

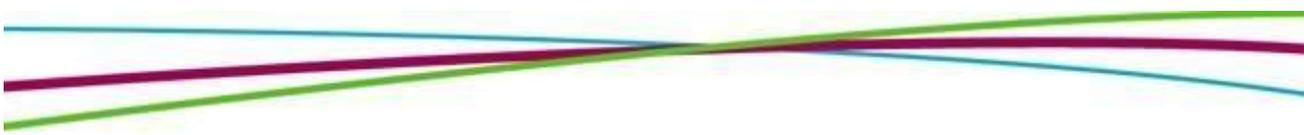
**Council of Governors Meeting
16th December 2014
Summary Report**

Council of Governors
16th December 2014
Item 10a

TITLE OF PAPER	Feedback from Governors
TO BE PRESENTED BY	Sue Rogers, Vice Chair
ACTION REQUIRED	None, for information

OUTCOME	Governors will be made aware of what governors are involved with and how they are representing the Council
TIMETABLE FOR DECISION	n/a
LINKS TO OTHER KEY REPORTS / DECISIONS	n/a
LINKS TO OTHER RELEVANT FRAMEWORKS BAF, RISK, OUTCOMES ETC	<p>Constitution and Council of Governor Standing orders – requirement for governors to represent members</p> <p>HSE ■ MH Act ■ Equality ■</p> <p>NHS Constitution: Staff Rights ■ Patients' Rights ■ Public's Rights ■ Principles ■ Values ■</p>
IMPLICATIONS FOR SERVICE DELIVERY AND FINANCIAL IMPACT	n/a
CONSIDERATION OF LEGAL ISSUES	n/a

Author of Report	Sam Stoddart
Designation	Membership Manager
Date of Report	4 th December 2014



Report to the Council of Governors	
(please tick if appropriate) For Information only	✓
(please tick if appropriate) For Action	
From:	Dr Debjani Chatterjee
Governor Constituency:	Service User
Feedback from:	‘Sun-rise’ for Service User Feedback Workshop, 12.11.14
<p>Details:</p> <p>This workshop was held at the Circle. Attendees were the usual ‘Sun-rise’ service users group, but it was a special consultative meeting and was therefore open to any service users to attend. There were 3 of us service user Governors present. Dean Chambers had the bright idea that when we were split into 3 groups for the purpose of consultation, we should ensure that each group had one Governor present. The consultation was about: 1) ease of access to mental health services, and 2) how was the experience of treatment.</p> <p>It can’t be easy to consult with service users. As someone said, the most vulnerable users are most likely to be the ones who don’t know about the consultation and, if they did, they are the least likely to attend! In my consultation group, one man wanted to be silent throughout. When directly pushed for a response to the first question: ‘how easy was it for you to access mental health service’, he said it was okay, but I sensed that he did not really want to answer. When he was asked the 2nd question, he again said ‘it was okay’ but did not look comfortable. The facilitator then said, ‘it is okay if you want to say ‘no comment’’. He then said ‘no comment’. Another couple of service users were not directly answering the questions at all and I wonder if they understood them. One man spoke of his experience but it was well over 20 years ago.</p> <p>We asked for the report from the consultation to be made available to the Sun-rise group for possible additions or changes before it was presented to the staff of mental health services.</p> <p>I was glad that I attended this workshop as I had heard of Sun-rise but not attended any of their meetings before.</p>	
Action to be taken:	Please state what is required of governors, ie provide feedback etc N.A.
Timescale for action:	N.A.
Signed:	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;"><i>Debjani Chatterjee</i></div> <div>Date: 19.11.14</div> </div>

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:	Dr Debjani Chatterjee
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Governor Constituency:	Service User
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Feedback from:	SHSC Trust Board meetings at Fulwood House & reading of confidential Mclvor report, 5.11.14
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Details:

The first trust Board meeting that I observed was on 1st October. It seemed interesting but also confusing at times. I was the only Governor observing this meeting. I left when the Chair said that after a break the rest of the proceedings would be confidential.

The second Board meeting that I observed was in November. This time I was not the sole Governor observing, I was glad to see two others. I am beginning to see which Directors ask most questions or comment.

Again it seemed an interesting meeting and I left during the break as the Chair said that the rest of the meeting would be confidential.

Afterwards I went to the Governor's office to read the confidential Mclvor report.

