



28<sup>th</sup> July 2016  
**Item No 14a**

## Council of Governors: Summary Sheet

**Title of Paper:** Governor Feedback

**Presented By:** Chair, Jayne Brown OBE

**Action Required:**

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

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.

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|-------------------------------|---------------------------------------------|
| <b>Author of Report:</b>      | Sam Stoddart on behalf of various governors |
| <b>Designation of Author:</b> | Deputy Board Secretary                      |
| <b>Date:</b>                  | July 2016                                   |



| Report to the Council of Governors                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                        |
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| (please tick if appropriate) <b>For Action</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                        |
| From:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Adam Butcher                                                                           |
| Governor Constituency:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Service User                                                                           |
| Feedback from:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Learning Disabilities Partnership Board                                                |
| <p><b>Details:</b></p> <p>I went to the Learning Disabilities Partnership Board where the Learning Disabilities Transforming care was talked about with members of the board and guests.</p> <p>Officers from both Sheffield City Council and Sheffield Health and Social Care NHS FT Learning Disabilities Directorate talked about the plans for the Sheffield area.</p> <p>The Partnership board is made up from members of Sheffield City Council, NHS, service users, carers and VCP. The board meets every second month through the year and we meet before the board and go through the agenda and make sure that we understand the items on the agenda. The Chairs of the board are a service user and the cabinet member for Health and Social Care.</p> <p>Transforming Care is a National Programme to improve services for people with learning disabilities and/or autism, who display behaviour that challenges, including those with a mental health condition. This will drive system-wide change and enable more people to live in the community, with the right support, and close to home.</p> |                                                                                        |
| Action to be taken:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Please state what is required of governors, ie provide feedback etc<br>For information |
| Timescale for action:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | n/a                                                                                    |
| Signed: Adam Butcher..... Date: 20 <sup>th</sup> June 2016                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                        |



| Report to the Council of Governors                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                        |
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| (please tick if appropriate) <b>For Information only</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                        |
| (please tick if appropriate) <b>For Action</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                        |
| From:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Adam Butcher                                                                           |
| Governor Constituency:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Service User                                                                           |
| Feedback from:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Learning Disabilities Partnership Board - Living our Lives Subgroup                    |
| <p>Details:</p> <p>I went to a meeting of the 'Living Our Lives' subgroup of the Sheffield Learning Disabilities Partnership Board. Members of the Living our lives subgroup work with officers from the council to help service users on the partnership board and non-members to talk about the agenda, and so that we can take things to the board and pass things to the other members.</p> <p>Item 1 on the agenda of the last subgroup was the Learning Disabilities Needs assessment easy read version 1. We looked at the document and made some changes to it so that it made more sense to LD service users.</p> |                                                                                        |
| Action to be taken:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Please state what is required of governors, ie provide feedback etc<br>For information |
| Timescale for action:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | n/a                                                                                    |
| Signed: Adam Butcher..... Date: 20 <sup>th</sup> June 2016                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                        |



| Report to the Council of Governors                                                                                                                                                                                                                                                                                                                      |                                                                                        |
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| From:                                                                                                                                                                                                                                                                                                                                                   | Adam Butcher                                                                           |
| Governor Constituency:                                                                                                                                                                                                                                                                                                                                  | Service User                                                                           |
| Feedback from:                                                                                                                                                                                                                                                                                                                                          | Learning Disabilities Week – Big Health Event                                          |
| <p>Details:</p> <p>I went to Big Health Event at St Mary’s Church, Bramall Lane to help man a membership stand to get more members to sign up to be members of the Sheffield Health and Social Care NHS Foundation Trust and the Sheffield Teaching Hospital NHS Foundation Trust.</p> <p>It was a great day with fellow governors from both trusts</p> |                                                                                        |
| Action to be taken:                                                                                                                                                                                                                                                                                                                                     | Please state what is required of governors, ie provide feedback etc<br>For information |
| Timescale for action:                                                                                                                                                                                                                                                                                                                                   | n/a                                                                                    |
| Signed: Adam Butcher..... Date: 22 <sup>nd</sup> June 2016                                                                                                                                                                                                                                                                                              |                                                                                        |

