

COUNCIL OF GOVERNORS' MEETING

Wednesday, 24 July 2024

16:00-18:00

Conference Room at the Academic Centre

AGENDA

No.	Time	Item	Purpose	Format	Lead
OPENING BUSINESS					
1		Chair's Welcome, Apologies, Declarations of Interest	Note	Verbal	Chair
2	16:00	Minutes of Previous Meeting	Note	Page 4	Chair
3		Action-log	Note	Page 11	Chair
4	16:05	Chair's Update	Note	Verbal	Chair
5	16:10	Chief Executive Officer' Update	Note	Verbal	Chief Executive Officer
6	16:15	Lead Governor's Update	Note	Verbal	Lead Governor
7	16:20	New Ways of Working Update: <ul style="list-style-type: none"> • Standing Committees of the Council of Governors 	Discuss	Page 15	Chief Corporate Services Officer
ASSURANCE REPORTS FOR DISCUSSION					
8	16:30	Board Committee Updates: <ul style="list-style-type: none"> • Audit Committee • Quality & Clinical Risk Committee (QCRC) • Workforce & Development Assurance Committee (WDAC) 	Discuss	Verbal Page 23	Chair - Audit Committee Chair - QCRC Chair - WDAC
9	16:45	Non-Executive Appointments Committee Updates: <ul style="list-style-type: none"> • Change in Committee Membership • Updates from the meeting held on 28 June 2024 	Note Discuss	Page 25	Lead Governor
10	17:15	Presentations:	Note		

		<ul style="list-style-type: none"> Eating and Drinking at Risk Programme 		Presentation	Dietetic Service Lead
11	17:30	Governors Self-Evaluation Report	Note	To Follow	Chair/Trust Secretary
PROGRESS AGAINST MKUH OBJECTIVES					
12	17:35	Capital Programme Update	Note	Page 30	Chief Executive
13	17:40	Membership and Engagement Manager's Report <ul style="list-style-type: none"> Draft Proposal Governors Briefing Pack 	Note	Page 32	Membership & Engagement Manager
14	17:45	Healthwatch Milton Keynes Report	Note	Page 36	CEO, Healthwatch Milton Keynes
15	17:50	Inclusion and Leadership Council Report	Note	Verbal	Chair
CLOSING BUSINESS					
16	17:55	Any Other Business	Discuss/ Note/ Approve	Verbal	Chair
17		Council of Governors Forward Agenda Planner	Discuss/ Approve	Page 42	Chair
18	18:00	Close			
		Date of next meeting: 23 October 2024 at 16:00, Conference Room, MKUH Academic Centre			

COUNCIL OF GOVERNORS

Agenda item: 1

Chair's Welcome, Apologies, Declaration of Interest

Trust Chair

Verbal

**MILTON KEYNES UNIVERSITY HOSPITAL NHS FOUNDATION TRUST
COUNCIL OF GOVERNORS' MEETING**

**Minutes of the Council of Governors' meeting held in public at 16.00 hours on
Wednesday 17 April 2024, in the Conference Room at the Academic Centre and
via MS Teams**

Present

Heidi Travis (Chair)	Interim Trust Chair	(HT)
Andrea Vincent	Public Governor	(AV)
Babs Lisgarten	Public Governor	(BL)
Christine Thompson	Public Governor	(CT)
Clare Hill	Public Governor	(CH)
William Butler	Public Governor	(WB)
Rachel Medill (joined @ 16:32pm)	Public Governor	(RM)
Francesca Vernon	Public Governor	(FV)
Andy Forbes	Public Governor	(AF)
Tom Daffurn	Public Governor	(TD)
Ken Rowe	Public Governor	(KR)
Prof Doug McWhinnie	Public Governor	(DW)
Caroline Kintu	Staff Governor	(CK)
Maxine Taffetani	Healthwatch Milton Keynes Representative	(MT)
Nicholas Mann	Business Leaders Representative	(NM)
Keith McLean	Milton Keynes Council Representative	(KM)

In Attendance

Joe Harrison	Chief Executive Officer	(JH)
Kate Jarman	Chief Corporate Services Officer	(KJ)
Ian Reckless (joined @ 17:00pm)	Chief Medical Director	(IR)
Gary Marven	Non-Executive Director	(GM)
Mark Versallion (left @ 16:45pm)	Non-Executive Director	(MV)
Haider Husain	Non-Executive Director	(HH)
Jason Sinclair	Associate Non-Executive Director	(JS)
Lui Straccia	Membership and Engagement Manager	(LS)
Jonathan Dunk	Chief Finance Officer	(JD)
Janet Page (For Item 13)	Lead Dementia Nurse	(JP)
Kemi Olayiwola	Trust Secretary	(KO)
Timi Achom	Assistant Trust Secretary	(TA)

1 Welcome and Announcements

- 1.1 The Chair extended a warm welcome to those attending the meeting.
- 1.2 Apologies
- 1.2.1 Apologies were received from Kat Jaitly, Dianna Moylan (Public Governors); Emma Isted, Yolanda Potter, Hany Eldeeb, and Tracey Rea (Staff Governors). Apologies were also received from Precious

Zumbika-Lwanga and Ganesh Baliah (Associate Non-Executive Directors) and Dev Ahuja (Non-Executive Director).

1.3 Declarations of Interests

1.3.1 There were no declarations of interest received in relation to the items on the agenda.

2 Minutes from the Council of Governors meeting held on 24 January 2024

4.1 The minutes from 24 January 2024 were approved as an accurate record.

3 Matters Arising/Action Log

3.1 KJ provided an update regarding the recommendation from the Governor's Nominations Committee, which had put forward Alison Davis for a second term as Trust Chair. However, Alison Davis had chosen not to accept the nomination for a second term due to personal commitments that she needed to prioritise. Despite declining the nomination, she expressed her satisfaction with her tenure and accomplishments during her term. Following Alison Davis's decision, HT had been appointed as the acting Chair with immediate effect. This transition aims to maintain continuity and leadership within the Trust until a permanent Chair can be appointed.

3.1.1 The Council acknowledged Alison Davis's effective leadership and significant contributions to the organisation. They expressed their gratitude for her dedication and service. Moving forward, further discussions were scheduled to finalise the process of appointing a new Chair.

3.2 The action log was reviewed and updated as follows.

Action 22 Community Presentation - Alzheimer's Society

On the agenda. **Closed**

Action 24 GovernWell Training

On the agenda. **Closed**

3.2 The progress made in relation to the actions on the Action Log was **noted**.

4 Chair's Update

4.1 HT highlighted the outcomes of a recent Governor's meeting which included a discussion around Governor's role and a focus on improving information dissemination.

4.2 It was emphasised that a careful approach should be taken regarding the necessary changes to Committee Chairs, given that HT is acting as the Trust Chair. This approach is essential to ensure that adjustments are made thoughtfully and that the Council remains well-informed and up to date on these developments.

4.3 The Council **noted** the Chair's update

5 Chief Executive's Update

5.1 JH updated the Council on the following matters.

5.2

- The Trust achieved emergency care targets and was ranked in the top quartile for NHS performance, although it was noted that there was a general decline in NHS performance standards over the past few years.