Action to be taken:	Please state what is required of governors, ie provide feedback etc N.A.
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Timescale for action:	N.A.
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Signed: <i>Debjani Chatterjee</i>	Date: 19.11.14
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Report to the Council of Governors	
(please tick if appropriate) For Information only	√
(please tick if appropriate) For Action	
From:	Dr Debjani Chatterjee
Governor Constituency:	Service User
Feedback from:	Learning Disability Case Register 40 th anniversary at St Mary's Community Centre, 23.10.14
<p>Details:</p> <p>This was a very good celebratory event to attend. I did not know anything about the Learning Disability Case Register and it was good to know that Sheffield is taking a lead in this nationally.</p>	
Action to be taken:	Please state what is required of governors, ie provide feedback etc N.A.
Timescale for action:	N.A.
Signed:	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;"><i>Debjani Chatterjee</i></div> <div>Date: 19.11.14</div> </div>

Report to the Council of Governors	
(please tick if appropriate) For Information only	√
(please tick if appropriate) For Action	
From:	Dr Debjani Chatterjee
Governor Constituency:	Service User
Feedback from:	Rhythms of Identity exhibition launch at St Mary's Community Centre, 9.10.14
<p>Details:</p> <p>This was a wonderful exhibition and poetry booklet launch organised by CAST at St Mary's Centre during National Mental Health Week. Professor Walker, another Governor (Nev Wheeler) and SHSC's Chief Executive attended and also addressed people. Many service users were present. The exhibition continued over several days and the 'Rhythms of Identity' poetry booklet is still on display at Fulwood House reception where copies can be bought.</p>	
Action to be taken:	Please state what is required of governors, ie provide feedback etc N.A.
Timescale for action:	N.A.
Signed:	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;"><i>Debjani Chatterjee</i></div> <div style="text-align: center;">Date: 19.11.14</div> </div>

Report to the Council of Governors	
	(please tick if appropriate) For Information only
	(please tick if appropriate) For Action √
From:	Dr Debjani Chatterjee
Governor Constituency:	Service User
Feedback from:	AGM of Roshni Asian Women’s Resources Centre on 8.10.14 and AGM of Sheffield Women’s Counselling Services on 6.11.14
<p>Details:</p> <p>Roshni’s annual event on 8th October was held at the ISRAAC Community Centre, 54 Cemetery Rd. S11. It was a women-only event.</p> <p>Sheffield Women’s Counselling Services’ AGM on 6th November was held at the Quaker Meeting House and the audience was mainly, but not exclusively, female. There was an interesting speaker, Dr Nina Burrows.</p> <p>Both AGMs were interesting and the organisations work with vulnerable people. It seems to me that both events could have been opportunities when SHSC could have had some leaflets available and recruited some members. Perhaps this could be done next year? If it seems appropriate, maybe next year I could again attend these and take along forms, etc and sign up people to be members. I could probably do this on my own, but it will be good to have one or two other governors with me.</p>	
Action to be taken:	Please state what is required of governors, ie provide feedback etc If what I’ve suggested seems appropriate, perhaps 1 or 2 other governors may like to be involved at these AGMs next year.
Timescale for action:	Next October-November
Signed:	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;"><i>Debjani Chatterjee</i></div> <div>Date: 19.11.14</div> </div>

Report to the Council of Governors	
(please tick if appropriate) For Information only	✓
(please tick if appropriate) For Action	
From:	Dr Debjani Chatterjee
Governor Constituency:	Service User
Feedback from:	AGM of SHSC at the Showroom & Workstation, 22.9.14
<p>Details:</p> <p>I had been to this previously as a member, so I knew that it was a very important event for Governors and everyone connected with the Trust. It was good for me to meet the Chair, Chief Executive, some fellow Governors and staff.</p> <p>The 'marketplace' was busy, but also a bit confusing for me as a new Governor to understand which bits were NHS and which perhaps were community sector.</p>	
Action to be taken:	Please state what is required of governors, ie provide feedback etc N.A.
Timescale for action:	N.A.
Signed:	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;"><i>Debjani Chatterjee</i></div> <div style="text-align: center;">Date: 19.11.14</div> </div>

Report to the Council of Governors	
(please tick if appropriate) For Information only	
(please tick if appropriate) For Action	x
From:	Gill Holt
Governor Constituency:	Carer
Feedback from:	Carers' Centre Mental Health Group
<p>Details:</p> <p>I initiated a discussion with 13 carers who attended a monthly meeting of the Mental Health Carers Group on 20th November, seeking comments on priorities for change that could be decided at the annual planning meeting on 26th November. I used the Quality and Service Development Objectives in the 2014/15 Annual Plan as the structure for the discussion, which lasted for an hour and a half.</p> <p>They relayed some important comments on things which could be improved in the quality of services, and some suggestions for change, and these have been summarised and sent to the Members Liaison Officer so that she can ensure their consideration since I will be unable to attend this meeting due to being on holiday.</p>	
Action to be taken:	<p>Please state what is required of governors, ie provide feedback etc</p> <p>Take account of comments in annual planning session, and I will feed back to the Carers Group next year the result.</p>
Timescale for action:	At and after planning meeting on 26 th November
<p>Signed: Date: 22 November 2014.....</p>	