| Report to the Council of Governors                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                 |
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| Governor Constituency:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Rest of England |
| Feedback from:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | May – July 2016 |
| <p>Details:</p> <p><b>5<sup>th</sup> May 2016</b><br/> <b>COG Meeting</b></p> <p>Our Chairman’s last COG meeting, what a great loss, his term of office is coming to an end. He, I am sure has gained everyone’s respect for his hard work over and beyond his remit. He was given a leaving card which was signed by most of the Governor’s expressing our sentiments and respect of him and lamenting our loss of him leaving. On a brighter side, a cake was organized by Sam as part of his leaving, so we all enjoyed a piece of the cake with him.</p> <p>As usual we had a productive meeting with many questions being asked and answers being given in the main which were satisfactory of our concerns. Other concerns will be answered in due course when we move forward or the subjects and questions are researched further.</p> <p><b>10<sup>th</sup> May 2016</b><br/> <b>Performance Overview Group</b></p> <p>There were only 5 Governors’ present for this very informative meeting. Many of the subjects under discussion were concerns which were voiced at the COG meeting on the 5<sup>th</sup> of May but discussed in far more depth with many questions being put to the SHSC staff present.</p> <p>The following were some of the matters/concerns discussed:</p> <p>Alcohol Detox Units<br/> Finance-slightly under plan with some concerns<br/> Meeting in June - begin the process of vacating our HQ in Fulwood – for discussion<br/> Report on Quality Care/Quick access to Care/User experience/Early Intervention. We are almost reaching our target figure of people being referred and diagnosed within the 6.5 weeks target [Much of this information was in statistic form; and is to be looked at more thoroughly and reported on at a later date]<br/> Improving staff health, diet advise/flu vaccine’s/Stress Counselling: further reports to be given re:</p> <ul style="list-style-type: none"> <li>• Bullying/violence</li> <li>• No Smoking Policy</li> <li>• Success in gaining the Glover and Darnell contracts</li> </ul> <p>This was a successful meeting with many questions asked with time taken to explore and question the answers given. Matters of concern will be looked into and reported back on fully at the next</p> |                 |

meeting.

This was an important meeting from a Governors' point of view, especially if you are experiencing concerns arising from previous meeting in that Governors' have the opportunity to ask in-depth questions.

### **26 May 2016**

#### **Chair Appointment: Candidates Presentations**

Three candidates: - Each give a very comprehensive account of their selves during which time the Governors and the NEDs present listened avidly to what was being said and at the same time made observations and notes which were eventually transferred to a comments form for further observation by NRC, thus helping in the decision making process and choice in the appointment of the new chair by the NRC.

I feel this meeting was a fulfilling, interesting and enabling process for all those involved in the choice and selection of our new chair, and for those of us who were privy to listening and taking part in the process/meeting.

### **7<sup>th</sup> June**

#### **Extraordinary Council Meeting**

We needed a quorum to approve the appointment of the chosen person for the 'Chair'. We narrowly had that. We approved Jane Brown for a period of four years in the first instance.

We thanked Jules and the team of the Nominations Committee for all the work they had done in respect of making this appointment. Governors also asked the Nominations Committee to review the appointment process to assess.

We were then given the opportunity to select two new members to the Nominations Committee and the vote took place whilst all of us were present, quite a knife edge situation for those of us who had applied for one of the positions. However I was one of those chosen and will endeavor to do my best whilst being a member of this important group of Governors.

#### **Governor & Board Development Session**

During the afternoon there was a Council of Governors development session chaired by Allan. We worked on the priority issues concerning 'The Trust and The Council of Governors', we also had a demonstration by Rob Copeland in respect of Health of the nation and trying to involve the people of Sheffield to become involved in 'any type' of exercise to help improve health. He explained that only a third of the population does any physical exercise. He had a target to involve the public to enter into one hundred and fifty minutes per week devoted to exercise.