- Despite missing the 78-week target in 37 cases due to patient choice, the overall performance was considered very good.
- The Sunday Times visited the Trust on 17 April 2024 due to its advancements in technology and ongoing study in Milton Keynes, focusing on Type 2 Diabetes management through incentivised physical activity using Apple Watches.
- The Trust was at the bottom in NHS rankings for the proportion of patients waiting more than 18 weeks for treatment. However, it was noted that the increased intake of urgent and cancer patients, who were treated promptly, displaces routine patient treatments, leading to longer waits.
- The Trust had significantly increased its patient treatment volume post-pandemic in response to increase in demand for services, treating approximately 30% more patients than before, placing it among the top performers in the country.
- The new Cancer Centre which opened in 2020, has quickly become a preferred centre for treatment across multiple regions due to its modern facilities and the quality of care, increasing referral rates and demand.

5.3 MT highlighted a recent ‘patient story’ where a long-awaited elective surgery was cancelled last-minute. This occurred because the anaesthetist required a test that the patient had previously been directed to undergo by Accident and Emergency (A&E) but was deemed unnecessary by their GP. The cancellation, occurring while the patient was already on the operating table, led to significant frustration due to the delay and perceived wastage of medical resources. She emphasised the need for improved communication pathways, particularly with primary care, to avoid such discrepancies in clinical judgment and prevent unnecessary cancellations.

5.4 In response to MT’s ‘patient story’, JH emphasised the financial and patient care implications of unused operating slots. The utilisation rate of the hospital’s theatres was around 85%, which, while satisfactory against national benchmarks, was lower than the private sector due to the disruption caused by emergencies. A ‘Theatre Users Group’ actively examines various cases to identify if there were recurring themes, such as issues with communication with primary care or specific procedures, that contribute to the non-utilisation of theatre slots. The NHS app which allowed patients to complete pre-operative assessment virtually was highlighted. This initiative would help to identify and address potential issues before the treatment date, thereby optimising theatre utilisation and minimising last-minute cancellations.

5.5 The Council **noted** the CEO’s update.

6 Lead Governor’s Update

6.1 BL provided an update on the activities of the past few months, highlighting a period of significant activities. She advised of the recent Non-Executive Directors (NEDs) shortlisting interviews, noting that the selection process brought forward interesting candidates. The Terms of Reference for the NEDs appointments committee were also revised, noting contributions from William Butler and other members.

6.2 An informal Governors’ meeting was highlighted as a key event where a forward path was established, enhancing collaboration among Governors, Non-Executive Directors, and Executives.

6.3 The departure of Alison Davis (Trust Chair) was noted, underscoring the need to fill the gap appropriately while ensuring smooth transitions and continuity in responsibilities. An introductory meeting between BL and KO had also taken place setting the stage for a promising relationship aimed at strengthening governance.

7 Assurance Report from the NED Appointment Committee of 10 April 2024

7.1 KJ presented the following details from the report:

The Council of Governors' Non-Executive Directors Appointment Committee convened on April 10, 2024. The meeting was held in compliance with the Terms of Reference and the Trust's constitution, was quorate, and chaired by the Lead Governor, BL.

7.2 Approval was sought from the Council to:

1. Approve the NED Appointment Committee's Terms of Reference.
2. Appoint Sarah Whiteman as a Non-Executive Director on the Trust Board.
3. Initially, the committee sought to re-appoint Alison Davis for another three-year term as Chair of the Trust. However, this was amended to approve HT as the acting Chair following Alison Davis's departure.

7.3 The Council **noted** the Assurance Report and **approved** the recommendations as stated above.

8 GovernWell Support and Training and Development Proposal

8.1 KJ presented the proposed agenda for the Governwell development training, tailored to meet the needs of the Unitary Board, the NEDs, and the Council of Governors aimed at facilitating a smooth, effective, and progressive collaboration. Approval was sought for the agenda to ensure it supports the intended objectives.

8.2 A proposed date in late May 2024 had been set, with majority availability confirmed. The agenda, crafted based on prior discussions on the Council needs, includes topics such as statutory roles, accountability, challenge, and trust-building among the NEDs and Governors.

8.3 In response to the provision for online participation, the need for a face-to-face meeting was emphasised, noting scheduling conflicts among the Governors.

8.4 There was consensus on the structure of the agenda, with plans to incorporate practical planning elements.

8.5 The Council **noted** the GovernWell Support and Training and Development Proposal and **approved** the agenda.

9 Quality Priorities 2024/25

9.1 The Council of Governors is required to agree and approve three 'quality priorities' for inclusion in the annual Quality Account. During the Quality and Clinical Risk Committee meeting in March 2024, the following quality priorities for 2024/25 were proposed for consideration:

1. Continued focus on sepsis management improvements, especially with the introduction of Martha's Rule which supports parents' right to a second opinion, and the ongoing quality improvement program in the Emergency Department.
2. Improving complaint response times.
3. Reducing the number of complaints citing poor communication.
4. Improving prescribing safety for Gentamicin.
5. Reducing the number of falls.
6. Effective implementation of the Patient Safety Incident Response Framework.

The Governors were asked to discuss these areas and select three priorities from the list.

9.2 The Council **noted** the 2024/25 Quality Priorities and **agreed** on priorities **1** (Continued focus on sepsis management improvements (particularly as Martha's Rule is introduced to support parents'

right to a second opinion and the Trust continues its sepsis management quality improvement programme in ED), **3** (Reducing the number of complaints citing poor communication) and **5** (Reducing the number of falls).

10 Annual Evaluation of Collective Effectiveness of Governors

KH presented the report which outlined the Statutory and Compliance Requirements under Section 4.8 of the NHS Code of Governance. The Council was requested to approve the following items:

- The conduct of an Evaluation of the Collective Effectiveness of Governors for the previous financial year (April 2023 – March 2024). This exercise, to be led by the Chair, is scheduled to take place over a 2-week period from 1 May to 15 May 2024.
- An annual assessment of the collective performance of the Council of the Milton Keynes University NHS Foundation Trust.
- The attached self-evaluation framework that had been created in accordance with NHS Improvement's Well-Led Framework, to serve as the tool (questionnaire) for the evaluation.

10.1 The Council **noted** and **approved** the Annual Evaluation of Collective Effectiveness of Governors

11 Board Committee Updates

11.1 Charitable Funds Committee

11.1.1 HH provided an overview of the charity's financial status as of the end of December 2023, reporting an income of £289,000 and expenditures of just over £200,000. The funds were primarily spent on staff welfare, patient welfare, amenities, and general running costs. He mentioned early indicators suggesting an increase in funds by £125,000 compared to the previous year, though this figure is yet to be confirmed. He emphasised the importance of focusing on raising unrestricted donations to address the greatest needs as they arise and also noted that most current funds were restricted to specific appeals, limiting spending flexibility.

11.1.2 The upcoming Milton Keynes Hospital Charity Gala Ball, scheduled for May 18, 2024, was highlighted. The event would support the creation of a dedicated wellbeing space for cancer patients and their families at the hospital. Individual tickets were priced at £100, with options available for table purchases.

