

2nd March 2016
Item No 11a

Council of Governors: Summary Sheet

Title of Paper: Governor Feedback

Presented By: Chair, Professor Alan Walker

Action Required:

For Information	<input checked="" type="checkbox"/>	For Ratification	<input type="checkbox"/>	For a decision	<input type="checkbox"/>
For Feedback	<input checked="" type="checkbox"/>	Vote required	<input type="checkbox"/>	For Receipt	<input type="checkbox"/>

To which duty does this refer:

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: 22nd February 2016



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:	Barbara Bell
Governor Constituency:	Public (Rest of England)
Feedback from:	Joint Governor Meeting
<p>Details:</p> <p>I went to the meeting between Sheffield Teaching Hospitals NHS FT (STH) and this Trust held at the Clock Tower at the Northern General Hospital on 19th February. There were nine governors in attendance, three from SHSC and six from STH.</p> <p>We looked at different ways in which to engage the public and approach the subject of becoming members. There were some very interesting suggestions made re the approach to this subject, many of which will be implemented in the recruitment and engagement drive in the coming year.</p> <p>There was much to discuss, all of which I found very useful.</p> <p>Governors will be kept informed about membership events by Faye Mellors and dates will be included on the governor calendar.</p>	
Action to be taken:	Please state what is required of governors, ie provide feedback etc as and when required
Timescale for action:	-
Signed: Barbra Bell..... Date: 22 nd February 2016	



Report to the Council of Governors	
(please tick if appropriate) For Information only	
(please tick if appropriate) For Action ✓	
From:	DOROTHY COOK
Governor Constituency:	PUBLIC SOUTH EAST
Feedback from:	Mental Health Partnership subgroup on Suicide Prevention 22.12.15
<p>This is a multidiscipline group including; Public Health, Police, SHSC Trust, Local Authority staff, charities [Rethink, Samaritans] and others aiming to update Sheffield's Suicide Prevention Policy.</p> <p>We looked at samples of policies from other areas of England aiming to discern what would be feasible for Sheffield.</p> <p>We agreed that the views of Service Users are vital and I agreed to seek the opinions where possible.</p> <p>Members of Sunrise have been very helpful so far and I intend to pass their suggestions to the next meeting on 25 February.</p> <p>If any other governors wish to add comments, I will be pleased to have them.</p>	
Action to be taken:	Please state what is required of governors, ie provide feedback etc More information is available from myself if needed.
Timescale for action:	Next meeting in ?
Signed: Dorothy Cook	Date: 15 th February 2016



Report to the Council of Governors	
(please tick if appropriate) For Information only	
(please tick if appropriate) For Action	
From:	Dorothy Cook
Governor Constituency:	Public SE
Feedback from:	Inpatient forum 11 Jan 2016. Borderline Personality Disorder and Inpatient Settings.
<p>Details:</p> <p>Directors Richard Bulmer and Mike Hunter presented their innovative plans to work together across community and inpatient settings with people with Personality Disorder and residing in S W Sheffield. It is hoped more areas will be included in the future.</p> <p>From November's notes we heard that the 'Safewards' scheme is being implemented on some wards with positive feedback from service user written comments which are on display for all to see. Kim Parker reported that more wards plan to be involved shortly.</p>	
Action to be taken:	Please state what is required of governors, ie provide feedback etc
Timescale for action:	
Signed: <i>Dorothy Cook</i>	Date: 18 .02.16.



