

**Governors Council
Membership Committee**

Notes from Meeting held on Wednesday 10th October 2007

Present: John Hemming – **Chairman**
Sue Allen – Appointed Governor
Dennis Cave – Appointed Governor
Ian Fox - Public Governor
Brian Callan – Public Governor
Russell Allen – Public Governor
Gillian Pope – Public Governor
Eirlys McLean – Public Governor
Sue Meecham – Public Governor
Rachel Hulse – Staff Governor

In attendance: Ann Filby – Foundation & Communications Manager

Apologies: Tracy Moyse - PA
Neville Sanderson – Public Governor
Victoria Mason – Public Governor
Laurie Howarth – Staff Governor

| MINUTES | ACTION |
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| <p>1. Welcome and Apologies for Absence Apologies noted as shown.</p> <p>The issue of refreshments was raised and the Trust position outlined. The Chairman undertook to provide this in future.</p> | AF |
| <p>2. Declaration of Interests There were no interests to declare.</p> | |
| <p>3. Minutes of Previous Meeting The Minutes were agreed and signed as a true record of events.</p> | |
| <p>4. Matters Arising Item 4 – Jean Mason is happy for Dennis Cave to attend the Community Involvement Group, and he has been added to the distribution but not received any information. Ann to follow up with Nick Coveney's new PA.</p> <p>Item 4 – Ann updated on discussions with Russell Allen on patient feedback. This project is being led by Nick Coveney and Liz Cooke, and Ann had raised with Liz. Other Trusts have had difficulties with volunteers not wishing to undertake this work as patients often offload all their issues onto any person asking for feedback. There would need to be training, and issues resolved around the ability to analyse results before this is taken forward. Ann to keep a check on this project and update as necessary. Dennis asked if there is a private area in the new foyer configuration for PALS staff to speak to patients. Ann to check</p> <p>Item 5 – Membership Strategy Action Plan, consultation groups – Ann reported that she had only received one comment from governors and needed some help in getting this list finalised. It was to be the basis of groups that we may engage with. This would feed into the membership strategy work. In relation to staff members we also need to be more descriptive about the staff groups.</p> | AF AF AF All RH |

| MINUTES | ACTION |
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| <p>5. Membership Strategy Action Plan</p> <p>The meeting had a full discussion of each item on the plan, with particular reference to the following:</p> <ul style="list-style-type: none"> • 1.2 – The map was tabled showing the County Council and PCT boundaries, Governors and membership postcode areas to see if this would be useful. It was agreed that governors would be linked with specific GP surgeries, focusing on GY and Waveney, and this would be taken to the next Governors Council for approval. Ward areas could be mapped at a later date. Ann or Rebecca, with Russell and Eirlys would engage with the local GP Practice Managers' Forum to see how we could take this forward. It was suggested that a poster in surgeries with brief information, the name of the governor and contact details, could be used. • 1.4 – Presentation still to be updated following August elections, and re-circulated • 1.5 – Concentrate on 3-4 events in 2008, e.g. Lowestoft Carnival, Air Show, Southwold Lions Fete, Lions event in Hopton • 1.8 – Norfolk County Council is a large employer, so link with Chris Mowle, Governor, in the same way as Brian Howard for GY Council • 1.9 – A further meeting with the Portuguese Association is scheduled for October. Laurie has invited a representative from INTRAN who also links with Sure Start • 2.1 – Ann has indicated she will talk to each governor to map governors to the groups/members that they are currently in contact with. • 2.3 – Utilise Parish Councils – need contact information from Governors as research of suitable publications is time consuming; could also look at Councils sponsoring a meeting rather than utilising regular Parish Council meetings • 2.10 – It was agreed that the five meetings scheduled for January should be postponed to April onwards once the options from the capital review were available. A single membership event should take place before the end of the financial year with further consideration needed on agenda items. A Palliative Care briefing was suggested. <p>The Chairman outlined the latest position on Palliative Care East and the Yare Hospice Care appeal, including funding and aims of both projects. It was agreed that it was governors' responsibility to support the Trust's appeal and they should link more closely with Palliative Care East.</p> <p>The membership strategy action plan will be updated to reflect all items agreed.</p> <p><u>Membership figures</u></p> <p>Ann outlined issues regarding IT support of the database and the accuracy of the current data. This Trust is one of only a handful of Trusts with an in-house database. Much work had been undertaken over the last year, but there were several issues outstanding due to IT capacity. She highlighted the membership analysis form that was now available, and the associated reports. Current membership was 9720,</p> | <p>All</p> <p>JH/AMF</p> |

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| <p>with a large demographic update taking place now Sue Stebbings has joined the team. She hoped that all issues would be resolved by December, but would raise this again if this proved not to be the case, as it could be a compliance issue.</p> | AF |
| <p><u>Draft Your Trust News</u> This must be delivered to members by the end of October. Any comments/ amendments to Ann by tomorrow, Thursday 11th October.</p> | All |
| <p><u>Patient Panel Notes</u> Postponed until the next meeting.</p> | |
| <p>6. Any Other Business</p> <p>Signage: Dennis raised the use of the apostrophe on the new signage, and whether there had been a Trust decision not to use it. Ann was certainly not aware of any decision in communications generally, but would investigate and report back.</p> <p>PWC Audit: Emily Bolton wished to have views from governors by today, and Ann would pass her contact details to Russell Allen who had not yet submitted his comments. Ann outlined the aims of the review, and that any issues could be raised, with PWC's recommendations helping the Trust to ensure its governance arrangements were as effective as possible.</p> | AF |
| <p>7. Date, time and venue of next meeting Friday 23rd November, 9.30am, Barton Room, E&T Centre.</p> | |

Signature _____

Date: _____

Mr John H Hemming
Chairman