We also took part in a very intensive decision making process of looking at the Trust's future priority's through table by table group discussion, inclusive of Board members, members of staff and Governors. I found this process extremely interesting if hard, and that it highlighted 'matters' which were considered a 'Priority' by the Trust and Governors.

### **24<sup>th</sup> June**

#### **Professor Allen Walkers final excite.**

What an interesting if sad, occasion this was. The Chief Executive took us through the years he

had worked with Allen, how he knew Allen and the many experiences they had together, including Allen being Kevan’s Professor at University. It was very moving, and plainly the two men had an awful lot of fondness for each other as well as a great deal of respect. Emotions were a bit raw for all of us. Then the presentation of a silver plaque was given to Allen by Kevasn plus a bottle--!! Allen was the next to take the podium; he talked about his earlier days with the Trust, and indeed before it ever became a Trust. We were made aware of his days when he worked with another Chief ex who he had held in great esteem, and the stand she had made at her own personnel expense to protect the Trust. Finally, how the Trust had become a Foundation Trust and future complications which may arise due to the political landscape. As I stated it was a very moving experience and a ‘Good Bye’ to a very honorable man.

**28<sup>th</sup> June**

**Involve Magazine Editorial Group**

An interesting discussion. Various suggestions were put forward for articles, a few of which will appear in the next addition of Involve and some of which will be explored further for future additions. There were four Governors present, Faye and representatives from HR Media. I feel it was a progressive couple of hours.

**29<sup>th</sup> June**

**Good Practice Day at Hillsborough**

Excellent day, with a very full programme; lots of new ideas for improvement. We had a very interesting talk by Ian Sturgess from Monitor re: ‘The Way Forward’ He advised we look at a U-Tube video called ‘Dancing on the Hill’ which is about a leader who stands alone on a hill. He suddenly starts to dance. But he’s alone. Then one other joins him and stats to dance with him, the leader now has a follower who dances with him, pretty soon others join in the dancing and soon everyone is dancing; all dancing together. So to say one person alone cannot achieve anything, but with others joining him and working together much can be achieved. This is the way forward for our Trust; collectively we can achieve our goal of ‘Quality Improvement’.

We also had to choose two workshops of interest to individual/s. The one I found interesting was the ‘Microsystem Approach’. I had heard a little about this system of working but wanted to hear more. To quote: ‘The approach involves a coach supporting the team to undertake a structured process to improve the quality of care for service users and staff’. They use a five Ps approach to ‘coaching’ which is as follows: Purpose; Professions; Patients; Patterns; Process. There is a lot more to be learnt about the microsystems approach to improved quality which I think would be of interest if explored further should you be interested.

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

Signed: Barbara Bell ..... Date: 7 July 2016

## Report to the Council of Governors

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| (please tick if appropriate) <b>For Information only</b> | <input checked="" type="checkbox"/> |
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| From: | Jules Jones, Lead Governor |
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| Governor Constituency: | Public SE |
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| Feedback from: | Patient Participation Group (PPG) for Darnall Primary Care (Part of the Clover Group/Primary care directorate) 23 June 2016 |
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I ask myself this question: “Would I recommend this GP practice to potential patients?” (That question is, essentially, the Family and Friends test question after all). I do have an answer to that question, but I will keep my own counsel on my answer.

The key point is: how do other patients feel? Patients should be at the heart of a GP service shouldn't they?

The agenda for today's meeting was dominated by the issues that stem from cuts in budgets and re-organisation: for instance changing the way that patients can get their prescriptions, (phoning for repeats is being stopped). This is just one example. Reducing or re-banding reception staff is another. Patients in the PPG showed a great deal of sympathy for staff, it was recognised that staff could be under considerable stress.

