

Council of Governors: Summary Sheet

30th April 2015

Item No 12a

Title of Paper: Governor Feedback

Presented By: Chair, Professor Alan Walker

Action Required:

For Information

For Ratification

For a decision

For Feedback

Vote required

For Receipt

To which duty does this refer:

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| Holding non-executive directors individually and collectively to account for the performance of the Board | |
| Appointment, removal and deciding the terms of office of the Chair and non-executive directors | |
| Determining the remuneration of the Chair and non-executive directors | |
| Appointing or removing the trust's auditor | |
| Approving or not the appointment of the trust's chief executive | |
| Receiving the annual report and accounts and auditor's report | |
| Representing the interests of members and the public | X |
| Approving or not increases to non-NHS income of more than 5% of total income | |
| Approving or not acquisitions, mergers, separations and dissolutions | |
| Jointly approving changes to the trust's constitution with the Board | |
| Expressing a view on the Trust's forward plans | |
| Consideration on the use of income from the provision of goods and services from sources other than the NHS in England | |
| Monitoring the activities of the Trust to ensure that they are being conducted in a manner consistent with its terms of authorisation and the constitution. | X |
| Monitoring the Trust's performance against its targets and strategic aims | |

How does this item support the functioning of the Council of Governors?

Governors attend a number of events and sit on various committees in order to better understand the NHS landscape and to ensure that their and their members' views are heard. In addition, their involvement allows them to better understand the business of the Trust so that they can be confident that it is operating within its terms of authorisation and constitution, and in the best interests of the people it serves.

Author of Report:

Sam Stoddart on behalf of various governors

Designation of Author:

Deputy Board Secretary

Date:

21st April 2015

Report to the Council of Governors

(please tick if appropriate) **For Information only**

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(please tick if appropriate) **For Action**

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| From: | Sue Roe |
| Governor Constituency: | Carer |
| Feedback from: | Various |

Details:

Sheffield Parent Carer Forum (SPCF)

On 27th February we had Mr Clive Betts MP attend our management meeting. We explained what the forum is about and that it is parent led and how we attend sub-meetings on health, education, transport and other parent/carers forums within Yorkshire.

Our conference took place on 6th March at St Mary's, Bramall Lane. It was very well attended with workshops on the new SEN reforms and legal advice, plus the new education and health plans which, for most parents, are causing chaos. Hallam 89 is putting on a special showing of Peter Pan for families on 29th March, venue to be confirmed.

On 29th April we have our open session training and communication and working together to be held at St Mary's. It is open to professionals who work with children/young people with SEN and who want to know more about what we do. We would like to work with health professionals especially around transition to adult services.

On 17th March a consultation meeting was held at the Circle for short breaks. It was led by Cllr Jackie Drayton, Cabinet Member for Children and Families. They were looking at provision for young people from the age of 18 to 25. There are three units for children and they want to take one and use it for this group, causing great concern for parents and for the older group they would be able to pay for this out of the personal budgets if it is not included in their support plan.

A meeting on transition took place on 16th April at Sheffield Mencap. A very interesting meeting. All parents that attended had young people between 17 and 19 years of age. Looking at provision in Post 16, college or other organisations that can meet the needs of students. There is a lot of conflicting advice given to parents. Lack of education and health care plans, the SEN team have a backlog, so parents are left in the dark about what support their sons/daughters will get, or where they will go.

Families Lobbying and Advising Sheffield (FLASH)

Thursday 19th was the Big Meeting with senior interim managers for social care and learning disabilities. It was well attended where written answers to questions from the previous two meetings were given out. Ed Sexton from SCC gave a short presentation on the new Safeguarding plan and they answered more enquiries and will give written feedback at the next Big Meeting.

There was a meeting with Cllr Mary Lea on 26th March. At the next Big Meeting parent/carers concerns regarding Skylakes attitude of workers, assessment that have been done and appear to have been lost and having to go through the process again causing distress to families will be discussed.

Report to the Council of Governors

Learning Disabilities Partnership Board

I was invited to attend this meeting on 23rd February with a view to joining the Board. This group includes family carers, council officers and people with learning disabilities. The co-chairs are Cllr Mary Lea and Becca Faulkner, self-advocate. The meeting started with introductions. The main presentation was given on Safeguarding by Simon Richards of SCC. He presented the plan for the next three years which will support the Carers Act. They want comments from the Board on the new plans.