Report to the Council of Governors	
(please tick if appropriate) For Information only	
(please tick if appropriate) For Action	
From:	DOROTHY COOK
Governor Constituency:	PUBLIC SOUTH EAST
Feedback from:	Sunrise meetings Jan and Feb 2016
<p>Details:</p> <p>There are several Sunrise type meetings around the city as well as the main longer running one held monthly at the Circle on Rockingham Lane.</p> <p>The smaller ones in Trust premises in the suburbs are easier for some people to access. The main one is a larger group and people are free to make their own choice.</p> <p>The common factors in each group I have attended have been; discussions, story sharing and forward planning by members, followed by a speaker who has either requested an audience or been invited by the members.</p> <p>Very often Trust Staff ask to come so they can obtain feedback from those present, to inform their future plans.</p> <p>Copies of the minutes are available from the website if you want more details.</p>	
Action to be taken:	Please state what is required of governors, ie provide feedback etc More information is available from myself if needed.
Timescale for action:	
Signed: <i>Dorothy Cook</i>	Date: 18.02.2016



Report to the Council of Governors	
(please tick if appropriate) For Information only	
(please tick if appropriate) For Action	
From:	Ian Downing
Governor Constituency:	Carer Governor
Feedback from:	Quality Improvement Group – 17 February 2016
<p>Details:</p> <p>Key topics from the meeting:</p> <p>CQUINS Physical health Stopping smoking Care plans for both the user and the carer</p>	
Action to be taken:	Please state what is required of governors, ie provide feedback etc n/a
Timescale for action:	n/a
<p>Signed: Ian Downing Date: 22 February 2016</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 SE/Lead
Feedback from:	Service User Engagement Event at SUFC 2/2/16

This event was organised to enable SHSC Directorates and patients/service users to share best practice with regards patient/service user engagement. The event was organised as a series of workshops followed by a Q&A session. This feedback relates to the workshop run by the Primary Care Directorate.

I attended the primary care (GP services) workshop run by Rachel Pickering (as a patient representative). Our workshop presented the good practice and lessons learned about patient engagement within the directorate. Attendees were first invited to indicate if they were a service user? (Only a couple of hands were raised in response). This is a key question. The answer is of course that we are all service users. We are all patients of primary care (even if not of Clover). Asking that one question proved to be thought provoking for the participants, as all of us had experienced both good and bad care from our GPs. Most had experienced feeling frustrated and irritated by their GP surgery.

Rachel Pickering described some of the initiatives of the patient Participation Group (e.g. Patients took the lead in writing to NHS England to demand answers about the tendering process). She described how the Directorate had grown to see a great value in patient participation. She described to us how contentious issues were run past the patient group, examples include asking the PPG to help with the wording of the series of 3 'warning letters' which are sent to abusive patients.

Independent thinking: Rachel mentioned how the Primary care Directorate (Clover Group) had got tired of not having a suitable phone facility for Patients to text if they wanted to cancel their appointments. The solution was to spend £10 on a mobile phone, which would enable patients to text in to cancel unwanted appointments. That £10 spend provoked sharp intakes of breath from the SHSC staff that were present, and talk of authorisations and paperwork. I sat there trying to suppress laughter as I listened to this. From my perspective as a Governor and as a patient, I wondered why people were so surprised when somebody discusses showing initiative to sort out a problem, and providing a very effective and very cheap solution. The Trust needs more of this independent thinking.

My contribution was to discuss the tricky issue of 'representation', or HOW are members of the patient group are representative of the patient list? I drew the attention to how 'representation' often appears to be understood, 'dealt with' and categorised in a formal and mechanical 'tick box'

way, based on a rather limited view of who represents what. The PPG had decided to broaden how they looked at representation, by considering wider categories of representation and recognising the common experiences that patients share. Examples of issues which may unite patients include;

- being a carer,
- having very little money,
- having a disability,
- living in poor quality housing.
- job insecurity or unemployment
- communication difficulties

These very real issues can impact significantly upon a patient’s life, and their health. They are also unifying themes that cut across other barriers or ‘categories’. Members of the PPG often shared characteristics and experiences that they hadn’t previously considered that they would have in common. Patients have found that they can empathise with the experiences of other patients based on the things they have in common, not on perceived differences. This is a useful because commonly shared problems can form a theme which helps the PPG to look at the issues that impact on the health of patients in the areas that Clover serves.