11.1.3 Regarding funding for the Meaningful Activities Facilitator, JD and HH would discuss a Business Case outside of the meeting.

11.1.4 CH noted that Friends of Milton Keynes Hospital and Vanessa Holmes, Associate Director, Charity and Fundraising, had been collaborating closely over the past few years, particularly on projects like funding children's services and hospital gardens. It was recognised that the Friends group, once a strong charity, had diminished in strength however, efforts were ongoing to enhance its contributions, especially through the hospital shop which still manages to raise funds. Additionally, a recent rewarding and educational tour of the hospital led by CH was highlighted with TD sharing his positive experience.

11.2 The Council **noted** the Charitable Funds Board Committee Update

12 Finance and Investment Committee Annual Summary

12.1 HT highlighted the following from the report:

- The Finance and Investment Committee met monthly in the 2023/24 fiscal year. The August meeting was conducted as a seminar.

- The Committee receives and reviews the monthly financial report along with other performance reports (new performance standards were introduced in March '23) and documents to ensure oversight and assurance. Throughout 2023/24, the Chief Operating Officer and the Executive team scrutinised the performance report to guarantee that the Finance and Investment Committee received the necessary information and noted any overlap with the Quality Committee. This ongoing process helps the Finance and Investment Committee ensure effective and efficient value for money delivery against required standards.
- The Trust ended 22/23 with a £5m deficit, receiving less deferred income and relying on non-recurring mitigation to offset additional costs. Pay was above budget due to escalation beds, and the cost improvement delivered £8.3m which was only 69% of the plan.
- The financial efficiency target £17.3m (c4.9%) was at an unprecedented level. The committee was assured that IR and YC would review all cost efficiency plans to ensure continued quality and safe provision of services. JD emphasised a focus on creating efficiency to cope with ongoing financial pressures.
- Progress had been made in business operations, with efforts ongoing to manage waiting lists and enhance financial efficiency.
- The New Hospital programme allocation of £1.2m for 23/24 was welcomed and an initial £735k enabling fee was approved to go to Board. Updates on funding for the next phase of the New Hospital Programme and other projects was also discussed and concerns about rising building costs and inflation impacting budget forecasts were addressed.

12.2 There was an emphasis on ensuring financial presentations provide enough information for governors to ask relevant questions and make informed decisions, without requiring them to be experts.

12.3 The Council **noted** the Finance and Investment Committee Annual Summary

13 Dementia Care

13.1 JP presented the Dementia Care patient story providing an update on the hospital's dementia-related activities and projects.

13.2 In the past year, emphasis was placed on cognitive stimulation for patients, which has shown to improve outcomes and reduce hospital stays. The importance of Tier 2 training for staff who regularly interact with dementia patients, equipping them with the necessary tools and knowledge for effective support as recommended by the Department of Health was highlighted.

13.3 Current initiatives include the development of support leaflets for patient discharge, focusing on dietary adjustments suited for cognitive issues rather than traditional dietary concerns. An annual PLACE audit from a Dementia perspective is conducted to ensure the environment is suitable for patients with cognitive impairments.

The upcoming Dementia Awareness Week, scheduled for May 16, 2024, was also mentioned; it will feature an event in the marquee near the Restaurant with 16 stalls demonstrating community support for dementia.

13.3 JP discussed strategies for integrating dementia care across various sectors, including a partnership with the police on "*Herbert's Protocol*" to better assist vulnerable individuals. She stressed the importance of community collaboration and the need for overarching strategies to address the diverse challenges faced by dementia patients.

13.4 The Council **noted** the Dementia Care Report and **thanked** JP for the presentation

14 Capital Programme Update

14.1 The Council noted the progress of each project, key points, key milestones, issues, and risks for each project, noting that the programme for each project had been reviewed by the Capital Programme Board (CPB) membership.

14.2 The Council **noted** the Capital Programme Update

15 Membership and Engagement Manager's Report

15.1 Voting for the election of 4 new MKUH Governors—two Public and two Staff was underway, aiming to fill all 26 seats of the Council of Governors for the first time in years, with results expected on May 3. Membership had seen a significant increase, rising from 2,105 to 2,246 since January 2024, a 27% growth, including substantial gains among members of black and Asian ethnicities, as well as a notable rise in young members aged 14-21. This trend suggests further increases in membership for the 2024/25 period, with a focused effort on engaging more young people.

15.2 The Council **noted** the Membership and Engagement Manager's Report

16 Healthwatch Milton Keynes Report

16.1 MT provided a verbal update around the 2024 business plan priorities for the year (2024/25), focusing on primary care due to its ongoing importance to residents, particularly challenges related to waiting times for appointments and communication. A re-run of the 'Great Big GP Access' survey was underway to better understand patient usage of primary care and other services like pharmacy due to long waiting lists.

16.2 Additionally, three projects under the Integrated Care Board were being undertaken following the Denny review recommendations, including a review of hospital translation and interpretation services. It was noted that the interface between hospital and community care, particularly around discharge planning, was being enhanced to address frequent issues reported by patients' post-discharge. This includes a new initiative for patient evaluation of integrated discharge pathways, aiming for a launch in June 2024. The Business Plan report would be circulated post-meeting.

17 Inclusion and Leadership Council Report

17.1 No update

18 Any Other Business

18.1 None

19 Date and Time of Next Meeting in Public

19.1 Wednesday 24 July 2024 at 16:00.

Council of Governors Action Log

Action No.	Date added to log	Agenda Item No.	Subject	Action	Owner	Completion Date	Update	Status Open/ Closed
22	18-Apr-23	10.5	Community Presentation - Alzheimer's Society	An Alzheimer's Society Awareness session to be arranged for Governors and Non-Executive Directors	Kwame Mensa-Bonsu/ Alison Davis	17-Apr-24	A meeting has been arranged with Janet Page (Lead Dementia Nurse) for November 15, 2023. Feedback to be provided at the next Council of Governors meeting in January 2024. 17.04.24 On agenda	Completed
24	26-Jan-24	Private Board Action	GovernWell Training	KJ to present a GovernWell government support and training and development proposal to the Council of Governors at their next meeting in April 2024.	Kate Jarman	17-Apr-24	On agenda	Completed

COUNCIL OF GOVERNORS

Agenda item: 4

Chair's Update

Chair

Verbal

COUNCIL OF GOVERNORS

Agenda item: 5

Chief Executive Officer's Update

Chief Executive Officer

Verbal

COUNCIL OF GOVERNORS

Agenda item: 6

Lead Governor's Update

Lead Governor

Verbal

Meeting Title	Council of Governors Meeting	Date: 24 July 2024
Report Title	New Ways of Working Update	Agenda Item Number: 7
Lead Director	Kate Jarman, Chief Corporate Services Officer	
Report Author	Kemi Olayiwola, Trust secretary	