I feel sorry for the staff and management; it can't be easy to keep having to tell patients in the PPG that there has been a reduction in money since the re-tendering in April. Approximately 30% reduction we are told, and that big changes and re-organisation will be necessary. To hear: “We need to change the way that we deliver services” in the context of 30% budget cut does not really inspire me as a Patient.

Each time I attend one of these PPG meetings the lack of availability of appointments (or perceived lack of availability?) is brought up. This has been a concern to patients for years. How do we get past that point? Will the latest “patient survey”/re-organisation/big idea help the surgery to improve on this fundamental concern? How many carefully worded “patient surveys” do we actually need? I don't have the answers, but I wish that I did.

As both a Governor and a Patient I find myself in the invidious position of seeing both the wider contextual picture and the individual picture. On the positive side our new NED, Richard Mills, was present. It was good to see him taking the opportunity to talk to patients at the end of the meeting; these patients are well known and respected in the local community, and able to provide valuable insight. I am sure that the contextual information that Richard is picking up will in turn provide valuable insight for the Board.

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| Action to be taken: | none |
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| Timescale for action: | none |
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| Signed: J.Jones ..... | Date: 11/7/16 |
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| Report to the Council of Governors                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                |
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| (please tick if appropriate) <b>For Action</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <input type="checkbox"/>                                                                                                       |
| From:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Jules Jones, Lead Governor                                                                                                     |
| Governor Constituency:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Public SE                                                                                                                      |
| Feedback from:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Meeting with new SHSC trust chair, Jayne Brown OBE, 6/7/16                                                                     |
| <p>Three main themes emerged from my meeting with Jayne; these are things that we both had complete agreement upon:</p> <ul style="list-style-type: none"> <li>• Values: Jayne has affirmed her commitment to continuing with full and open involvement of Governors in the Trust (something we do well at SHSC), and she was able to demonstrate (through the conversation) her commitment to trust wide values.</li> <li>• Relationships: Building positive relationships and consolidating our reputation around the city and beyond.</li> <li>• CQC: We need greater coordination and involvement of governors and staff in the preparations for the upcoming Care Quality Commission (CQC) inspections. Jayne and I are in complete agreement that the Trust needs to move from a 'Requires Improvement' (RI) judgement, to Good. This improvement in our category is extremely important if the trust is to be well placed to meet future challenges. Future challenges are likely to include: maintaining and improving our services for the benefit of those who rely upon us, such as service users/patients, carers and staff.</li> </ul> <p>We have a CQC inspection of our primary care (Clover group) services this summer (August) and a trust wide inspection in the autumn: 14th – 19th November 2016</p> <p>I hope that all governors will want to support Jayne and the Board with the CQC process.</p> <p>Lastly, to sum Jayne up, (in my opinion), she appears to be someone that you could have a healthy professional discussion with, even disagree with, without it becoming personal.</p> |                                                                                                                                |
| Action to be taken:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Governors should be aware of and prepare for the upcoming CQC inspections. NEDS and Execs should assist with this preparation. |
| Timescale for action:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Pre-CQC inspection                                                                                                             |
| Signed: J.Jones ..... Date: 8/7/16 .....                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                |



| Report to the Council of Governors                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                            |
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| From:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Jules Jones, Lead Governor |
| Governor Constituency:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Public SE                  |
| Feedback from:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Chair recruitment process  |
| <p>I chaired the interview panel for the recruitment of the new Trust Chair. Various meetings between March – June 2016.</p> <p>The process was comprehensive: involving multiple nomination and remuneration committee (NRC) meetings, the engagement of a specialist search agency, a longlisting meeting, then a shortlisting meeting, attending presentations to governors and then the final interview day. In addition to this I had the chance to informally meet/phone shortlisted candidates, in order for them to ask their questions of me.</p> <p>I am satisfied that the process was incredibly thorough. I am also satisfied that the new Chair, Jayne Brown, was the best overall candidate for the position of trust chair.</p> <p>Thank-you to all governors and NEDS who helped by attending the day of presentations to governors, your feedback was invaluable.</p> |                            |
| Action to be taken:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | none                       |
| Timescale for action:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | none                       |
| Signed: .....                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Date: 8/7/16 .....         |



