

5th May 2016
Item No 10a

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: April 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:	Angela Barney
Governor Constituency:	Carer
Feedback from:	This year so far
<p>Details:</p> <p>In addition to the required attendances I have focused on Carer related issues. I am the Vice-Chair of Sheffield City Council Carers' Service Improvement Forum (SIF) and have attended several of these meetings together with associated planning meetings. This work is ongoing.</p> <p>I have also been attending SHSC Carers' Strategy Group meetings and have met with Pam Allen to plan putting together Carers' stories and case studies to be used as a tool for service evaluation. The next Carers' Strategy Group meeting is at 3pm on 12th May.</p>	
Action to be taken: NA	Please state what is required of governors, ie provide feedback etc Just for information.
Timescale for action:	NA
Signed: Angela Barney Date: 25 th April 2016	

Report to the Council of Governors

(please tick if appropriate) For Information only	✓
(please tick if appropriate) For Action	

From:	Barbara J Bell
Governor Constituency:	Rest of England
Feedback from:	Various: February - March 2016

Editorial Meeting:
 This was the first time I have been actively involved in this meeting. I found it very interesting, met with some other Governors, a member of HR Media and the Communications Manager, and Faye. I think we made a lot of progress in reorganising the presentation of our contact newspaper 'Involve'. The front page will be altered slightly and there will be a new area focusing on service users, plus Charity news and events will be published.

Trust Board Meeting:
 I attended the Trust Board meeting. I find this meeting most informative and have to say that a report by Rachel Warner was particularly interesting. I must comment on the fact that our NEDs are really on the ball in seeking answers to various points in the content of the agenda, I am very impressed by the hard work they put into this role.

Health and Nutrition Northern General Hospital:
 What an Interesting Forum/Lecture this was. We heard from several professionals speaking about their role when working with people suffering from Dementia and Alzheimer's. We were told about the difficulties these people have, particularly when eating and drinking, and the subsequent difficulties with speech. There was a particularly excellent piece of work presented by two students from Nottingham University who had worked together to produce a thesis on the subject of Dementia/Alzheimers. Theirs was a very interesting and informative piece of well researched work presented in a very understandable way.

Finally, we heard from Liz Hawkshaw, chief catering officer at the Hallamshire. She talked about her work with Steven Story the young man who had accelerating MS and who had been paralysed from the neck down before putting himself forward as a volunteer for the 'Stem Cell Treatment' being undertaken by Mr Sharack, consultant at the Hallamshire in Sheffield; one of the two research centers in the world, the other being Chicago USA. She told how Steven's body needed to mend, and how the correct nutrition was necessary to promote this, and how it had played an important role in Steven's recovery. She felt very proud and excited that she had been given the opportunity to work alongside the consultant and Steven to achieve his recovery. Steven can now do all the daily tasks for himself as well as walk and that he is now riding a bike for the first time since developing this dreadful disease.

Action to be taken:	n/a
Timescale for action:	n/a

Signed: Barbara Bell.....	Date: 14 th April 2016
---------------------------	-----------------------------------

