

# Council of Governors Membership and Engagement Group Meeting

## AGENDA

**Date:** Tuesday 12<sup>th</sup> July 2022

**Time:** 17:30 – 19:00

**Venue:** MS Teams

No	Item	Status	Paper
1.	<b>Chair's Welcome and Apologies for Absence</b> <i>Quoracy check: (Minimum of 3 Governors, 1 of whom must be a public Governor, and 1 Trust Officer (from Communications) in attendance)</i>	Agree	Verbal
2.	<b>Declarations of Interest</b> <i>To declare any pecuniary or non-pecuniary interests</i> Chair	Declaration	Verbal
3.	<b>Action Tracker</b> Chair	Agree	Enclosure 3
4.	<b>Communications Feedback / Membership Activity</b> Rich Brown, Head of Communications	Assurance	Enclosure 4
5.	<b>Bellamy Road estate update</b> Shirley Higginbotham – Director of Corporate Affairs	Update	Presentation
6.	<b>Trust Constitution</b> Shirley Higginbotham – Director of Corporate Affairs	Update	Verbal
7.	<b>Feedback from Governors</b> Chair / All	Update	Verbal
8.	<b>Any Other Business</b>		Verbal
9.	<b>Date of Next meeting</b> <b>Date:</b> 4 <sup>th</sup> October 2022 <b>Time:</b> 17:30–19:00 <b>Venue:</b> Boardroom, Level 1, King's Mill Hospital		

**COUNCIL OF GOVERNORS - MEMBERSHIP & ENGAGEMENT ACTION TRACKER**  
11th January 2022

Present: S.Holmes, C.Whitby, D.Walters, D.Ainsworth, I.Holden, G.Smith, J.Lee, J.Wood, K.Stewart, L.Abrams, M.Stott, N.Whitworth, N.Slack, P.Marsh, R.Norman J.Aleander, S.Higginbotham, P.Robinson, C.Ward, M.Duffield, S.Bradshaw (Actions)

Apols: J.Revill

Absent: A.Mackie, M.Huskinson, R.Boot

There were no declarations of interest  
pertaining to items on the agenda

Key	
Red	Action Overdue
Amber	Update Required
Green	Action Complete
Grey	Action Not Yet Due

Item No	Date	Action	Committee	Sub Committee	Deadline	Exec Lead	Action Lead	Progress	Rag Rating
21/111.4	06/07/2021	Clarify if the percentage figures quoted for local population, in terms of age group, ethnicity, etc., relate to Nottinghamshire as a whole or the population local to the Trust	Membership & Engagement	None	05/10/2021	M Duffield		<b>Update 05/10/2021</b> LB advised she had inadvertently omitted the information from the Communications Feedback / Activity report and advised she would clarify this and e-mail the information to governors <b>Update - 11/01/2022</b> Percentage figures quoted are for the Trust's local population and NOT the whole of Nottinghamshire <b>Complete</b>	Green
21/122	05/10/2021	Clarify with IPC if it is possible for governors to come back onto site inside the buildings to undertake MYG and patient feedback sessions	Membership & Engagement	None	11/01/2022	S Higginbotham		<b>Update - 11/01/2022</b> 2 MYG sessions were held inside. However, these are currently stood down due to the Omicron variant and no visitors are currently allowed. <b>Complete</b>	Green
21/125.1	05/10/2021	Consideration to be given to having a young person as a co-opted member of the Council of Governors	Membership & Engagement	None	05/04/2022	S Higginbotham		<b>Update - 11/01/2022</b> Some progress made. Shirley to discuss further with Nikki Slack and provide update to April M&E meeting.  On Agenda <b>COMPLETE</b>	Green
21/125.2	05/10/2021	Article on different job roles to be included in each edition of Trust Matters	Membership & Engagement	None	11/01/2022	M Duffield		<b>Update - 11/01/2022</b> This was an oversight in a previous edition of Trust Matters but will be included in all future editions <b>Complete</b>	Green
21/126	05/10/2021	Local authority representatives involved in the work on Bellamy Road estate to be advised the governors wish to be involved in the engagement work at the local food club and report back to governors	Membership & Engagement	None	11/01/2022	M Duffield		<b>Update - 11/01/2022</b> Offer of support has been welcomed. M.Duffield to meet with relevant people to progress this <b>Complete</b>	Green
M&E 22/01	11/01/2022	Report to be presented to CoG re: transformation work and governor involvement	Membership & Engagement	None	05/04/2022	S Higginbotham	C Feltbower	To be covered at Governor Workshop on 20th September 2022 <b>COMPLETE</b>	Green
M&E 22/02	11/01/2022	Clarify if it is possible for volunteers to have access to a PC, rather than just iPads, when entering Friends and Family Test responses to the electronic system	Membership & Engagement	None	05/04/2022	S Higginbotham		Verbal updated to be provided in the meeting <b>COMPLETE</b>	Green
M&E 22/03	11/01/2022	Explore shared governor development opportunities between SFHFT and Nottinghamshire Healthcare	Membership & Engagement	None	05/07/2022	S Higginbotham		Jim Aleander, Lead governor has a regular invite to this committee and relevant system workshops <b>COMPLETE</b>	Green