| Report to the Council of Governors                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                              |
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| From:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Jules Jones, Lead Governor                                                                                   |
| Governor Constituency:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Public SE                                                                                                    |
| Feedback from:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Recruitment/interview: Director of Corporate Governance (incorporating Board secretary functions). June 2016 |
| <p>I am pleased to report that I was fully involved in the shortlisting and the interviewing for the new Director of Corporate Governance post. This is an executive level post. It is worth noting the significance of having governor involvement in recruitment to the executive team. This shows willingness, on the executive side, to include governors.</p> <p>We conducted the final interviews using two separate interview panels. I was on the traditional style interview panel; there was also a values based interview panel. The two panels then collated our results/findings and then there was a long deliberation before we could come to a decision. This was an incredibly difficult decision to make because the field was of a very high calibre. You will meet the new post holder in due course. The director of corporate governance will have considerable involvement in the technical working of the CoG.</p> |                                                                                                              |
| Action to be taken:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | none                                                                                                         |
| Timescale for action:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | none                                                                                                         |
| Signed: J.Jones ..... Date: 8/7/16 .....                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                              |



| Report to the Council of Governors                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                     |
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| (please tick if appropriate) <b>For Information only</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <input checked="" type="checkbox"/> |
| (please tick if appropriate) <b>For Action</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <input type="checkbox"/>            |
| From:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Jules Jones, Lead Governor          |
| Governor Constituency:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Public SE                           |
| Feedback from:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Annual NED appraisals               |
| <p>NED appraisals with Alan Walker (now former) Trust chair. June 2016</p> <p>Alan and I completed the annual non-executive director (NED) appraisals. The formal report will go to the governors' Nomination and Remuneration Committee (NRC) at a later date. However, whilst I can't go into much detail at this stage due to the reporting process mentioned above: I did want to reassure you that the process was robust and that I was satisfied that there is nothing which could cause any concern for governors. Thank you to all governors who helped by sending in their feedback about the NEDS.</p> <p>You can be confident that we currently have an extremely well performing non-executive on the unitary board.</p> |                                     |
| Action to be taken:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | none                                |
| Timescale for action:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | none                                |
| Signed: J. Jones ..... Date: 8/7/16 .....                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                     |

## Report to the Council of Governors

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

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

|                        |                                             |
|------------------------|---------------------------------------------|
| From:                  | Michael Thomas                              |
| Governor Constituency: | Young Service User/Carer                    |
| Feedback from:         | Governor Activities between May – June 2016 |

### Highlights:

1. Co-organized a Health & Wellbeing Event at the University of Sheffield with Sam Stoddart and Gabi Binne (UoS Students Union)
2. Participated in the Trust's Service User Engagement Group (SUSEG) and SUN:RISE
3. Attended a meeting on Sheffield Clinical Commissioning Group's invitation to tender for mental health liaison services

### 1. Health & Wellbeing Event at the University of Sheffield

In support of world mental health awareness week and in collaboration with Sheffield Mind, SYEDA, Time to Change and The University, the Trust hosted a Health & Well-being event at the Students Union on Tuesday 17<sup>th</sup> May 2016. The event was aimed at students and staff who may have experienced, or have friends or family who have experienced mental health difficulties, or who are simply interested in learning more about this area. Representatives from a number of organizations including IAPT, the University Health and Well-being service (including the counselling service), SYEDA and Time to Change attended.

Although we didn't quite get the footfall we had anticipated, partly due to both location of the stalls and that with it being exam season, many of the students were very busy studying, we managed to recruit more than 40 new young members to the trust. More importantly perhaps, we were also able to signpost a number of students to the services provided by the Trust, including IAPT and Community Recovery Services (formally SPACES).