Report to the Council of Governors	
(please tick if appropriate) For Information only	✓
(please tick if appropriate) For Action	
From:	Jules Jones
Governor Constituency:	Public South East
Feedback from:	CLOVER PATIENT PARTICIPATION GROUP (PPG) 20/11/14
<p>Details:</p> <ul style="list-style-type: none"> 'Telephone triage' is being trialled at Clover. <u>Interesting fact</u>: Darnall Primary Care now handles between 90-120 'telephone triage' calls a day; according to the practice this has resulted in an increase of GP appointments available to those who most need them on the day. Discussion on the upcoming CQC inspection of Clover (expected in January 2015). Tony Clayton (SHSC – NED) was present; he fed back general information about how the recent CQC inspection of the rest of the Trust had gone. Forewarning Clover that they could potentially expect large numbers of inspectors. Discussion on 'Friends and family' questionnaires, which are to be used at Clover practices. Interesting debate on the national shortage of GPs. There are problems with recruiting/attracting GPs to busy city practices such as Darnall Primary Care. With national GP shortages in mind Clover is participating in a national initiative to encourage medical students to consider becoming GPs when they finish their training. Darnall will have 12 medical students shadowing its GPs and Highgate is to have 6 medical students shadowing. I do hope this initiative is a success! <u>Interesting Fact</u>: The patient list for all 4 practices currently stands at 16,540 patients. 7,700 of those are registered at Darnall Primary Care which is the largest. 	
Action to be taken:	Please state what is required of governors, ie provide feedback etc For information
Timescale for action:	n/a
<p>Signed: <i>Jules Jones</i>..... Date: 26 November 2014</p>	

Report to the Council of Governors	
(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:	HealthWatch events
<p>BOARD OF DIRECTOR'S MEETING</p> <ul style="list-style-type: none"> Regarding engagement with the Sheffield public: Updates were heard from board members on various engagement events that they have attended or held. Board members have specialist areas of health expertise and this means that research areas are portioned out accordingly. Health concerns which are brought to their attention by members of the public are prioritised and either referred on or researched (using a scoring/weighting system to prioritise complaints). <p>Current primary work areas:</p> <ul style="list-style-type: none"> Adult social care Transitions Patient transport <p>Next primary work areas (Jan – March 15)</p> <ul style="list-style-type: none"> Life expectancy for people with learning disabilities Adult social care/implications of the Care Act GP “enter and view” <p>HealthWatch fed back on their attendance at the recent CCG ‘Summit’ at which various NHS organisations (inc. SHSC) met and agreed to work together more closely.</p> <p>HEALTHWATCH DISCUSSION FORUM</p> <ul style="list-style-type: none"> Presentation from Community Pharmacies Sheffield. They aim to encourage the Sheffield public to make more use of pharmacists (Part of a drive to free up GP time). Presentation from Woodhouse GP surgery on its PPG. <p>Followed by a general discussion, between members of the public and Healthwatch. During the discussion I did hear SHSC service users expressing annoyance and concern about certain aspects of one of our services. For various reasons the service users didn't feel able to complain directly to the directorate concerned. I have encouraged the service users to use the SHSC ‘contact the governors’ button on our website should they wish to comment or raise a complaint.</p>	
Action to be taken:	Please state what is required of governors, ie provide feedback etc For information
Timescale for action:	n/a
Signed: <i>Jules Jones</i>	Date: 26 November 2014

Report to the Council of Governors	
(please tick if appropriate) For Information only	✓
(please tick if appropriate) For Action	
From:	Jules Jones
Governor Constituency:	Public South East
Feedback from:	Various
<p>Details:</p> <p>1. INVOLVE MAGAZINE EDITORIAL MEETING 28/10/14 Meeting to discuss the next issue of 'Involve' magazine. The meeting was attended by several governors and was held in the governor's office. The next issue looks interesting! Tip for any would be article writer: include a photograph!</p> <p>2. SHSC BOARD OF DIRECTORS MEETING (BoD) 5/11/14 First BoD for new NED, Ann Stanley. Rather than repeat what you can read in the minutes, can I just pick out my favourite item: 12 sites have been identified for Food Bank collection boxes across the Trust. Let's hope that together we can make a positive difference to the lives of hungry people in Sheffield (Including people who use our services).</p> <p>3. WORLD MENTAL HEALTH DAY 10/10/14 Joint SHSC and STH stall in the Winter Gardens to mark World Mental Health day. 'Engagement events' such as this are the ideal opportunity for governors to talk to the public about SHSC and STH, and the benefits of becoming a member of an NHS FT.</p> <p>Members of the public do seem keen to talk to NHS FT governors; everyone seems to have an opinion on the NHS. I had an interesting conversation with a member of the Sheffield public who felt that all NHS boards of directors should be sacked with immediate effect and in addition they should be banned from Jaguar car ownership! The thing to note here is that most people care about the NHS and are offering solutions to issues that they have identified or heard about: such as cuts to NHS budgets.</p>	
Action to be taken:	Please state what is required of governors, ie provide feedback etc For information
Timescale for action:	n/a
Signed: <i>Jules Jones</i>	Date: 26 November 2014