**Council of Governors – Membership & Engagement Group**

<b>Subject:</b>	Membership Activity		<b>Date:</b> 12 July 2022	
<b>Prepared By:</b>	Deborah Dowsing, Communications Officer and Christine Moody Communications and Membership Officer			
<b>Approved By:</b>	Rich Brown, Head of Communications			
<b>Presented By:</b>	Rich Brown, Head of Communications			
<b>Purpose</b>				
The report details membership engagement and activity for the last quarter.			<b>Approval</b>	
			<b>Assurance</b>	X
			<b>Update</b>	
			<b>Consider</b>	
<b>Strategic Objectives</b>				
<b>To provide outstanding care</b>	<b>To promote and support health and wellbeing</b>	<b>To maximise the potential of our workforce</b>	<b>To continuously learn and improve</b>	<b>To achieve better value</b>
X		X		
<b>Overall Level of Assurance</b>				
	<b>Significant</b>	<b>Sufficient</b>	<b>Limited</b>	<b>None</b>
			X	
<b>Risks/Issues</b>				
<b>Financial</b>	None			
<b>Patient Impact</b>	None			
<b>Staff Impact</b>	None			
<b>Services</b>	None			
<b>Reputational</b>	None			
<b>Committees/groups where this item has been presented before</b>				
This report has not been presented to any other committee				
<b>Executive Summary</b>				
<p><b>Introduction</b> The quarterly report is intended to provide an overview of membership engagement and activity during the last quarter, specifically looking at membership representation.</p> <p><b>Member communications and engagement</b> The report details member engagement activities which have taken place during the last quarter. The report details content highlights of the most recent issues of Trust Matters.</p> <p><b>Member representation</b> An analysis of member representation is detailed in the report.</p> <p><b>Membership forward plan</b> Future membership engagement and activity is detailed in the report.</p> <p><b>Conclusion</b> Following the lifting of Covid-19 restrictions for face-to-face engagement with members, Meet Your Governor events have been successfully reinstated w/c 20 June 2022. Further monthly Meet Your Governor engagement dates are being arranged for the coming weeks.</p> <p>The report is open to suggestions of improvement on purpose and content.</p>				

# **Membership and engagement group Quarterly report**

**July 2022**

## **1 Background**

Over the past two-and-a-half years the focus has been on member engagement as opposed to recruitment. A conscious effort has been made to collect more member email addresses in order to streamline member communications, with members being given an opportunity to identify their preferred methods of communication and engagement, either through active or observing member status.

Work has been ongoing to build representation and increase engagement in the 16-22 years age group with collaborative working links being forged with local colleges and education providers, as it has been noted that members aged 16 to 25 make-up just 1% of the trust's membership (126 members).

Demand for our services remains high, however, and we are working hard to address waits for elective and planned treatments after many non-urgent cases were paused as part of our response to the pandemic.

## **2 Member communications and engagement**

### **2.1 Meet your Governor sessions**

In March 2020 all face-to-face member engagement was suspended. These sessions were reintroduced in May 2021 as outside events, in-line with the current COVID-19 restrictions. An indoor session was held in November. However, these meetings were suspended due to rising cases. Following the lifting of restrictions, Meet Your Governor events have been reinstated indoors w/c 20 June 2022. Further monthly dates are in the process of being arranged.

#### **April**

During April, there were no Meet your Governor sessions at King's Mill Hospital or Newark Hospital.

#### **May**

In May there were no Meet your Governor sessions at King's Mill Hospital or Newark Hospital.

#### **June**

In June there were five Meet Your Governor sessions held at King's Mill Hospital and there were two sessions held at Newark Hospital.

Overall, the comments taken at both sites were a mixture, but mainly positive.

## **Trust Matters**

Editions of Trust Matters were issued electronically in April Open rate: 19%, May Open rate: 18%, and June Open rate: 16%.

Since the last meeting coverage has included:

- Newly-elected Governors
- New patient transport on Ward 25
- SFH leads new research to cut surgery recovery
- Digital event about the role of a Registered Nurse
- Community Involvement news
- Meet Your Governor events back on
- Platinum Jubilee celebrations
- Volunteers' Week
- Digital event about Theatres
- Biomedical Science Day

### **2.1 Member engagement**

We continue to work to improve membership from under-represented groups, particularly the under-50s, men and people from ethnic minorities. We need to hear from every part of our community and are working with local colleges to increase representation from younger people.

A meeting took place between Deb Dowsing, Rich Brown and Shirley Higginbotham to discuss a strategy going forward for membership. The potential to send out a letter to members without emails in order to gain their email addresses was discussed and Deb is looking into costs for this. Also discussed was a separate youth membership and newsletter, and the possibility of linking up with the Training & Education Development and Care4Notts to make us aware of visits to schools and colleges so we can attend these events to promote Trust membership. Shirley is waiting to hear back about some potential changes to the Constitution, so we are unable to progress with any plans until we hear the outcome of this.

### **2.2 Member communications**

Trust Matters continues to be sent electronically to members monthly. The average open rate is around 19%.

## **3 Representation**

The current public membership total stands at 14,194.

Overall analysis of gender, age group, ethnicity, socioeconomic groupings and constituencies revealed the following:

- Gender – Males are still the most underrepresented gender with a total of 5041 male members across all constituencies.
- Age group – 16–21-year-olds are the most under-represented age group. The total number of members in this category is 33.

- Ethnicity – Members of mixed ethnicity are currently the most under-represented with a total of 27 members from this category.
- Analysis of membership by constituency shows that the most under-represented areas are, Out of Trust Area and the Rest of England.

Current breakdown by area is:

4,322 – Mansfield  
4,205 - Ashfield  
3,295 – Newark and Sherwood  
2,208 – Rest of East Midlands  
40 – Out of Trust area  
124 – Rest of England

#### **4 Membership forward plan**

As stated, the current focus for communications is on operational issues relating to the current surge in Covid-19 cases in the community and the subsequent increase in admissions to our hospitals. There is, however, an acknowledgement that the Trust needs to continue with its wider stakeholder and partner engagement as soon as practicable.

The next edition of Trust Matters is scheduled to go out 28 July 2022.