We intend to organize a similar event in October 2016 with some modification to design, namely selecting a more visible location in order to improve footfall for the Trust Membership and Time to Change stalls, and other groups that require a highly visible presence. It has been recognized however, that students seeking advice and guidance on mental health & wellbeing challenges may be somewhat deterred from approaching the stalls of certain services such as IAPT and CRS (Formally SPACES) in a busy environment and it has been proposed that some service provider stall could be located in a separate, more quiet, location.

### 2. Service User Engagement Group (SUSEG) and SUN:RISE

Jane Lyon has kindly invited me to participate in the Trust's Service User Engagement Group (Chaired by Brendan Stone and Rachel Warner) and the first meeting I attended was on 25th April 2015. Following this, I attended the 23<sup>rd</sup> May session in my role as a governor for the trust and on both occasions a number of interesting discussions took place around the Trust's Service User Engagement Strategy 2016 – 2018 and the Peer Support Role, to name but a few. The key themes of the Engagement Strategy are i) Focused

Culture change, ii) SUEMU: An agent for continuous improvement, iii) Experts by experience: Participation, work, and leadership, iv) Communication and reach, v) Partnership working & innovation and vi) Business planning and commissioning.

I have been attending SUN:RISE meetings since January this year and I have to say that it has been a fantastic experience. I was originally signposted in the direction of SUN:RISE by Sue Sibbald in November 2015 and it has had an extremely positive effect on my personal well-being. SUN:RISE has provided me with both confidence and a safe platform from which I'm now able to actively contribute to the Trust as a service user. Noelle, Richard and Jane are currently investigating mechanisms through which the SUN:RISE network can be extended across the Trust and I feel this aligns well with the proposed Service User Engagement strategy. I would like to invite governors to actively participate in both the central SUN:RISE group and the forthcoming satellite groups as this provides an excellent opportunity to engage with service users and carers.

**3. Sheffield Clinical Commissioning Group's invitation to tender for mental health liaison services (MHLS)**

Finally, a meeting was held at the Trust headquarters on Wednesday 8<sup>th</sup> of June to discuss the current tender invitation from the CCG to provide an integrated 24 hour MHLS for Sheffield. We are all aware (or perhaps not, but I certainly am) of the current strain on mental health liaison, particularly out-of-hours, and I feel this is an exciting opportunity to provide a modernized and comprehensive service to the residents of Sheffield.

Best wishes

Michael Thomas  
 Young Persons Service User/Carer Governor

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|-----------------------|--------------------------|
| Action to be taken:   | Feedback on above items. |
| Timescale for action: | N/A                      |

Signed: *Signed electronically by M. Thomas* Date: 15<sup>th</sup> June 2016



| Report to the Council of Governors                                                                                                                                                                        |                                                                                       |
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| (please tick if appropriate) <b>For Information only</b>                                                                                                                                                  |                                                                                       |
| (please tick if appropriate) <b>For Action</b>                                                                                                                                                            |                                                                                       |
| From:                                                                                                                                                                                                     | Richard Fletcher                                                                      |
| Governor Constituency:                                                                                                                                                                                    | Service User                                                                          |
| Feedback from:                                                                                                                                                                                            | 1/7/2016 to 15/7/2016                                                                 |
| <p>Details:</p> <p>1/7/2016 - SHSC Quality Improvement Event, SWFC:</p> <p>Facilitated workshops about importance of including service user experiences within medical education for trainee Doctors.</p> |                                                                                       |
| Action to be taken:                                                                                                                                                                                       | <p>Please state what is required of governors, ie provide feedback etc</p> <p>N/A</p> |
| Timescale for action:                                                                                                                                                                                     |                                                                                       |
| <p>Signed: Richard Fletcher..... Date: 15/07/2016 .....</p>                                                                                                                                               |                                                                                       |

