

.Minutes of	Council of Governors		
Date	15 January 2019	Time	6.00 pm – 8.00 pm

Members Present		
Richard Shaw	RS	Chairman
Michael Wilson	MW	Chief Executive
Gillian Francis-Musanu	GFM	Director of Corporate Affairs
Paul Simpson	PS	Chief Finance Officer
Laura Warren	LW	Head of Communications
Sharon Bailey	SB	Service Lead, Dictate IT
Lisa Bowerman	LB	Elected Governor – Reigate and Banstead
Richard Burford	RB	Elected Governor – Reigate and Banstead
Dr Frank Hardiman	FH	Elected Governor - Croydon
Gill Harrison	GH	Elected Governor - Horsham
Janet Hall	JH	Elected Governor - Tandridge
Caroline Vaughan	CV	Elected Governor – Reigate & Banstead (Joint Lead Governor)
Jo Josh	JJ	Nominated Governor – Surrey Community Action
Jane Ritchie	JR	Elected Governor – Crawley (Joint Lead Governor)
Yvonne Kraku	YK	Elected Governor - Patient
Philippa Shimmin	PSH	Elected Governor – Mole Valley
Nat King	NK	Note Taker

Apologies

Apologies were noted from Paul Biddle, Pauline Lambert, Colin Pink, Yvonne Kraku, Jane Ritchie, and Alison Pendlington. David Bloomfield, Helyn Clack, Viral Parikh and Professor Kevin Davies.

Notes		Actions / Attachments
1	Declarations of Interest There were no Declarations of Interest.	
2	Notes of the last meeting held on 6 November 2018 The minutes were approved as a true and accurate record of the meeting.	

3	<p>Matters Arising and Action Log</p> <p>The Chair congratulated Richard Burford, on behalf of the Committee, for his Honours Award.</p> <p>The Chair also thanked Laura Warren, who was leaving the Trust, for all her hard work and achievements in supporting the Trust and the Council of Governors.</p> <p>The Action Tracker was updated in accordance with the attached version.</p>	
4	<p>Trust Update</p> <p>MW presented the key highlights as detailed below:-</p> <p>The CEO gave an overview of the current work taking place within the Trust and included an update on quality and performance, finance, analysis of activity, current NHS news including the 10 year long term plan, CQC inspection and planned publication which was 19th January. 2018 Star Awards, National Staff Survey 2018, EU Settlement Scheme, Let's get you home, Alcohol liaison service, Dare to Care Challenge, SASH+, Inclusion Conference and a look back at 2018.</p> <p>The CoG asked questions about improvements to the roads and transport links which is being led by Surrey County Council. Governors were also interested to hear about the work the Trust was undertaking jointly with CCGs as part of winter planning noting how busy the hospital had been over the few weeks.</p> <p>Action: NK to circulate the presentation to all Committee members.</p>	
5	<p>IT Dictate: An Overview</p> <p>SB spoke to the presentation which had previously been circulated. The following issues were discussed:-</p> <ul style="list-style-type: none"> • There would be no security issues, since all information was encrypted. • The recorded accuracy level of 99.2% was based on a 5% audit. • Doctors currently receive training for Dictate IT, in the form of provision of a script and advice around issues such as speaking too quickly/insufficient clarity. • The script was purely for best practice guidance although, going forward, there would be a set of standard operating procedures. • Dictate IT will be available 24/7 with access for clinicians worldwide. This would benefit clinicians who communicate in the early hours and remain secure. 	