Introduction	<i>For Assurance</i>		
Key Messages to Note	<p>The Council of Governors is asked to:</p> <ul style="list-style-type: none"> i. NOTE the report ii. APPROVE the re-launch of the Membership and Engagement Board as a standing committee of the Council of Governors to now be known as Governor's Engagement Committee iii. APPROVE the composition of the Engagement Committee, development of the governance documents (Terms of Reference and forward plan) to be presented to the CoG at a future date. 		
Recommendation <i>(Tick the relevant box(es))</i>	For Information <input type="checkbox"/>	For Approval <input type="checkbox"/>	For Review <input type="checkbox"/>

Strategic Objectives Links <i>(Please delete the objectives that are not relevant to the report)</i>	<ol style="list-style-type: none"> 1. <i>Working with partners in MK to improve everyone's health and care</i> 2. <i>Innovating and investing in the future of your hospital</i>
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Report History	NA
Next Steps	NA
Appendices/Attachments	<i>Proposal</i>

1. Background

In this calendar year, the Trust has been fortunate to welcome a new non-executive director (NED) and five new governors to the Council. Pursuant to these new appointments, it was agreed that it would be helpful to bring the Non-Executive Directors and the Council of Governors together for a joint session on 30 May 2024 with the aim of:

- Facilitating face-to-face introductions and an opportunity to get to know one another
- Benefitting from expert insights as to the complementary roles of the Non-Executive Directors (NEDs) and Governors

- Considering how the NEDs can work most effectively with the Council of Governors, particularly in ensuring that the NEDs effectively carry out their responsibility of holding the executive team to account and collectively supporting the Council of Governors in their responsibility of holding the Board to account.
- Ensuring that the views and priorities of the Trust's local communities are heard and influence the setting of priorities for the organisation.

The session was facilitated by experts from NHS Providers, an organisation that helps NHS trusts and foundation trusts to learn from one another. The objectives of the session were:

- To understand governors' statutory duties.
- To understand the concept and methods of holding the NEDs to account.
- To practice formulating effective questions.
- To explore how governors and NEDs can work more effectively together.
- To provide a forum for governors and NEDs to meet together and learn from each other.

We were pleased to meet so many Governors in person and to have the opportunity to consider ways of working that will deliver maximum benefits to the populations we serve in Milton Keynes and its environs.

2. Summary of the day

Governance:

Attendees of the joint session reflected on the fact that governors are volunteers (who may hold full-time roles elsewhere) and that governors are not expected to be familiar with detailed operational information about the running of the Trust or the work of the Executive Board. Rather, their role, as set out in statute (National Health Service Act 2006, amended by Health and Care Act 2022) is to:

- i. Ensure that the interests of the membership and the public are represented
- ii. Hold the NEDs to account for the performance of the Board

It was noted that, while governors may be elected / appointed in relation to specific constituencies, once appointed they are expected to represent the interests of the members of the Trust as a whole and the public – they are not restricted to representing the interests only of their constituency (this is also true for staff governors).

- How does the recommendation support the Trust's strategic objectives?
- What are the possible implications for the Trust and possible impact on stakeholders such as employees, service users, local communities and partners?

- What are the implications for the short term and long-term success of the Trust?

Gaining assurance and ‘holding to account’:

NHS Providers led a helpful discussion on what the ‘holding to account’ of NEDs by the Council of Governors might look like in practice, given that the ‘holding to account’ relates to the performance of the Board rather than the performance of the Trust. They explained that it should focus on how the NEDs gain assurance from Trust Executives as to the running of the organisation and how the Board sets the culture and strategy of the Trust. Some key questions were raised including:

- How does the board assure compliance with obligations and best practice?
- How are the NEDs assured that the board is reaching the right decisions?
- How are the NEDs assured that the trust is delivering safe and effective care?

The importance of positive, constructive relationships between the CoG and the NEDs was emphasised strongly and the complementary nature of governor and NED roles. Attendees also considered together some ways in which NEDs and Governors could best facilitate the development of relationships, with the shared aim of improving care and services for service users and our local populations.

The facilitators emphasised what it means to ‘hold to account’ and highlighted that the duty is to hold NEDs to account both individually and collectively by:

- i. Asking the NEDs how they have been assured
- ii. Asking for an explanation or justification of how the board arrived at actions and decisions
- iii. Governors test the argument, form a judgment and take appropriate action

3. How we might achieve best practice – Action Planning

After the various facilitated and break-out discussions that took place on 30 May 2024, attendees identified a number of ways in which the Trust might better support the Council of Governors to deliver its statutory responsibilities and develop strong constructive relationships with the NEDs. Some proposed improvements include:

- Making Council of Governors (CoG) papers more accessible starting via intranet.
- A review of the timings of CoG meetings to encourage attendance.
- How to make the governors more involved.
- Explore the idea of sub-committees i.e. establishing an Engagement Committee as a standing committee of the CoG.
- Setting up Governor Walkabouts.

- Agreeing a collective view of the key priorities/issues – Start with NEDs and Execs.
- Organising Governor Open Forum with NEDs – 5 times a year.
- Building active engagement of all governors.
- How can NEDs access governors' expertise and vice versa.
- Leadership roles within CoG.
- Direct communication from the Chair with governors
- Consider governor portal
- Chair and governors to hold a private pre-meeting before CoG
- Governors' questions in advance- Monitoring a question/action log
- Assurance reports from board committees to go to CoG
- “Operational pressures” item to be presented as an item by the Execs at CoG to give an insight into challenges faced by the Trust
- Review of Code of Conduct in view of the above
- Demonstrate behaviour e.g. review of Nominations Committee

4. Proposed next steps

The proposed next steps in relation to the suggested recommendations from the training are described below:

Arrangements for the Council of Governors' Meetings

The Trust is mindful that governors are volunteers and that members sitting on one of the CoG standing committees will commit additional time, a revised set of arrangements is therefore proposed as follows:

- Five to six formal Council of Governor meetings held in person and in public.
- Five Governor Open Forum meetings, where governors would have the opportunity to speak with the NEDs about how they gain assurance from Trust Executives as to the running of the organisation and how the Board sets the culture and strategy of the Trust. The open Forum will also avail Governors the opportunity to deep dive into topics of interest and occasionally receive presentations from the Trust's Partners and ICB.

Structuring the business of the Council of Governors

Currently, we have only one standing committee of the CoG – the Non-Executive Directors Appointment Committee. It is proposed that a second committee is established, or an existing Board be re-launched.

A formal proposal to re-launch the existing Membership & Engagement Board as Governors Engagement Committee is attached for consideration and approval.

5. Recommendations

The Council of Governors is asked to:

- iv. **NOTE** the report
- v. **APPROVE** the re-launch of the Membership and Engagement Board as a standing committee of the Council of Governors to now be known as ***Governor's Engagement Committee***
- vi. **APPROVE** the composition of the Engagement Committee, development of the governance documents (Terms of Reference and forward plan) to be presented to the CoG at a future date.

Proposal for a Membership & Engagement Committee – Council of Governors

Milton Keynes University Hospital NHS Foundation Trust

Purpose of the committee:

- To support the Council of Governors (COG) in their engagement activities to support Governors' overarching roles and responsibilities.