Monday 23rd March – a presentation was given by Karen Walling, Special Olympics UK, Phil Morgan, Special Olympics Sheffield, Cary Clifton, Major Events Manager at SCC and Helen Marney, South Yorkshire Sport. The event is coming to Sheffield in August 2017 and will involve 2000 athletes, 500 coaches, 150 officials and 700 volunteers. There is an extensive list of games for people with learning disabilities/physical, sensory or mental health problems. The organisers are looking at accommodation that will meet the needs of participants and also appropriate transport. Volunteers are to be recruited this year. Anyone can volunteer and they are also looking at local groups, ie scouts/guides to help out. Training is to be organized.

Becca Faulkner wore shorts throughout some of the coldest spells this year up to the end of February and raised £600 for Motor Neurone disease. The next Partnership Board will take place in May.

HealthWatch

On 15th April I attended a workshop regarding muscular skeletal disorders, from back pain to joint pain. We looked at the patient journey from seeing the GP for diagnosis, to treatment and emotional wellbeing. It was interesting listening to peoples' journey through the system. Some have had a diagnosis and some still haven't got one as yet. The emotional problems are not only affecting the person, but also have an effect on the partner. All comments will be taken back to the CCG to look at where improvements need to be made. A follow-up workshop will be held in about six months' time.

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| Action to be taken: | Please state what is required of governors, ie provide feedback etc For information |
| Timescale for action: | n/a |
| Signed: Sue Roe Date: 20 th April 2015 | |



| Report to the Council of Governors | |
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| (please tick if appropriate) For Information only | |
| (please tick if appropriate) For Action | |
| From: | Toby Morgan |
| Governor Constituency: | Service User |
| Feedback from: | Safeguarding Adults Information Session |
| <p>Details:</p> <p>I went to Safeguarding Adults information session Thursday 9th April run by Sheffield City Council at The Circle Building put on by Disability Sheffield as I am on Disability Sheffield's Newsletter email list.</p> <p>I approached a Simon Richards from Sheffield City Councils Safeguarding Team, he also is involved with Sheffield's Vulnerable Person's Unit which is a partnership panel between local, health authority and voluntary sector.</p> <p>I would like to let you know following a discussion with Simon Richards he his liaising with the housing department especially the ASB section with a view to looking at having some mental health awareness training put in place to enable ASB officers to have a better insight and understanding that tenants with mental health issues will find it much more stressful and even psychological challenging to either report anti-social behavior or to engage with the ASB officers who adhere to their processes.</p> <p>Simon will feedback to me but I would like to say that there is some possible scope for service users such as persons like Catherine Carlick (staff and respect trainer) to maybe facilitate some awareness training for council housing.</p> <p>I will relay feedback once I receive it from Simon Richards.</p> | |
| Action to be taken: | Please state what is required of governors, ie provide feedback etc For information |
| Timescale for action: | n/a |
| Signed: Toby Morgan..... Date: 13 th April 2015 | |



| Report to the Council of Governors | |
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| (please tick if appropriate) For Information only | |
| (please tick if appropriate) For Action | |
| From: | Sylvia Hartley |
| Governor Constituency: | Public North West Sheffield |
| Feedback from: | Various |
| <p>Details:</p> <ol style="list-style-type: none"> 1. February 11th Council of Governors Meeting. 2. March 5th Involve Editorial Panel. 3. March 30th Nominations & Remuneration Committee <ol style="list-style-type: none"> 1. At the February Council of Governors Meeting I was elected to the Nominations & Remunerations Committee. 2. During this, my first year in office, I find the general public too often unaware of the work or the purpose of the Trust, through involvement with INVOLVE and personal contact as a Governor I continue to address this lack of awareness. For the next edition of INVOLVE I have contributed an article on my first year as a Governor. 3. This was my first NRC meeting, so mostly of a listening and learning experience. I felt I made some minor contributions to the group. | |
| Action to be taken: | Please state what is required of governors, ie provide feedback etc n/a |
| Timescale for action: | n/a |
| <p>Signed: Sylvia Hartley..... Date: 14th April 2015</p> | |