	<ul style="list-style-type: none"> Suppliers will be available to make tweaks to the system where regular errors are identified. Regular feedback is provided to SB by clinicians. <p>Governors were very encouraged to hear about the significant quality and timescale improvements since the implementation of IT Dictate managed transcription and distribution service. The roll-out had been completed in 2015. Some of the quality improvements noted included improved turnaround times for clinic letters from dictation to transcription ready for approval in under 12 hours, over 40% of clinic outcome letters completed and delivered to the GP within 24 hours of outpatient appointments, electronic delivery to GP's consistently above 99.9%, letter turnaround times averaged 3.5 days from dictation to electronic delivery to GP with a full audit trail of dictations, transcriptions, tasks and distribution.</p> <p>Plans for future development of the service were also discussed and well received.</p>	
6	<p>Matters Raised by Governors & Trust</p> <p>GFM spoke to the item, explaining that the questions on the left-hand side of the table which had been posed by governors and the Trusts response on the right-hand side. The questions covered the following areas:</p> <ul style="list-style-type: none"> Transportation of blood Hospital car parking charges Follow-up appointments Pathology services Topics for next edition of the governor newsletter Uptake by staff of the flu vaccination Anti-smoking committee Wayfinding Progress on governor elections <p>Clarification was sought around the following points:-</p> <p><u>Item 4</u></p> <p>Pathology services: The Trust confirmed that CPA accreditation was being phased out and Trusts were required to sign up to UKAS. Labs were still working in the interim period.</p> <p><u>Item 7</u></p> <p>Anti-smoking committee: GFM confirmed that the Trust would be interested in governor involvement with the "Smoke Free" Committee. It was agreed that interested parties should pass their details to GFM who would forward them to Mark Preston to explain the process for becoming a member.</p>	

	<p><u>Item 8</u></p> <p>Wayfinding: Although signage indicating the way to the main exit when leaving wards was part of the phasing-in process, GFM would double-check this point and provide feedback at April's Council of Governors' meeting.</p> <p>Action: GFM to provide an update around implementation of signage to indicate the main exit route outside each ward at April's meeting.</p>	
<p>7</p> <p>7.1</p> <p>7.2</p> <p>7.3</p>	<p>Governor Feedback:</p> <p>Governor Newsletter – Feedback & Next Edition</p> <p>The newsletter had received positive feedback from members and had been opened by a significantly higher proportion of members than other forms of communication. Issues were highlighted around the PDF format which was adopted for security purposes. Concern was also expressed around the letter passing directly to spam mail boxes.</p> <p>Ideas for the next issue were currently being gathered from the Communications' Team and other governors. The following ideas were suggested:-</p> <ul style="list-style-type: none"> • Additional information to be provided around governors' activity; • Evidence of governors' involvement in assisting the Trust in future plans; • Awareness around the Governor Briefing. • Outcome of the election process • Profile of Richard Burford <p>The first issue had been used as an introduction to engage the audience (around 3500 staff) but further depth would be required going forward. It was agreed that a visual format would be the desired means of presentation. Suggestion to add the letter to the SaSH website was noted.</p> <p>GFM offered (in conjunction with Colin Pink) to assist with preparation of a summary of governor activities which was required at the earliest opportunity.</p> <p>LW suggested adding an image of the front cover of the newsletter to email correspondence.</p> <p>Action: GFM/CP to assist in the preparation of a summary of governor activities, to be provided at the earliest opportunity.</p> <p>Action: All to submit ideas for the next newsletter by 5 February.</p> <p>General feedback from governor involvement activity</p> <p>Governors asked whether contact was made with governors who did not regularly attend meetings. GFM confirmed that she maintained contact with all governors, some of whom were unwell, while another's personal circumstances had not allowed them to attend. One governor was considering whether he could continue in the role</p>	

	<p>due to current work and outside commitments.</p> <p>No other items were discussed.</p>	
8	<p>Governor Briefing Sheet</p> <p>LW spoke to the paper which was taken as read.</p> <p>Discussion followed, with assurance provided that the information for patients on appropriate and access of use of emergency services had been circulated in all areas where SaSH had a presence. In addition, the Communications' team had been working with CCG colleagues who should have passed this leaflet to pharmacists. The leaflet had also been discussed at January's Patient Information Review Group. JH requested some credit card size versions for circulation which LW would arrange.</p> <p>Assurance was provided that the Noro-virus status would be included in the next Governor Briefing Sheet.</p> <p>Action: LW to look into the provision of credit card size versions of the access to emergency services flyer for circulation.</p>	
9	<p>Any Other Business</p> <p>Discussion took place around additional channels of communicating with members, including the suggestion of holding surgeries. It was agreed that clarification would be required in terms of parameters and available resource and also the role of governors. It was unlikely that this would include surgeries. CoG would give this consideration in time for April's meeting and GFM would work with Colin Pink and would bring ideas back to April's meeting.</p> <p>Action: GFM/Colin Pink to consider ideas around additional channels of communicating with members which would be for discussion at April's meeting.</p>	
12	<p>Date of next Meeting</p> <p>Tuesday 16th April 2019</p>	