Report to the Council of Governors	
(please tick if appropriate) For Information only	
(please tick if appropriate) For Action	
From:	Barbara Bell
Governor Constituency:	Rest of England
Feedback from:	April 2016
<p>Nicotine Management and Smoke Free Count Down Event</p> <p>I attended the afternoon session of this event. We were given a snack before the opening of the afternoon session. We all took our seats to listen to the following people who addressed the meeting in the form of lectures, and video's.</p> <p>Greg Fell gave the welcoming introduction followed by a subject of much interest and fact finding given by Scot Crosby Regional Tobacco Control Policy Manager. Starting with a video it gave stats of the following:</p> <ul style="list-style-type: none"> • for every person cigarette smoking kills, the tobacco companies gain \$6000, • smoking kills one in every three kids, • eight million deaths are caused through smoking so far this century, • before the end of the century it will kill one billion people. • 20% of the population smoke, more so in the manual working classes, where in spite of the education produced re the harmful effects of smoking very few sees to kick the habit. <p>It was said that the tobacco companies between them (three companies) control the whole of the tobacco industry and make over thirty billion dollars profit per year.</p> <p>It was also stated "tobacco companies are the only people in the world which produce a product which 'kills' legally." To find out more, go onto the web site of: www.breath25.com.uk</p> <p>This enlightening lecture was then followed by Dc Debbie Robson. We don't facilitate smoking, now. The NHS have facilitated smoking by providing and protecting the right of the service user to smoke whilst in our care. We have provided smoke rooms, gardens, and other units. We have facilitated a smoke to be had for fifteen minutes every two hours whilst in our care irrespective of what other activity, or interview or treatment being given. Service users have smoked as many as cigs as they can in the fifteen minutes provided for them to do so. It was said that many people who didn't smoke before going into hospital did so by the time they left just so they could enjoy the fifteen minute break away from the ward. During this time for every one cigarette smoked their lungs were filled by four thousand chemicals, sixty-nine of which cause cancer. Nicotine hits the brain in seven seconds, and it is as addictive as heroin and cocaine and equally as harmful.</p> <p>There were three more lectures after the above, all as interesting.</p>	

After the lectures we broke for coffee, resuming for workshops, training or information sessions. Mine was on the subject of allowing E Cigarettes within the hospital and grounds. What a dilemma this caused, there seemed to be no answer to this conundrum. However, there is more information to be released shortly on the use of E Cigs and their effects on people’s health and the health of those in the surrounding area. At this time the news to be released would appear to be rather daunting with possible ramifications for our policy in the near future.

After the workshops we concluded by giving ‘fed back’ from each group and then the afternoon finished. I must say it was a most informative event.

Attended the ADHD NICE Guidelines Meeting

Action to be taken:	Please state what is required of governors, ie provide feedback etc for information
Timescale for action:	n/a
Signed: Barbara Bell..... Date: 25 th April 2016	

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:	Various events between January and end April 2016

Council of Governors Performance Overview Group on Tuesday 12 January, 2pm – 4pm in Fulwood House

We received the Trust's Finance and Workforce reports, and updates on service and quality objectives, and on planning, performance and governance. There was also feedback on service user experience.

Governors Workshop on Tuesday 23 February, 5.30pm - 7pm at Quaker Meeting House

This event was for members of the public who might be thinking about standing to be SHSC governors and what the role might entail. I'd attended this last year too and thought that this time we had a few more interested people. Our Chair Prof. Walker was the main speaker and a slide presentation was given.

AHP Research Conference on Friday 4 March, 9.15am – 4pm at Sheffield Hallam University

This was a stimulating event and attracted national speakers and participants from across the region, in spite of the snowy weather. Among the speakers were: Prof. Emeritus Ann Moore - Director of the Council for Allied Health Professions Research, Prof. Nadine Foster - NIHR Professor of Musculoskeletal Health in Primary Care at Keele University, Prof. Avril Drummond - Professor of Healthcare Research at Nottingham University, Prof. Gail Mountain - Professor of Dementia Research at Bradford University, and Prof. Pam Enderby - Emeritus Professor of Community Rehabilitation at Sheffield University. For anyone interested, recordings of the sessions and copies of the slides presented are available at <https://goo.gl/IOTtuu>

Psychological Therapies Governance Committee (PTGC) on Wed. 16 March, 2pm - 4pm at Fulwood House

The PTGC's last meeting in December had been cancelled, so we were meeting after a long gap (since Sept.). As always, I found this a very interesting committee to attend in my governor role. We reported back from the PTGC Workstream on 'Reducing waiting times for psychological therapies', on which I serve. Reports from some other workstreams were deferred. The meeting considered draft guidelines on PTGC terms of reference and we received papers on NICE guidelines on Challenging Behaviour and Learning Disability.