Action to be taken:	none
Timescale for action:	none
Signed: J.Jones Date: 22/2/16	

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:

Meetings attended

Sheffield Parent Carer Forum (SPCF)

I was unable to attend the January meeting. Eva Juusola, Development Worker for the group attended meeting with Andre Himich DfE, Alstaire Deardon SCC. Discussions took place on Education and Health Care Plans (EHCP). Eva said they are many angry parents/carers complaining about constant lack of communication with various departments and parents feeling let down. It appears that the school a young person will be moving to is not included in the plan, also some young people who are moving to college or have moved have not had their statements changed to EHCP. The officers said they would look in to this but nobody is holding their breath. The planning for the conference is well underway for March.

Families Lobbying and Advising Sheffield (FLASH).

I was unable to attend the morning meeting due to talks with social worker on carers assessments. I was able to meet with Cllr. Mary Lea in the afternoon. One of the main issues raised was 'changing places' and the lack of facilities in the city centre. I was given a list of changing places most of which are out of the city centre. I pointed out that as we have Special Olympic Games coming to Sheffield in August in 2017 facilities needed to be improved sooner than later. February meeting Heather Burns Commissioning Officer CCG talked about changes in the Mental Health provision. NHS England is involved. Transferring care with partners Sheffield, Doncaster, Rotherham and East Lincs. To reduce inpatient beds and increase community care.* If feel it would be a good idea to invite Heather Burns to come to a governors meeting to talk about future plans on mental health care*. Carrie McKenzie from Healthwatch came to talk about the work they do.

Learning Disability Partnership Board.

Dalia Magrill from Sheffield Mencap – Caring Sharing Project gave a presentation on caring for older families in Sheffield. I have a copy of Dalia's presentation if anyone would like to see this. Marianna Hargreaves Senior Commissioning Manager for Cancer at Sheffield CCG on making plans to improve Cancer Care in Sheffield. Date for Learning Disability Week to be arranged and discussed at the next meeting in March.

GP Patient Participation Group for Beighton and Sothall.

GP Dr. Williams was due to meet with NHS Buildings in January about the future of Beighton Health Centre. Due to cuts in funding Beighton may close and all patients will be moved to Sothall which will cause problems for many as the bus service is unreliable across the village. It is hoped he will have more information for the March meeting.



SHSC Carers Strategy Steering Group

I attended with Angela, Gill and Ian, fellow carer governors on 11th February. Discussed the Draft Terms of Reference, Draft Carers Strategy and next steps. The next meeting in is March.

Action to be taken:	Please state what is required of governors, i.e. provide feedback etc. n/a
Timescale for action	n/a

Signed: Sue Roe Date: 22/2/16

Report to the Council of Governors	
(please tick if appropriate) For Information only	
(please tick if appropriate) For Action	
From:	Toby Morgan
Governor Constituency:	Service User
Feedback from:	Nicotine Management and Smoke Free Implementation Group
<p>Details: I have been attending the above group along with other service users and SHSC staff, along with guided input from a representative of Sheffield City Council and from Sheffield's Smoke Free Places Initiative. We have held various discussions around what Going Smoke Free means! Also discussed what can be done help people abstain from smoking and quit (if the individual wants to). Some staff have now had formal accredited training in Smoking Cessation and Nicotine Replacement Therapy! To help people as in both service users and staff in their abstaining and or quitting there will be various NRT products available ranging from patches, gums to inhalers.</p> <p>This has offered a valuable step for OT staff especially on inpatient wards to start looking at what activities can be done as it understandable that anyone smoking is used to doing something with their hand/s.</p> <p>We are going to holding some Going Smoke Free Road Shows within the next couple of months in the run up to SHSC NHS Foundation Trust finally being Smoke Free throughout!</p> <p>We are holding an event at SUFC on April 19th. I say all day event in that the afternoon event is a repeat of the morning event, so people have choice of which to come to.</p> <p>I would on a final note for now though like to encourage as many governors to attend either the morning or afternoon events on the 19th April to show support !</p> <p>I wish to extend this also to our non-executive directors too !</p>	
Action to be taken:	Please state what is required of governors, ie provide feedback etc To note
Timescale for action:	-
Signed: Toby Morgan Date: 22 nd February 2016	