| Report to the Council of Governors                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |         |
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| (please tick if appropriate) <b>For Action</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |         |
| From:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Sue Roe |
| Governor Constituency:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Carer   |
| Feedback from:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Various |
| <p><b>Sheffield Parent Carer Forum (SPCF)</b><br/>           10<sup>th</sup> May - Trustees and volunteers away day at Manor Lodge, Coffee Mornings held 2<sup>nd</sup> Tuesday of the month for parents to have an informal meeting. At the moment looking at Post 16 Provision and moving into adulthood. 26<sup>th</sup> August is the Fun Day at Hillsborough, all tickets have now gone.</p> <p><b>Families Lobbying and Advising Sheffield (FLASH)</b><br/>           At the June meeting we discussed updating the survey which we did in 2014 for carers of adults with Learning Disabilities and more complex needs. The survey was very damning of services and we want to find out if things have got any better. Work has been going on to update the Hospital Passport to Health Care File which sheets can be added or taken out if not appropriate. I saw the draft at the event at St. Mary's Bramall Lane during Learning Disability Week. It looks much more user friendly. Complaints about people paying contributions towards their Social Care and not knowing what they are being charged for have been taken to the Head of the Finance Team as people have the right to ask for an itemized statement and not rely on "It is in your support plan".</p> <p><b>Learning Disability Board</b><br/>           23<sup>rd</sup> May at St. Mary's Bramall Lane, Presentations on Day Services/Respite Care services by Richard Parrott SCC on how services will look in the future. He had to be reminded not everyone will be able to live normal lives. Presentation from Heather Burns and Anita Winter on Transforming Care. It raised more questions than it answered.</p> <p><b>Patient Participation Group (PPG) Beighton and Sothall</b><br/>           Due to lack of G.P.s in the practice (had 8 GPs now down to 5) have also lost 2 Practice Nurses. In talks with CCG and NHS England. Beighton will have a doctor on all day one day a week and a half day. At other times it will just be reception staff but will close Wednesday and Friday afternoons. Beighton and Sothall have around 10,000 patients registered and it is very difficult to get any appointments. This comes to effect from 1<sup>st</sup> August 2016.</p> <p><b>SHSC</b><br/>           17<sup>th</sup> May Recruitment at Sheffield University Student's Union, and 22<sup>nd</sup> June at the Learning Disability Week event at St. Mary's Bramall Lane. Both very interesting events.</p> <p>I have recently become involved in setting up a parent support group at Hillsborough College. It is hoped we will be able to liaise with college staff to ensure students with learning disabilities/mental health problems get the right support. For some parents whose young people have attended special schools and moving on to college can be a daunting process.</p> |         |



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| Action to be taken:   | Please state what is required of governors, ie provide feedback etc<br>none – for information |
| Timescale for action: | n/a                                                                                           |
| Signed: Sue Roe.....  | Date: 13 <sup>th</sup> July 2016                                                              |



| Report to the Council of Governors                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                     |
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| (please tick if appropriate) <b>For Information only</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | ✓                                                                   |
| (please tick if appropriate) <b>For Action</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                     |
| From:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Terry Proudfoot                                                     |
| Governor Constituency:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Service User                                                        |
| Feedback from:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Quality Improvement Event 01.07.2016                                |
| <p>Details:</p> <p>There were some talks (&amp; small group discussions) about improving quality and barriers to this. Following this, each table (of 17, if I remember correctly) had a different topic/service delivered by staff running/working for this service. Everyone visited four of these for 15 minutes each. The talks I attended were;</p> <p>Service Improvement – Whose job is it anyway?<br/>           How listening to service users and carers can lead to quality services<br/>           IAPT<br/>           NICE Guidance</p> <p>After lunch there were two 45 minute workshops. I attended CERT and Collaborative Care Planning. Then there was a final talk. It's hard to know which information is relevant to pass on, and it wasn't exactly what I expected. Please feel free to ask if you want to know anymore.</p> |                                                                     |
| Action to be taken:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Please state what is required of governors, ie provide feedback etc |
| Timescale for action:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                     |
| Signed: T. Proudfoot ..... Date: 04.07.16 .....                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                     |