Conference on Mindfulness on Monday 21 March, 10am - 4pm at Sheffield Hallam University

This event, organised by the Centre for Mindfulness Based Life Enhancement in partnership with Sheffield Hallam University, had 70+ attendees. It celebrated the 'success of the MBLP programmes which have been running for over five years and have attracted over 400 participants'. Keynote speakers were: Prof. Ann Macaskill of Sheffield Hallam University and Dr Itai Ivztan of East London University, who both spoke about the links between mindfulness, positive psychology, happiness, resilience and well being. The programme covered organisational and personal experience of mindfulness, and included feedback from managers and others on the impact of mindfulness practice in their organisations, and Clare Jenkins' interview with Sue Marriott and myself on our individual experiences.



Patients as Partners Leadership event on Thursday 14 April, 12.30pm – 4.30pm at the Electric Works

This well-attended event was organised by NHS Confederation, Recovery Enterprises and Sheffield Health and Social Care NHS Foundation Trust. The Chairs or Chief Executives of each organisation gave an introductory talk. A choice of 5 workshops was offered and participants could take 2 each. I went to the ones by Ben Dorey and Brendan Stone. These were talks about their personal journeys as survivors of mental distress. I was only sorry I could not attend all 5 workshops as all had interesting facilitators.

Action to be taken:	For Information
Timescale for action:	n/a
Signed: <i>Debjani Chatterjee</i>	Date: 25.04.16



Report to the Council of Governors

(please tick if appropriate) For Information only	/
(please tick if appropriate) For Action	x

From:	Dorothy Cook
Governor Constituency:	Public South East
Feedback from:	6 Events as listed

Suicide Prevention Group on 24 Feb 2016: Led by Dr Chris Nield Consultant for Public Health Sheffield and a variety of interested workers. We learned of some commendable prevention schemes international and national and watched a short video about the training given to British Rail employees. I shall continue to ask the clinical commissioners to consider funding a simple public education scheme to enable people to feel confident to ask relevant questions and be able to deal with the answers, the aim being to prevent as many untimely deaths as possible. I am sure there would be an outcry if the cause was physical and preventable.

Hallam Uni Event health awareness: Many students were eager to enroll as trust members and useful contacts made with the organizers of www.nightline@shef.ac.uk a telephone line which is operational during term time.

Members meeting on healthy nutrition in Dementia 16 March 2016, arranged by STH: The seminar was preceded by a networking opportunity with stalls and food sampling which was abuzz with conversations.

Two events on 6 April: First I was invited to the Annual Civic Breakfast on the theme of Mental health and Poverty, run by the Church Action on Poverty in Sheffield. Two speakers spoke to us about their passion to help relieve the distress of people in those situations.

The rest of the morning was spent at Healthwatch's event on Health and Social Care in Sheffield with current austerity problems. We were promised a report and this should be on line shortly.

Sunrise meetings, both the central one and various smaller satellite ones in the suburbs continue to grow and the organizers are aware from comments made by new members, that they often wish they had been aware of it's existence sooner. Consequentially, a study day is being arranged to inform staff who wish to find out more. Please consult the website or Noelle Rigott for more details.

Action to be taken:	Please state what is required of governors, ie provide feedback etc For information
Timescale for action:	n/a

Signed: Dorothy Cook Date: 21st April 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
Feedback from:	Inpatient Forum 7 th March 2016
<p>Details:</p> <p>The subject of the Forum was “Making Our Wards into World class Environments”.</p> <p>Richard Bulmer introduced the session and we thought about what the situation might be in 2030. What also thought about food and its preparation, the new Longley building which follows PICU and how to get the best design for inpatient wards.</p> <p>We had group discussions. It was the best meeting I have attended - full of radical ideas!</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: Ian Downing Date: 7th March 2016</p>	

