


Council of Governors	Guy's and St Thomas'  NHS Foundation Trust
Membership Development, Involvement & Communications (MeDIC) Working Group Report	22nd July 2015 CoG/15/20

This paper is for:		Sponsor:	MeDIC working group
Decision		Author:	Peter Allanson, Trust Secretary and Head of Corporate Affairs
Discussion		Reviewed by:	
Noting	x	CEO*	
Information		ED*	
		Board Committee*	
		TME*	
		Other*	X MeDIC

* *Specify*

1. Summary

This report provides a summary of the Membership Development, Involvement & Communications (MeDIC) Working Group meeting which took place at York Road, on the 16th June 2015.

2. Request to the Council of Governors

The Council is invited to note this report

3. Report Details

3.1 Welcome and apologies for absence

The meeting was attended by: Kate Griffiths-Lambeth (Lead), John Porter, Bryn Williams, John Burns, Ken Hayes, Barry Silverman, Girda Niles (Non Executive Director), Peter Allanson (Trust Secretary and Head of Corporate Affairs), Sandrine Michel-Gibson (Governance Administrator), Jamie Keddie (Patient and Public Engagement Specialist) and Andy Angwin (Fit for the Future Programme Management Office Manager)

Apologies were received from: Yvonne Craig Inskip, Devon Allison, Paula Young, Matt Akid (Head of Media and Corporate Communication)

3.2 Minutes

The notes of the previous meeting held on 17th February were approved as a true record.

3.3 Matters arising

The new membership leaflet – final version

The group discussed best ways for distributing the new membership leaflet.

The Trust Secretary and Head of Corporate Affairs would ask the governors to send their suggestions.

3.4 Membership survey

Jamie Keddie, Patient and Public Engagement Specialist presented the results of the membership survey which was sent to all foundation trust members in March 2015. 502 surveys were returned. The analysis showed that there were three groups of members; the enthusiasts made of members highly involved in the Trust activities, the flooding members who would be interested in being involved but were not able to because they had other priorities or were living too far and a minority of disappointed members who used to be involved but stopped because they felt they made little difference.

It was recognised that the Trust had an obligation to listen more to its members and needed to tailor member participation to the Trust activities according to what the members suggested. It was also recognised that services had difficulty engaging with members in a more constructive manner. Jamie Keddie advised that a patient and public engagement event would be held by the end of this year and would include session on how to train the staff.

He also recommended that governors and members should be involved in the development of a membership plan. The group also reflected on ways to reward member's participation in order to engage passive members and thank active members.

3.5 Council of Governors awayday programme

Peter Allanson, Trust Secretary and Head of Corporate Affairs presented a draft programme for the Council of Governors awayday held on 15th July and ask the group for their approval. Governors suggested that programme should also include an introduction to the working groups and governor's representation on Board committees as well as some explanation on the Trust link with the communities it serves.

Actions:

- Agenda to include a “speed dating” session which would introduce new governors to the working groups and the different Board committees with governor’s representation.
- Agenda to include a presentation on Delta7 visual dialogues – Shaping our future together which shows the Trust interaction with its environment.

3.6 Update on the council of governors elections 2015

The election results were presented to the group. Governors noticed a poor turnover with 13% of members voting in the public constituency, 11% of members voting in the staff constituencies and 19% of members voting in the patient constituencies.

The election introduced online voting which showed a very disappointing score.

Actions:

- To compare the Trust with other Foundation Trusts
- The Trust Secretary and Head of Corporate Affairs to check results with NHS England and the Shelford group

3.7 Any other business

- **Dragon’s den update**

Andy Angwin, Fit for the Future programme management office manager, gave a short presentation on the Fit for the Future programme and the role of the Dragons Den competition. The competition was launched in December 2013 in response to staff suggestions that the Trust should provide a forum where ideas to improve safety, quality and efficiency could receive senior endorsement and funding. 2 rounds of Dragon’s Den have been held so far in 2013 and 2014.

One of Dragons Den greatest success was in engaging staff from all background and especially staff who would never communicate with other services.

A new round has been planned for the end of June 2015. Successful applicants would be notified formally on 3rd July.

3.8 Date and time of the next meeting

The next meeting will be held on 3rd November 2015, 5.30pm – 7.00pm in the Burfoot Court Room at Guy's Hospital.