Aims:

- Increase Governor engagement with members, the public and staff, so that Governors effectively represent their interests
- Focus engagement activity on continuing to grow a membership reflective of the communities of Milton Keynes and the surrounding areas
- Encourage more Governor nominations across all of the city's communities

Background:

The previous 'Governor Engagement Group' was originally intended to develop general engagement of Governors, but without a connection to Trust community engagement which was still being developed. Now that the Trust is coordinating its own engagement activity more significantly, it is proposed that the group be relaunched as a formal Governor Engagement Committee focused on specific COG objectives around membership, Governor nominations and Governor engagement activities.

Proposal:

Relaunch the group as a formal committee that reports into the COG. Regular attendees may consist of the Trust Chair, several Governors, the Trust Secretary, MKUH staff, and the Membership & Engagement Manager. The group would meet quarterly to discuss matters relating to:

- Latest Governor activity
- Membership data – recent sign-ups and current make-up
- Governor vacancies, elections, nominations
- Resources to support Governor engagement
- Priorities for Governor engagement eg specific themes, community demographics, Trust departments or services
- Opportunities for engagement, and future activity

The committee may wish to consider developing a refreshed engagement strategy to support delivery of the COG's overall objectives and which facilitate Governors' roles and responsibilities.

Benefits:

Benefits of such a relaunch include:

- Focusing engagement on what is most important to the COG
- Governors having an opportunity to proactively shape the COG's engagement activity in a way that supports their core roles and responsibilities
- Ensuring the engagement activity is appropriately resourced
- Forward-planning that activity in a strategic and structured fashion, so that it is effective in meeting COG objectives

Next steps:

- Propose the relaunch to the COG
- If the proposal and terms of reference are approved (with or without amends), ask Governors who would like to sit as members of the new committee
- Decide the committee's Chair
- Arrange a date for the first meeting for initial discussions

COUNCIL OF GOVERNORS

Agenda item: 8

Board Committee Updates

Chairs of Committees

Verbal/Paper

Meeting Title	Council of Governors	Date: July 2024
Report Title	Annual Assurance Report – Workforce and Development Assurance Committee	Agenda Item Number: 8
Non- Executive Director	Heidi Travis, Acting Chair	
Report Author	Heidi Travis, Acting Chair	

Key Messages to Note

Key activity throughout the year:

Annual Review (Financial Year)

This provides a summary of the activities of the Workforce and Development Assurance Committee between April 2023 and March 2024.

1. Resourcing and Workforce Update

The Workforce committee meets quarterly. There was a change of Chair during the year. 2023/24 MKUH ended the year with 4402 employees.

In 2022/23 the focus continued to be on reducing the usage of temporary staffing and as we entered 2023 this continued to be a key area for improvement. During the year this improved significantly from 15.4% to 12.2% at year end. Further work is happening on improving Bank usage.

Other metrics have improved significantly over the year.

- Vacancy rate is 3.7%
- Staff absence is 4.7% for the year.
- Staff Turnover is 12.6% (very close to target).

Statutory and Mandatory training is 94% and appraisal compliance 92%.

2. Vacancies and Recruitment

Time to hire was reviewed as part of the work to improve vacancies and staff in post. Currently 43 days, more work is being done to support clinical staff to improve administration delays.

Healthcare support workers had 96 vacancies end March (the largest gap) but over half this number are in process or have start dates.

3. Continuous improvement reporting throughout the year

The Workforce committee receives reports and is updated against the Workforce strategy at each meeting. This has a very detailed action plan for each quarter and ensures progress is made across all items during the year.

During the year there were reports for;

- Resourcing review, where we should note MKUH winning the Best Attraction Social media campaign in national awards.
- International nurse recruitment deep dive update, where 100 further nurses joined 23/24 and MKUH were winners of NHS Pastoral Care Quality Award.
- Gender pay gap report which continues to reduce, from 20% in 2020 to 14.3% in 2023.
- A report on the HR systems developments. Key here being the improvement of rostering practices, particularly the '*Check and Confirm*' meetings that review rosters each month.
- Freedom to speak up reporting received by the committee, there were 18 new cases in Q4 lower than the first 3 quarters.
- Results of the '23 GMC Junior doctor in training survey reported to committee with 17/19 areas being within benchmark range. There is a detailed plan for ongoing improvement.
- Annual Education and Organisational report showed some key results in the year with 100 International nurses supported through their OSCE and 160 newly qualified staff going through preceptorship programmes.
- The Health and Wellbeing report shows a significant increase in the number of referrals to Occupational Health for stress/anxiety /mental health issues.
- There is one Board assurance framework reported to Workforce Committee relating to insufficient staffing for safety levels. Current score 10 Target 5.
- Although this action is in quarter 1 of the new year the work on tackling racism and race inequality continues and Roger Kline started a piece of work across the Trust in April '24.
- Freedom To Speak Up- the new report will come to the May '24 meeting. The team are now sited near Eaglestone restaurant and hopefully more accessible to all staff.

Committee thanks the HR team for the significant work, action and monitoring that has delivered continuous improvement.

Meeting Title	Council of Governors Meeting	Date: 24 July 2024
Report Title	Non-Executive Appointments Committee Updates	Agenda Item Number: 9
Lead Director	Babs Lisgarten, Lead Governor	
Report Author	Timi Achom, Assistant Trust Secretary	

Introduction	<i>For assurance</i>		
Key Messages to Note	<i>Points to note in the report for the members of the Board/Committee/Group/Forum to focus on</i> <ul style="list-style-type: none"> • Change in Non-Executive Directors (NED) Committee Membership • Update from the committee meeting held on 28 June 2024 		
Recommendation <i>(Tick the relevant box(es))</i>	For Information <input checked="" type="checkbox"/>	For Approval <input type="checkbox"/>	For Review <input type="checkbox"/>

Strategic Objectives Links <i>(Please delete the objectives that are not relevant to the report)</i>	<ol style="list-style-type: none"> 1. <i>Keeping you safe in our hospital</i> 2. <i>Improving your experience of care</i> 3. <i>Ensuring you get the most effective treatment</i> 4. <i>Giving you access to timely care</i> 5. <i>Working with partners in MK to improve everyone's health and care</i> 6. <i>Increasing access to clinical research and trials</i> 7. <i>Spending money well on the care you receive</i> 8. <i>Employ the best people to care for you</i> 9. <i>Expanding and improving your environment</i> 10. <i>Innovating and investing in the future of your hospital</i>
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Report History	NA
Next Steps	NA
Appendices/Attachments	NA

1. Summary

Change in Committee Membership

Following the discussion at the Council of Governors Meeting on April 17, 2024, and pursuant to section 4.1 of the NED Appointment Committee’s Terms of Reference (extract below), it was agreed that the NED Appointment Committee membership would be changed.

The Trust Secretariat had called for expressions of interests and nominations from members of the Council of Governors in accordance with the ToR of the committee.