| Report to the Council of Governors                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                     |
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| (please tick if appropriate) <b>For Action</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                     |
| From:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Terry Proudfoot                                                     |
| Governor Constituency:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Service User                                                        |
| Feedback from:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Sheffield Mental Health Crisis Care Concordat 06.07.16              |
| <p>Details:</p> <p>The Crisis Care Concordat is about all relevant services coming together and working together to prevent crises and respond to urgent situations. There was a basic talk on what the CCC does; giving examples of progress that has been made as a result e.g. the new PICU ward. Healthwatch discussed details from their report into mental health care before, during and after a crisis. This is due to be published this month.</p> <p>There was a talk on the Street Triage service, which has now been permanently funded in Sheffield due to its success. Funding has been applied for to create a new place of safety for young people at the hospital in Beighton (the equivalent of the 136 suite), to create a crisis café for 16-25 year olds, to improve the Longley Centre and to create a green room at A&amp;E.</p> <p>The children's 136 suite (mentioned above-if funding secured) is initially just for Sheffield, but in the longer term is hopefully to be used for the all of South Yorkshire. There are also plans to add another 136 beds for adults in the next six months.</p> |                                                                     |
| Action to be taken:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Please state what is required of governors, ie provide feedback etc |
| Timescale for action:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                     |
| <p>Signed: T..Proudfoot ..... Date: 06.07.2016 .....</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                     |



| Report to the Council of Governors                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                        |
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| From:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Toby Morgan                                                                            |
| Governor Constituency:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Service User                                                                           |
| Feedback from:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Service User Safety Group – June 2016                                                  |
| <p><b>Details:</b></p> <p>The Service User Safety Group is chaired by Dr Rachel Warner and looks at serious and untoward incidents including clinical and financial incidents.</p> <p>The purpose of the group is to look at the broad themes (no personal information about the incidents is shared with the group) and then to ensure that proper procedures are followed, but more importantly that any learning that needs to take place does so and that it is embedded in the organisation.</p> <p>A number of issues were discussed including the Patient Safety Thermometer which is a tool that provides a quick and simple method for surveying patient harms and analysing results so that NHS Trusts can measure and monitor local improvement and ‘harm free care’ over time. In addition, the Trust’s revised complaints policy was discussed as well as learning from mistakes.</p> <p>The group also discussed a report on physical assaults, which, once it has been presented to the Board of Directors, will be shared with governors.</p> |                                                                                        |
| Action to be taken:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Please state what is required of governors, ie provide feedback etc<br>For information |
| Timescale for action:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | n/a                                                                                    |
| Signed: Toby Morgan ..... Date: 14 <sup>th</sup> July 2016                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                        |



| Report to the Council of Governors                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                            |
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| From:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Toby Morgan                                                                |
| Governor Constituency:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Service User                                                               |
| Feedback from:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Quality Improvement Event 01-07-2016                                       |
| <p>Details:</p> <p>I attended the above event at Hillsborough Stadium which was an excellent day facilitated by Helen Crimlisk (Deputy Medical Director) and fellow service user governor Richard Fletcher. I have to say that both did really, really well!</p> <p>An important aspect I think was from guest speaker Ian Sturgess from NHS Improvement discussing what exactly is quality. All present looked at a postcard each with various images on, to enable us to gain some focus on what quality means. Excellent examples given by attendees.</p> <p>As it happens my postcard had a yellow car - the type you can imagine James Bond driving. Someone like Bond we know would need a quality car. For me though the postcard spoke of Journey.</p> <p>Quality need not always be the outcome of something, quality can be a process too; the steps we take to get to and ensure the outcome of something will be of quality!</p> |                                                                            |
| Action to be taken: N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Please state what is required of governors, ie provide feedback etc<br>N/A |
| Timescale for action:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | N/A                                                                        |
| Signed: Toby Morgan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Date: 06-07-2016                                                           |