Report to the Council of Governors	
(please tick if appropriate) For Information only	x
(please tick if appropriate) For Action	
From:	Jules Jones
Governor Constituency:	Lead/Public Governor
Feedback from:	NHS Providers: National Governor Conference, London 20/4/16
<p>I will split this FB into two themes, firstly the information I gained from speaking to Governors of other NHS Foundation Trusts; and secondly, a brief selection of points about the presentations.</p> <p>1. The Experiences of Governors from other NHS Foundation Trusts (a comparison to SHSC). I attended the National Governor Conference, organised by the NHS Providers association. I deliberately spent time talking with Governors of other NHS Foundation Trusts. I came away at the end of the conference with mixed feelings about the experience: on the one hand the poor or bad experiences that Governors from other NHS Foundation Trusts (FT) spoke of really did illustrate the contrast to SHSC. We, by contrast, are well informed and function exceptionally well. Together we are effective in holding the Non-Executive Directors (NEDS) to account for the performance of the Board. We have a good working relationship with our Board.</p> <p>On the other hand: again and again I heard complains voiced by Governors from various FTs relating to their experiences as Governors. They felt that they were excluded (by their respective Boards) from the general functioning of their FTs. Sadly many of the Governors at the conference also appeared to be unconfident and unsure about what a Governor’s responsibilities actually consist of. I was concerned that many Governors also appeared unclear on the role and functions of their NEDS. Clearly this would indicate an urgent need for some NHS FTs to invest in training their Governors!</p> <p>Incidentally: My advice to these Governors is to ask, then ask again if still dissatisfied with the initial response. However, if you are a Governor who is convinced that you’re “not allowed” to make a request in the first place or you don’t know that you could even make such a request then you’re rather stuck aren’t you? This is the situation that Governors described to me.</p> <p>There was also a lot of confusion about Lead Governors role, with some Governors holding the mistaken belief that the Lead Governor is the only Governor who can ask anything or do anything (this view is completely wrong).</p> <p>2. The conference presentations: NHS Providers organised a number of talks, if you would like to read them they are available to download on PDF. Be warned, the presentations were unrelentingly downcast.</p> <ul style="list-style-type: none"> • Current state of play in the NHS: a national policy update. Chris Hopkin, chief executive, NHS Providers • The Governor role now and in the Future. Stephen Hay, executive director of regulation, NHS Improvement. • Governors and their role in quality. Professor Ted Baker, deputy chief inspector of hospitals, CQC. • Representing the interests of members and the public. (various speakers) 	

Report to the Council of Governors

Here is a representative example of just one line from a presentation by Chris Hopson, CE of NHS Providers:

(The whole presentation was equally downcast).

Quote: “DH budget growth starts to slow. No current realistic plan to realise £22bn efficiency savings. 2018/19 and 2019/20 currently look impossible.”

Maybe this is a realistic analysis but it’s still depressing to hear and see this level of anxiety being expressed over and over again for the entire day. There were no solutions presented.

In addition I noticed that the presentations organised by NHS Providers seemed to be reactionary, building upon and using fear (especially financial fear) as the hook and theme of the talks.

The presentation by Prof Ted Barker, Deputy Chief Inspector of Hospitals at the CQC was memorable for all the wrong reasons. At one point he responded to a Governor question asking about CQC inspectors staying in 4 star hotels by berating that Governor for reading poor quality newspapers. Professor Baker then added that his CQC inspectors worked long hours (the irony of that response was not lost on the Governors in the room; especially as many were from Acute Trusts which have significant numbers of junior doctors that work long shifts). At one point professor Baker was interrupted by furious shouting from a Governor of Addenbrooke NHS FT who was incensed at the CQC’s recent rating of Addenbrooks as ‘inadequate’. The Governor was clearly very upset. The whole situation went downhill fast.

Questions:

I managed to get a question to Stephen Hay, Director of Regulation, NHS Improvement (Formerly Monitor). Sadly Mr Hay evaded answering the question. I asked “given that NHS Improvement has taken on the role of ‘Patient advocate’ from NHS England and has also taken on the role of ‘financial monitoring’ from Monitor, how will you resolve the conflict of interest that could arise between these two functions now that they are both overseen by NHS Improvement?”