The Non-Executive Directors Appointments Committee now consists of the following members:

- Heidi Travis, Acting Trust Chair
- Babs Lisgarten, Lead Governor
- Tom Daffurn, Public Governor
- Andrea Vincent, Public Governor
- William Butler, Public Governor
- Maxine Taffetani, Healthwatch Milton Keynes Representative

Updates from the meeting held on 28 June 2024

The NED Appointment Committee was held on Friday 28 June 2024. The following were highlights of the meeting:

Item	Decision	Comments
Appointment of Non-Executive Director Update	The Committee approved the NED Recruitment Pack.	<ul style="list-style-type: none"> • The Trust is in the process of recruiting a new Non-Executive Director (NED) with a finance qualification. • The committee received and reviewed the recruitment pack and approved same for the vacancy advertisement
Succession Planning for NEDs and Associate NEDs	The Committee noted and discussed	<ul style="list-style-type: none"> • The committee discussed strategic succession planning for Non-Executive Directors (NEDs) and Associate NEDs

		<ul style="list-style-type: none"> • The committee were advised that Jason Sinclair’s Associate NED term would end in August 2024 • The committee commissioned the Trust Secretary to work with the Chair to design development plans and standard operating procedure for potential transitions to full NED roles for future Associate NED appointments. • The committee agreed the need for intentional and targeted appointments of future Associate NEDs with a focus on a potential to transition to full NEDs upon expiration of their term, • The committee agreed the need to reduce the number of Associate NEDs from 3 to 1 at a time. • It was suggested that additional resources and guidance be provided to Associate NEDs to enhance their understanding of the NHS and Trust operations, ensuring a beneficial term for both individuals and the Trust.
<p>Change in Committee Membership</p>	<p>The Committee noted the change in membership</p>	<ul style="list-style-type: none"> • The committee discussed changes in membership and agreed to produce a formal report documenting these changes and the process of expressions of interest. • The report will be presented at the next meeting to ensure transparency.

2. Recommendation:

The Council of Governors is asked to:

- i. **NOTE** the new composition of the Non-Executive Directors Appointments Committee.
- ii. **NOTE** the update from the NED Appointment Committee meeting.

COUNCIL OF GOVERNORS

Agenda item: 10

Eating and Drinking at Risk Programme

Dietetic Service Lead

Presentation

COUNCIL OF GOVERNORS

Agenda item: 11

Governors Self-Evaluation Report

Chair/Trust Secretary

Paper – To follow

Meeting Title	Council of Governors	Date: 24 July 2024
Report Title	Strategic & BAU Capital Project Dashboard	Agenda Item Number: 12
Lead Director	John Blakesley, Deputy Chief Executive	
Report Author	David Waller, Head of Capital Projects	

Introduction	Progress of each project summarised in the key points and key milestones, issues, and risks for each project. The programme for each project has been reviewed by the Capital Programme Board (CPB) membership.		
Key Messages to Note	<p>Refer to Project Status in 'Strategic & BAU Capital Project Dashboard'.</p> <p>Programme Risks Key Issues and Project risks were reviewed. Significant risks are as follows:</p> <p>Lloyds Court CDC</p> <ul style="list-style-type: none"> Handover 23rd July, additional delay by Openreach due to issues with fibre connection to the Trust requiring a later validation of connected systems, these will be undertaken alongside the occupation stage. <p>Phase 2 Decarbonisation (part grant funded)</p> <ul style="list-style-type: none"> Significant progress including 90% of windows and 3 of 4 theatre Air Handling Unit Replacements completed. Works on track and underway through FY2024. <p>NHP</p> <ul style="list-style-type: none"> Engagement sessions underway whilst the Outline Case is reviewed. <p>HV Cable Upgrade</p> <ul style="list-style-type: none"> Awaiting finalised design from National grid to place order. 		
Recommendation <i>(Tick the relevant box(es))</i>	For Information <input checked="" type="checkbox"/>	For Approval <input type="checkbox"/>	For Review <input type="checkbox"/>

Strategic Objectives Links <i>(Please delete the objectives that are not relevant to the report)</i>	<ol style="list-style-type: none"> 1. Keeping you safe in our hospital 2. Improving your experience of care 9. Expanding and improving your environment 10. Innovating and investing in the future of your hospital
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Report History	The Capital Programme Board reports to the Executive Directors and Trust Executive Committee in order that both committees are updated on the progress of the major schemes identified within the BAU & Strategic Capital Programmes.
Next Steps	Project summaries and risks are updated to the Executive Directors and management via the Trust Executive Committee each month.
Appendices/Attachments	Capital Programme Board: Appendix A: Strategic & BAU Capital Projects Dashboard

Summary of Strategic Capital Business Cases – July 2024

▼ Strategic Business Cases (Live)

Project Name	Short Status Description	Project Ti... ⓘ	RAG Rating
Community CDC - Lloyd Court	The current completion date for the delivery of the fitting out Works is the 24th July - this date was delayed by the power connections to the building and the resulting disruption to services commissioning. Pending Openreach completing their work a solution has been developed to provide connectivity with the single fibre connection to the build. Non specific equipment is	1, '23 - May 31	Programme/ Finance Risk
New Hospital Programme	The Strategic Outline Case has been submitted to the NHP for assurance. It has also been shared informally with East of England Region in preparation for their fundamental criteria review and to NCAT. We will continue to respond to questions from the national teams. Engagement workshops on standard room designs are being held with the relevant departments to feed into	7, '23 - Nov 30	Programme/Finance Risk
Ph2 Decarb (Salix)	Window replacement continues with a co-ordinated rolling programme of bed closures with the Phase 2 wards. The theatre ventilation system has been completed in Theatre 6 and Theatre 7 are programmed until mid July. Planning has started for the HSDU ventilation system. The first new washer has arrived and installation has commenced.	May 1, '23 ...	Programme/Finance Risk
Oak House Ward Capacity	OBC approved in May, with approval in principle for project budget within £25M overall affordability envelope. RIBA stage 4 design in progress. Planning application submitted with date for determination 25th July. Early enabling works completed. Target start on site September 2024	Jun 1, '23 ...	On Track
Chemotherapy Car Park Expansion	These works are now completed and the car parks are in use. Lease discussions with Inhealth for the PET CT are ongoing	18, '23 - Mar 3	On Track
Imaging Centre	JISC have now approved the Imaging Business Case, we are awaiting the MOU. The Trench enabling is now complete and Openreach have been notified. Works to relocated offices in the MRI build has been approved and the radiologist will be relocated from the MRI into the postgrad on Monday 22nd July	Sep 1, '23 ...	On Track
HV Cable Upgrade	The proposal from national grid has not yet been received. A meeting has been requested to finalised the design and place the order to ensure programme does not impact on the main NHP scheme.	Sep 1, '23 ...	Programme/Finance Risk
MSCP 3	We are now in contract with Galliford Try for the new MSCP. The lower decks will be closed on August 1st to allow the construction of the upper decks over through until June 2025.	1, '23 - Jun 30,	On Track

Summary of Significant BAU Capital Business Cases – July 2024

▼ Estates Business Cases (Live)

