of ways. Some governors choose to be more proactive in this area, others use existing groups and networks that they are part of. Since March 2020 it has not been possible to hold face to face sessions with the governors in the way that we did prior to the pandemic. Following the recent governor elections and now that we have a full allocation of governors in place, a membership strategy will be developed through the membership engagement group which will outline a framework for governors to support them in engaging with members and in gathering and representing views from their constituencies. Governors representing each area will deliver their owned plans accordingly.

It is worth noting that Jenny McAleese, Interim Chair, and Sally Light, Lead

Governor, are meeting with representatives of the Bridlington community at the end of the month to better understand their concerns.

Dr Gordon Hayes

I am pleased to see a number of new faces among the Governors and would like to welcome them to their role.

- 1) As some of the key responsibilities of the Governors are to act on behalf of and represent the public, to address their concerns regarding healthcare provision, and to hold the Trust and their decision making to account, please may I clarify how and when questions from the public to the Governors (both individually and as a group) are seen, researched and then answered by the Governors themselves in a robust and independent manner.

ANSWER: Any questions that are submitted to the Council of Governors are shared with them. It is usually the case that the questions relate to the operational management of the Trust, and therefore the Governors are not able to answer them in detail. The full set of questions and answers is shared with Governors for any further input before they are published and shared with those who have submitted the questions.

We are reviewing this process, and the plan is that the revised process will be in place for the next Council of Governors meeting.

- 2) For many years, Scarborough and the East Coast has seen a devastating reduction in local hospital healthcare provision for the 200000 people who permanently reside in the Scarborough Hospital catchment area by what appears to be a York centric approach to healthcare resourcing and delivery by the Trust. This has made access to healthcare, both routine and acute, for many people on the East Coast extremely difficult, potentially impossible and detrimental to their health and wellbeing given the very poor transport links to any other acute hospital. What actions are the Trust planning to retain and return local core medical services to the East Coast, and how will the Governors ensure this happens?

ANSWER: The Trust's five year strategy for 2018-2023 outlines what is aimed to be delivered across the Trust's communities. The Governors' general role is to represent the interests of members and the public and to hold the Non-Executive Directors to account for the performance of the Board.