Pat Molloy (SHSC Gov) asked about the huge discrepancy between A&E waiting times and waiting times for mental health services, in national guidance. Again this was not answered properly.

In conclusion:

This was a day that had its good and bad points but I’m glad that I went because it re-confirmed what I found at last year’s conference: namely that we at SHSC are doing a good job! This is no accident: It’s due to the fact that the lines of communication between Governors and Directors are open and because we don’t shy away from asking questions.

Jules Jones
Lead Governor/Public Governor

Action to be taken:	Consideration point: Do you think you could benefit from any training?
Timescale for action:	none
Signed: J.Jones Date: 22/4/16.....	

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:	Service User Safety Group
<p>Details: Attended Service User Safety Group on Thursday on 21st April 2016</p> <p>Good meeting with some feedback on numbers of complaints received by SHSCFT, one point raised is that some complaints are usually made about the same person/s.</p> <p>Do Governors and the rest of Council have any ideas on how complaints against the same person/s could be looked at to see if these can be reduced?</p> <p>Also following from an inspection of inpatient mattresses and pillows regarding infection control, it came to light that the present ones are quite old and stained too.</p> <p>In light of this for patient safety, inpatient services are needing to buy brand new mattresses and pillows. However, the ones advised by the infection control team are a modern breathable type called Sleep Angel and the estimated costing for this is around £20,000 which inpatient services is not budgeted for so unless there is any access to funds to support inpatient services with this then we need to be mindful there will then be a deficit.</p>	
Action to be taken:	Please state what is required of governors, ie provide feedback etc for info and comments
Timescale for action:	asap
<p>Signed: Toby Morgan Date: 25th April 2016</p>	

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
Feedback from:	Various Meeting Attended
<p>Details:</p> <p>Sheffield Parent Carer Forum (SPCF) 8th March: Conference at St. Mary's Bramall Lane, theme was on Health, Speech and Language, G.Ps. and Mental Health. It was well attended.</p> <p>16th March: Management Committee Meeting. Discussions around the yearly Away Day for trustees and volunteers which this year will be at Manor Lodge in May. Discussion remains ongoing with the Education Department regarding co-production. Their understanding of this appears to be a little confused.</p> <p>6th April: Spring Newsletters sent out. The next meeting is on 29th April.</p> <p>Families Lobbying and Advising Sheffield (FLASH) 3rd March: Discussion around the National Living Wage - this will affect people who employ Personal Assistants. Also arrangements for family carers/P.As. staying with the people they care for whilst in hospital on general wards.</p> <p>7th April: Simon Richards Head of Safeguarding Team came to talk to us on how the system works.</p> <p>8th April: Meeting with the Managers held at Norfolk Lodge with Heather Burns, Anita Winter and Andrew Wheawall to answer questions from previous meeting and questions put on the day from parent/carers. It was very well attended.</p> <p>14th April: Simon Richards held a mini workshop around Safeguarding issues. This was very well attended.</p> <p>Learning Disability Board 25th March: main focus of the meeting was on the Special Olympic Games with Gary Clifton – Major Events Manager SCC. Recruiting volunteers coming up in the Winter Gardens - 750 volunteers needed. Discussions about making Sheffield accessible and the legacy after the games. Changing Places was also discussed and we were told everything will be in place? Next meeting 23rd May.</p>	



Patient Participation Group

The practice to have a meeting with NHS England and the CCG regarding closing Beighton and moving all services to Sothall Health Centre. Hopefully a compromise can be reached to keep Beighton open. Dr. Williams will feedback as soon as a decision has been made. Patients from Beighton will have problems as the bus service is half hourly. Getting appointments is difficult at the moment; this will only get worse if the services are on one site.

Action to be taken:	Please state what is required of governors, ie provide feedback etc For Information
Timescale for action:	For Information Only
Signed: Sue Roe Date: 17 th April 2016.....	