<input type="checkbox"/>	Item		Project Name	Short Status Summary	Status	Project Timeline	Risk
<input type="checkbox"/>	BC2023019 FY24.25		Refurbishment and Upgrade of L&C Passenger Lift	Installation date to be confirmed for the autumn.	Approved	1 Apr - 31 Jul	None
<input type="checkbox"/>	BC2020083 FY24.25		Flat Roofs	Energy Centre nearly complete - moving to Pathology...	Work in Progress	1 Apr - 31 Oct	None
<input type="checkbox"/>	> BC2023134 FY24.25 ¹		Fire System Upgrades (FY23/24)	Work in progress with a completion planned for Nove...	Work in Progress	1 Apr - 31 Jul	None
<input type="checkbox"/>	BC2024018		Replacement of Phase 2 Chillers	Approved by TEC 11.07.24	Approved	Jun 28, '24 - Mar 31, '25	None

MEETING TITLE	COUNCIL OF GOVERNORS MEETING	Date: 24 July 2024
REPORT TITLE	Membership & Governor Engagement Report	Agenda Item Number: 13
LEAD	Lui Straccia, Membership & Engagement Manager	
AUTHOR	Lui Straccia, Membership & Engagement Manager	

PURPOSE			
ASSURANCE	APPROVAL	DISCUSS	INFORMATION

UPDATE ON MEMBERSHIP & GOVERNOR ENGAGEMENT

1. Welcome to 4 new Governors – and farewell to one Governor

Following recent elections, 4 new Governors have joined the MKUH Council of Governors – two Public Governors – Adam Chapman-Ballard and John Gall, and two Staff Governors – Fiona Burns and Matthew Burnett. Since the last meeting, Dianna Moylan has stepped down as a Public Governor, so a new nominations process will get underway in due course to fill this vacancy. This brings the Council of Governors back up to 25 out of 26 Governor seats filled.

2. Membership – 2,488 – up from 2,246 (+242) since April 2024

Membership sign-ups continue to increase, via a variety of avenues: via the MyCare appointment app; whilst browsing the Trust website; word of mouth; by hearing about membership at local community meetings; as patients, using QR codes to sign up online; at an event; and via social media. The most common ways of signing up are via MyCare; as a patient; and browsing the Trust website.

3. Governor Engagement Committee – Proposal

A proposal to relaunch the existing Governors Membership & Engagement Group as the Governor Engagement Committee, as a formal sub-committee of the Council of Governors (COG), has been drafted. The proposed aim of the relaunched committee is to support MKUH Governors in their engagement activities, in turn supporting Governors' overarching roles and responsibilities.

4. Governor Briefing Pack – Proposal

A proposal has been drafted for a Governor Briefing Pack, aimed at supporting Governors with their engagement activity, when they are out and about speaking to members and the public, listening to their queries and concerns, and answering their questions. The briefing pack can also be a source of key messages that the Trust and Governors would like to promote to the public, as well as containing some basic information for signposting. A draft pack has been created for discussion and any comments are welcomed. A possible launch date is September 2024, with the pack being updated every two months.

MKUH GOVERNOR ACTIVITY APRIL-JULY 2024

Fran Vernon	<ul style="list-style-type: none"> Wolverton & Greenleys Annual Town Meeting – Governor Presentation – April 30
Andrea Vincent	<ul style="list-style-type: none"> Fairfields Annual Meeting - Presentation – 23 May
Christine Thompson	<ul style="list-style-type: none"> MKUH Reserves Day – 25 June Civic Prayer Breakfast – 28 June
William Butler	<ul style="list-style-type: none"> MKUH Staff Awards – 7 June
Stevie Jones	<ul style="list-style-type: none"> MKUH Staff Awards – 7 June

1. Governor activity

Coming up of note:

Date	Event	Governor attending
5 September	Strategic Estates stall – MK Central Library	Christine Thompson
20 September	MK Job Show	Christine Thompson TBC

Recommendation:

The Council of Governors are asked to DISCUSS and APPROVE the report.

Proposal – MKUH Governor Engagement Briefing Pack

Proposal:

In order to support Governors with their engagement activity, when they are out and about speaking to members and the public, listening to their queries and concerns, and answering their questions, it is proposed that a Governor Briefing Pack be created. The briefing pack can also be a source of key messages that the Trust and Governors would like to promote to the public, as well as containing some basic information for signposting. With the support of the Briefing Pack, Governors can feel confident they are aware of the most relevant information and news across the Trust, enabling them to effectively engage with the public at events and while carrying out other activities.

Content and regularity:

The Trust's Communications & Engagement Team would create a templated document focused on the top lines of news, information and priority updates across the Trust's three key areas: People, Estates, Digital. It is proposed that the document is updated every two months, to keep it fresh throughout the year, with the latest information on initiatives, developments, projects, and relevant status updates.

As well as latest news, general information such as signposting information (eg Patient Experience) to support both Governors and members of the public, and Governor key messages, which can support the Governors Engagement Strategy, could also be referenced in the pack.

It is envisaged that, over time, Governors may feed back on the Briefing Pack, so that tweaks may be made in order to ensure it supports Governors in their engagement activity. The pack can be reviewed under the remit of the proposed Council of Governors Membership & Engagement sub-committee.

Presentation:

Since the pack is not intended for public view, it is proposed that it contains useful links which the Governors can click on for more information, whether that is at home or out and about at events. But the design should be such that, if Governors wanted to print out hard copies, the content was user-friendly and easy to access quickly.

Next steps:

Draft a test version for the next Council of Governors' meeting on 24 July 2024, for discussion and comments by Governors, ahead of a potential launch in September 2024.

Signposting – if you have any questions or queries from members of the public – whether they relate to Trust membership, or Patient Experience, or MK Hospital

Charity, or development of the estate, or anything else - please relay these to Membership & Engagement Manager Lui Straccia. For further information, please consult your Welcome Pack which you should have received when you became an MKUH Governor – if not, please contact Trust Secretary Kemi Olayiwola.

Healthwatch Milton Keynes

Report to the Milton Keynes University Hospital Council of Governors

July 2024

July Trust Board Papers Report

The Healthwatch Milton Keynes staff and volunteers considered the papers of the Trust Board meeting held in July and asked that the Council of Governors consider the following comments and considerations in relation to Patient Experience when holding the Non-Exec Directors to account.

Patient Safety Update

The Trust Board pack review panel commended the level of detail within the Patient Safety Update. They found the PSIRF Data from 1st May to 21st June 2024 visuals valuable in better understanding incidents by division and categories of incident trends. The panel also commended the inclusion of staff voice, and feedback from Learning events. This really brings to life how staff are involved in learning from incidents and how actions are taken forward, in a patient friendly format.

Chief Nursing Officer's Report

Following several patient testimonies shared with HWMK regarding excessive waits in A&E, the panel were pleased to see that the Trust had actions planned in seeking investment to enhance the skill mix, headroom, and leadership structure within ED.

Annual Inpatient Falls Report 2023/24

The HWMK panel welcomed the Annual inpatient Falls Report, finding it to be clear and concise in its appraisal of falls by patients whilst in hospital. They were pleased to note:

- the 27% reduction in unwitnessed falls compared to the previous year
- Clear data on trends by department and ward

- The launch of the Baywatch initiative
- That patients are to be provided with information about falls during their admission to hospital
- the falls prevention and management policy is being reviewed

Concerns included:

- High incidence of reported falls recorded as ‘unknown’.