| Report to the Council of Governors | |
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| (please tick if appropriate) For Information only | |
| (please tick if appropriate) For Action | |
| From: | Ian Downing |
| Governor Constituency: | Carer Governor |
| Feedback from: | Mental Health Partnership Board |
| <p>Details:</p> <p>The first item was a presentation by John Darwin of Sheffield Hallam University and the Centre for Mindful Life Enhancement. This is not only by therapy but is about the mind and body. It included compassion, kindness and joy. John, with others, runs courses at Hallam which are well attended.</p> <p>The second half of the meeting was held jointly with the Children and Young People Emotional Wellbeing Team. They explained the work they have been doing and their strategy. It is intended that there will be information about the transition between Children and Young Peoples Services and the Adult strategy.</p> <p>Time ran out for more discussion on the plans. They are sending a member of the team to future meetings.</p> | |
| Action to be taken: | Please state what is required of governors, ie provide feedback etc n/a |
| Timescale for action: | n/a |
| Signed: Ian Downing Date: 13 th March 2015 | |

| Report to the Council of Governors | |
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| (please tick if appropriate) For Information only | ✓ |
| (please tick if appropriate) For Action | |
| From: | Jules Jones |
| Governor Constituency: | Public Governor |
| Feedback from: | Nomination & Remuneration Committee |
| <p>Details:</p> <p>This meeting had a packed agenda; I will focus on some of the highlights:</p> <ul style="list-style-type: none"> Proposals to recommend to CoG that we extend the terms of appointment for future NEDS from 3 years to 4 years, to enable better staggering of appointments /reappointments and to give us the ability to retain knowledge of the Trust for longer. However, given this proposal for lengthening the term it would be very important for Governors to fill in the yearly NED appraisal forms to make sure that they have their say. <i>(NOTE: Governorss retain responsibility to appoint, and if necessary, remove NEDS/Chair - under the 2006 Act).</i> Discussion about 'desirable' characteristics for future NED applicants, (taking into account Board recommendations of 4/3/15) to include 'Clinical' and 'SU/Carer' as desirable characteristics. Exploration of some of the issues around Section 75, in relation to the Local Authority NED. (Section 75 is where we provide some of the LA services on their behalf). Discussing the various recruitment options available to us in our search for potential NED candidates plus recommending a 3 stage recruitment process. Scrutiny of the new NEDS terms and conditions (minor amendments). Reaching agreement to look again at some of the issues around NEDS terms in the Autumn. Issues around HOW governors are involved in NED/Chair recruitment. <i>(Note: I'm writing this feedback after having attended the National Governor Conference (8/4/15), where Governors from various Trusts from around England shared no end of doom-laden information on what happens when Governors are hindered or side-lined in this particular function: so for me, getting this right for our upcoming NED/Chair recruitment processes is a priority!)</i> | |
| Action to be taken: | Please state what is required of governors, ie provide feedback etc n/a |
| Timescale for action: | n/a |
| <p>Signed: Jules Jones..... Date: 21st April 2015</p> | |

Report to the Council of Governors

(please tick if appropriate) **For Information only**

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(please tick if appropriate) **For Action**

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| From: | Jules Jones |
| Governor Constituency: | Public Governor |
| Feedback from: | Clover Practice Patient Participation Group (PPG) – March 2015 |

Details:

This turned out to be an unusual meeting full of shocking revelations, and then the Press turned up!

GP RECRUITMENT: The practice manager revealed that they had managed to recruit GPs to vacant posts (Darnall). This is good news because this had been a significant issue for months (due to a national shortage of GPs and GPs favouring posts in less economically deprived areas). I asked what had enticed the new GPs to Clover, and was informed that it was because the positions were unusual: they are salaried GP posts as opposed to the more usual partner positions.

THE PHONE SYSTEM: Darnall and Tinsley sites run a telephone triage system which means a patient can only access an appointment after they have spoken to a doctor using the telephone triage system. The GP then decides if the patient needs to come in urgently (or needs signposting) & they will be given an appointment on the day. Of course, the triage system is predicated on having a working telephone system. Darnall and Tinsley sites have encountered significant problems with their phone systems over the last few months, and there have been occasions when they have had to text the entire patient list, to say that the phone system is out of order (Darnall list = 7500). This means that triage doesn't work, patients can't get appointments, and the whole system grinds to a halt. This is clearly not an acceptable situation. The main sticking point seems to be that the phone contract is with Virgin and they own the £12k piece of phone equipment. The dysfunctional phone system was believed to be having a negative knock-on effect on Friends and Family test results.