Report to the Council of Governors	
(please tick if appropriate) For Information only	✓
(please tick if appropriate) For Action	
From:	Sue Roe
Governor Constituency:	Carer Governor
Feedback from:	FLASh. Parent Carer Forum Meetings
<p>Details:</p> <p>Families Lobbying and Advising Sheffield [FLASh] A follow up meeting took place on 5th November for feed back on the survey which was presented in July. Moria Wilson, Interim Head of Care and Support, and Cllr. Mary Lead attended. The meeting began with an animated film presentation of the budget which was given by Mary Lea. This was not her presentation and she struggled with the notes. Although Moria Wilson did her best to answer the queries raised, carers felt let down by having to wait up to 9 months after reviews/assessments to find out if their sons/daughters budgets would be reduced and services reduced, changed or lost. A few had asked for the plans to be looked at again as the assessments had not been carried out correctly. Sky Lakes - the company brought in by the council - their mission is to save the council money by cutting the budgets of people with learning disabilities including complex needs and the elderly. The attitude of the staff of Sky Lakes have also come in for criticism. The contract with this company is coming to an end. Hopefully things will have improved by the next meeting in January. Copies of the survey were sent to all local councilors to ensure every one knows what is happening. The new Interim Head of Disabilities is Anne Flannagan who will hopefully attend the next meeting.</p> <p>Sheffield Parent Carer Forum On Wednesday 1st October I was part of a team of trainers delivering a session to professionals on Working Together and Communication. This led to a member of the Senior Management Team at a special school to 11 - 16 year olds including Post 16 wanting us to deliver training to the new staff at the school. Our next open session is in January 2015.</p> <p>On Friday 17th October at Ryegate Children's Centre, together with another parent, we gave a talk to doctors on the Neurodisability Msc course on diagnosis and living with young people with learning disabilities. Doctors from Egypt and Saudi Arabia as well Europe attended. It was a very interesting learning about health and social care in other countries.</p> <p>Our Christmas film 'Arthur Christmas' for families is going ahead at the Showroom Cinema on Saturday 6th December. We will be serving refreshments before the film and all the children will receive a small gift after the film.</p>	
Action to be taken:	For information
Timescale for action:	n/a
<i>Sue Roe</i>	23 rd November 2014

Report to the Council of Governors	
(please tick if appropriate) For Information only	<input checked="" type="checkbox"/>
(please tick if appropriate) For Action	<input type="checkbox"/>
From:	Tyrone Colley
Governor Constituency:	Service User
Feedback from:	Patient Led Assessments of the Care Environment (PLACE) Assessments
<p>Details:</p> <p>For the second year running, I participated in the annual PLACE assessments which were introduced in April 2013. They are a new system for assessing the quality of the patient environment, replacing the old Patient Environment Action Team (PEAT) inspections. The assessments apply to hospitals, hospices and day treatment centres providing NHS funded care.</p> <p>The assessments see local people go into hospitals as part of teams to assess how the environment supports patient’s privacy and dignity, food, cleanliness and general building maintenance. It focuses entirely on the care environment and does not cover clinical care provision or how well staff are doing their job.</p> <p>The assessments take place every year, and results are reported publicly to help drive improvements in the care environment. The results show how hospitals are performing nationally and locally.</p> <p>I participated in a number of visits and found it interesting because I could see how different wards worked differently. Whilst some areas were of a high standard, others clearly needed some improvement. I think it’s worth saying that the benchmark is very high so lesser performing areas need to be considered in the context of that high benchmark.</p> <p>In terms of the assessment process itself, it was interesting to note that it took a number of the same minor issues to result in a fail or requiring action.</p>	
Action to be taken:	Please state what is required of governors, ie provide feedback etc For information
Timescale for action:	n/a
<p>Signed: <i>Tyrone Colley</i>..... Date: 24/11/14</p>	