Activity and Partnership Updates from Healthwatch Milton Keynes

The Healthwatch Milton Keynes Board of Trustees would like to draw the Council of Governors’ attention to two key documents. Firstly, our 2023–24 Annual Report has been published. Our Annual Report is a showcase of our activities and impact over the course of last year. [Annual Report 2023–24 | Healthwatch Milton Keynes](#)

Secondly, HWMK has published our Business Plan for 2024–25.

<https://www.healthwatchmiltonkeynes.co.uk/sites/healthwatchmiltonkeynes.co.uk/files/Business%20Plan%202024-25%20-%20Summary.pdf>

There are several activities that will be of interest to the Council of Governors this year:

Improving System Flow

Healthwatch MK will be undertaking patient interviews with patients being discharged from MKUH through the new Integrated Discharge Hub. Interviewing a sample size of patients being discharged on Pathways 1 and 2, this work will help to understand patient experience in real time and support the early delivery of the integrated pathway model to work effectively. This work will start soon, and will run for 18 months.

Monthly Engagement Campaigns

Healthwatch MK will be running a series of Engagement Campaigns this year, kicking off with Patient Participation, which is currently running. We’ve planned to post lots of information about opportunities to participate as patients and services users in local services and why it is so important. To support an end of the month online, or face-to-face engagement event, we will be communicating information across social media and our website providing awareness, information and seeking feedback about the theme of the month to encourage maximum participation. Babs Lisgarten, Chair of the Council of Governors has supported this campaign with a video raising awareness of patient participation at the Trust.

In August our focus is participating in research, and we'd really like the opportunity to showcase the Activate Study which MKUH is leading.

Denny Review Recommendations – Translation and Interpretation Mapping

As part of the response to the Denny Review, HWMK has been funded by BLMK ICB to undertake an extensive mapping exercise of translation and interpretation services. Broadly speaking, this will include:

- Capturing information about all translation and provider services being used by local health and care providers.
- Detailed conversations with service leads/managers and the workforce about how ensuring patients receive the translation and interpretation support works on the ground
- Some observations and case studies with patients and service users receiving support.

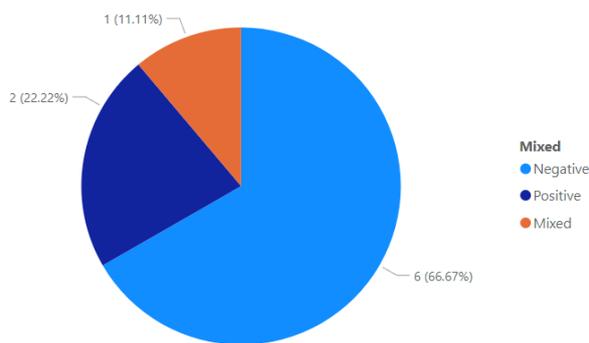
Part of this activity will include meeting with managers and staff on key depts/wards in the Hospital and undertaking some observation of patients, similar to our Enter and view work.

Sarah Stanley, Chief Nurse at BLMK ICB will be formally writing to the Trust shortly about what they can expect. The ICB are keen for HWMK to involve NEDs in some of the visits to the hospital and this approach could be valuable for the Council of Governors to understand in more detail what works, and what could be improved when it comes to supporting patients with their communication needs.

Experiences shared with Healthwatch Milton Keynes

BY WAITING FOR APPOINTMENTS OR TREATMENT; WAITING LISTS.





Healthwatch Milton Keynes received 10 experiences of care at MKUH between 1st April and 30th June 2024. 2 individuals reported that they had a physical or mobility, or sensory impairment.

Themes of feedback included:

- One patient discussed their 23 wait in A&E before being given a bed, but then being moved twice again before settling on a ward. They observed that many patients were struggling with excessive waits but there was a lack of empathy from staff.
- Another patient shared their experience of an 11 hour wait in A&E, finally being transferred to a ward after 38 hours without sleep. However, the patient wanted to stress that whilst the departments appeared to be significantly under-resourced the care, they received, was professional and caring.
- One patient shared that whilst they found their consultant to be friendly and efficient they provided a worrying diagnosis to the patient in the middle of a busy waiting room.
- One patient shared with us their concern that due to long waits for referrals and treatment times a potentially avoidable amputation was no longer avoidable. They were very upset that the lack of urgency regarding their treatment had contributed to a poorer outcome for their physical health.
- Another patient shared their distress regarding lack of space for wheelchairs in toilet facilities, whilst attending for an appointment.
- Finally, another patient shared their distress of waiting almost a year and counting for a CT scan, commenting that they suffer in constant pain.

COUNCIL OF GOVERNORS

Agenda item: 15

Inclusion and Leadership Council Report

Chair

Verbal

COUNCIL OF GOVERNORS

Agenda item: 16

Any Other Business

Chair

Verbal

Council of Governors

Forward Plan 2024-25

	Agenda Item	Lead	Purpose	Frequency Paper(P)/Verbal (V)	Formal	Formal	Private Meeting	AMM	Formal	Formal
					17-Apr-24	24-Jul-24	25/09/2024 Annual Report and Accounts	07-Oct-24	23-Oct-24	29-Jan-25
1	Welcome, Apologies, Declarations of Interest	Chair	Opening Business	Standing Item						
2	Minutes of Previous Meeting	Chair	To Note	Standing Item						
3	Action-log	Chair	To Note	Standing Item						
4	Chair's Update	Chair	To Note	Standing Item						
5	Chief Executive Officer Update	Chief Executive Officer	To Note	Standing Item						
6	Lead Governor's Update	Lead Governor	To Note	Standing Item						
7	Presentation by MKUH Clinical Unit (Dementia)	Lead Dementia Nurse	To Note	Annually						
8	Financial and Investment Committee Annual Summary	Chair - Finance and Investment Committee	To Note	Annually						
9	Board Committee Update – Audit Committee	Chair - Audit Committee	To Note	Annually						
11	Board Committee Update - Quality and Clinical Risk Committee	Chair - Quality and Clinical Risk Committee	To Note	Annually						
12	Presentation by Milton Keynes (health-related or social) Charity	MKUH Charity	To Note	Annually						
13	Board Committee Updates – Finance and Investment Committee	Chair - Finance and Investment Committee	To Note	Annually						
14	HR Updates – Allyship, Time to Hire, Disciplinary, Grievance, Staff Bullying & Harassment	Chief People Officer	Discuss	Annually						

15	Alcoholics Anonymous	Alcoholics Anonymous (Via Membership and Engagement Manager)	Discuss	Annually						
16	Terms of Reference	Chair	Approve	Annually						
17	Presentation by MKUH Clinical Unit	MKUH Clinical Unit	To Note	Annually						
18	Capital Programme Update	Chief Executive	To Note	Standing Item						
19	Inclusion and Leadership Council Report		To Note	Standing Item						
20	Membership and Engagement Manager's Report	Membership & Engagement Manager	To Note	Standing Item						
21	Healthwatch Milton Keynes Report	CEO, Healthwatch Milton Keynes	To Note	Standing Item						
22	Any Other Business	Chair	Discuss/ Note/ Approve	Standing Item						
23	Forward Agenda Planner	Chair		Standing Item						