'DID NOT ATTEND' (DNA): rates were reported as a real concern and rightly so because when patients don't turn up for their appointments it increases waiting times for others, wastes money and makes Clover (and by extension SHSC) look bad. For example in one site, Darnall Primary Care, 40 DNAs a week (5x half days) was typical. On the day there had already been 13 DNAs (fairly typical). Bear in mind that these are people who were assessed earlier in the same day (via telephone triage) as in urgent need of medical assessment! *(This is the 'shocking revelation' referred to above).*

MEDIA INTEREST: The press turned up during the PPG. Staff did not let them in but they did proceed to interview patients at the doors as they entered and left the building. Other members of the PPG left, and would have been stopped at the doors. One of our SHSC NEDS (Tony Clayton) was also present. We were effectively 'trapped' in the building until stressed members of staff told us that the journalists had gone. During this time I had the opportunity to observe staff, and it was clear to me that the repeated press interest and negative reviews were leaving staff looking 'besieged'. The issue here is that if I had barged my way out past the press even a "no comment" may have been written up as being 'evasive' if it were attributed to a Governor (or a NED). This therefore begs the question of the Trust's policy on the media for Governors and NEDS?



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| Action to be taken: | Please state what is required of governors, ie provide feedback etc n/a |
| Timescale for action: | n/a |
| Signed: Jules Jones..... Date: 21 st April 2015 | |

| Report to the Council of Governors | |
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| (please tick if appropriate) For Information only | |
| (please tick if appropriate) For Action | |
| From: | Jules Jones |
| Governor Constituency: | Public South East |
| Feedback from: | Sheffield Adult Autism and Neurodisability Service (SAANS) open day 1/4/15 |
| <p>Details:</p> <p>I attended this event with fellow governor Dorothy Cook. This was a fantastic opportunity to talk to Service Users (SU) and Staff of this new service.</p> <p>It was good to see that professionals from other services were attending the open day on fact finding missions, example; from SCCs 'looked after children service' and from the Children's hospital.</p> <p>I had the opportunity to talk to staff and managers of the service. I asked how they were managing 'Transitions' from the Children's neurodisability service at Ryegate, they confirmed that they had just completed their first transition of a SU from children's to adults services. It had been extremely successful.</p> <p>I spoke to some very satisfied SUs, who told me that staff of the autism and neurodisability service were "wonderful". SUs were so keen to recommend the service that they had already persuaded family members to use it as well.</p> <p>I'm very glad that I had the opportunity to visit this service. I would like to extend my gratitude to the staff and SU for being so welcoming.</p> | |
| Action to be taken: | Please state what is required of governors, ie provide feedback etc None required |
| Timescale for action: | n/a |
| Signed: Jules Jones..... Date: 22 nd April 2015 | |

| Report to the Council of Governors | |
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| (please tick if appropriate) For Information only | <input checked="" type="checkbox"/> |
| (please tick if appropriate) For Action | <input type="checkbox"/> |
| From: | Jules Jones |
| Governor Constituency: | Public South East |
| Feedback from: | SHSC Trust Board |
| <p>Details:</p> <p>I have attended several Board meetings. I would recommend that all governors attend at least one. The reason I say this is because, in my opinion, it's useful for governors to observe the NEDS (and Execs) at work in order to reassure ourselves that the board is functioning in a professional manner (which does appear to be the case). On a more subtle level, it helps to observe the NEDS in order to get an idea of their areas of interest, and their style/methods of holding the Execs to account. I find this extremely helpful when it comes to filling in the annual appraisal forms.</p> <p>The minutes will provide more detail than I can- I would recommend that governors take a look at them. Here are a few nuggets, which stuck in my mind:</p> <ul style="list-style-type: none"> The Care Act 2014 came into effect from 1/4/15, this has consequences for SHSC. Section 75 agreement issues where SHSC has the delegated responsibilities for providing some local authority functions (potential changes). Eligibility for assessment as a Carer = any carer who presents (including people who are caring for people who are not SHSC service users). Young carers – duty to identify (responsibility to define the service lies with the local authority, but not responsibility to provide, that lies with SHSC). Safeguarding adults, now on a par with safeguarding children. New threshold for safeguarding: the person cannot protect themselves from harm. The definition used to be 'danger of harm or neglect'. Issues around means-testing. Primary care key performance indicators (KPIs) mentioned, to be looked at again: suggestions to look at DNAs, access to triage and ability to access the service via the phone system. Financial: risk rating 4 Nurse re-evaluation: 3 year cycles of re-evaluation, increased professional development time. (Nationally no new resources have been allocated to cover this). <p>There was much more, but I just wanted to give a flavour of this meeting.</p> | |
| Action to be taken: | Please state what is required of governors, ie provide feedback etc None required |
| Timescale for action: | n/a |
| Signed: Jules Jones..... Date: 22 nd April 2015 | |