

COUNCIL OF GOVERNORS

**Hybrid Council of Governors' meeting in public to be held at 16.00 hours
on 05 December 2022 at the Conference Room, Academic Centre
and via Microsoft Teams**

No.	No.	Item	Purpose	Type	Lead
1	16.00	Chair’s Welcome and Announcements	Note	Verbal	Chair
2		Apologies To receive apologies for absence	Receive	Verbal	Chair
3		Declarations of Interest Governors are requested to declare any interests they have in items on the agenda.	Note	Verbal	Chair
4		Minutes of the Council of Governors’ meeting held on 16 May 2022	Receive and Approve	Page 3	Chair
5		Action Log	Note/ Approve	Page 8	Chair
ASSURANCE and INFORMATION ITEMS					
6	16.05	Chair’s Update	Receive and Discuss	Page 9	Chair
7	16.10	Chief Executive’s Update	Receive and Discuss	Verbal	Chief Executive
8	16:20	Capital Programme Update	Receive and Discuss	Page 15	Chief Executive
9	16.30	Board Committee Update – Finance and Investment Committee	Receive and Discuss	To follow	Finance & Investment Committee Chair
10	16.40	Inclusion and Leadership Council Report	Receive and Discuss	Page 18	Chair
11	16:50	Carers MK – Adult Carers Awareness Presentation	Receive and Discuss	Page 21	Adult Carers Service Manager
GOVERNORS’ and MEMBERSHIP UPDATE					
12	17:05	Membership and Engagement Manager’s Report	Receive and Discuss	Page 39	Director of Corporate Affairs
13	17.15	Lead Governor’s Report	Receive and Discuss	Verbal	Lead Governor

14	17:25	Healthwatch Milton Keynes – Council of Governors’ Report	Receive and Discuss	Page 44	CEO, Healthwatch Milton Keynes
GOVERNANCE					
15	17:35	Motions and Questions from Council of Governors	Receive and Discuss	Verbal	Chair
16		Any Other Business	Discuss / Note / Approve	Verbal	Chair
17		Date and Time of Next Meeting in Public 13 February 2022, 16.00	Note	Verbal	Chair
		Close			

If you would like to attend this meeting or require further information, please contact:

Kwame Mensa-Bonsu, Trust Secretary Tel: 01908 996234. Email: kwame.mensa-bonsu@mkuh.nhs.uk

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
Monday, 16 May 2022, via Microsoft Teams in line with social distancing requirements**

Present

Alison Davis	Chair	(AD)
Babs Lisgarten	Lead Governor	(BL)
Ann Thomas	Public Governor	(AT)
Lucinda Mobaraki	Public Governor	(LM)
William Butler	Public Governor	(WB)
Robert Johnson Taylor	Public Governor	(RJT)
Niran Seriki	Public Governor	(NS)
Shirley Moon	Public Governor	(SM)
Elizabeth Maushe	Staff Governor	(EM)
Yolanda Potter	Staff Governor	(YP)
Stevie Jones	Staff Governor	(SJ)
Pirran Salter	Staff Governor	(PS)
Maxine Taffetani	Healthwatch Milton Keynes Representative	(MT)

In Attendance

Professor Joe Harrison	Chief Executive (For Item 07)	(JH)
Helen Smart	Non-Executive Director	(HSm)
Bev Messinger	Non-Executive Director	(BM)
Heidi Travis	Non-Executive Director	(HT)
Dr Luke James	Non-Executive Director	(LJ)
Gary Marven	Non-Executive Director	(GM)
Kwame Mensa-Bonsu	Trust Secretary	(KMB)
Lui Straccia	Membership and Engagement Manager	(LS)

1 Welcome and Announcements

- 1.1 The Chair extended a warm welcome to those attending the meeting, particularly the new Non-Executive Directors BM and GM.

2 Apologies

- 2.1 Apologies were received from Public Governors Claire Hill, Akin Soetan, Jordan Coventry and Martin Nevin; Staff Governors Emma Isted and Tracy Rea; and Representative Governors Clare Walton and Andrew Buckley. Apologies were also received from Non-Executive Directors Professor James Tooley and Haider Husain.

3 Declarations of Interests

- 3.1 There were no new declarations of interest received in relation to the items on the agenda.

4 Minutes from the Council of Governors meeting held on 27 January 2022

- 4.1 The minutes from the 27 January 2022 meeting were approved as an accurate record of the meeting.

5 Matters Arising/Action Log

- 5.1 The progress made in relation to the actions on the Action Log was noted.

6 Chair's Report

- 6.1 AD advised that Milton Keynes Council Representative Andy Reilly had retired from his role as a Councillor, and by extension, from the Council of Governors. AD stated that the Milton Keynes Council was expected to, in due course, nominate another councillor to be their representative on the Council of Governors. AD also advised that Dr Raju Thomas Kuzhively had resigned from his role as a Staff Governor.
- 6.2 AD's report provided the following highlights:
- a. Two new Non-Executive Director had been appointed by the Council of Governors to join the Trust Board of Directors in April 2022. AD acknowledged and thanked the outgoing Non-Executive Directors Andrew Blakeman and Nicky McLeod for their contributions and support during their terms of office.
 - b. AD took part in several consultant interview panels since January 2022, and excellent candidates had been recruited to Orthopaedic Breast Surgery, Upper Limb Surgery, Ophthalmology, Urology, and the Emergency Department.
 - c. AD participated in the second round of interviews for BLMK ICS Non-Executives in January 2022, and three appointments were made. The recruitment process for Executive Directors and other members for the ICS 's Board was underway.
 - d. AD visited the Cawleys Waste Management and Recycling centre in Luton to find out more about the Trust's sustainability and 'green' initiatives. Cawleys was one of the Trust's partners dealing with waste and resource management, with a focus on recycling, repurposing and reducing landfill, working with other businesses to ensure all possible use was made of waste was inspiring.
 - e. Steps were being to develop a working relationship with Milton Keynes Community Foundation which had relationships with a wide network community organisations;
 - f. With the support of LS, the work to enhance the Governors' ability to engage with their constituents and the general public was steadily progressing. SM was providing significant contributions to this work;
 - g. The BLMK ICS continued to prepare for statutory status in July 2022;
 - h. East of England Regional meetings continued to focus on ambulance waiting times across the region, dealing with the waiting lists for treatment across all health provisions and addressing inequalities in access and treatment;

- i. The members of the Trust Board undertook a day's training programme in May 2022 on 'Cultural Intelligence'. The discussions at the programme highlighted the need to continue developing and supporting the important staff networks and to continue progress the Trust's inclusion agenda. The day was very beneficial to the Board members and there were plans for a follow-up training programme.

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

This item was taken out of the agenda order

8 COVID-19 update

- 8.1 IR provided an update on the position around the pandemic and noted that the number of COVID-19 inpatients had significantly improved and there was currently only one ward dedicated to COVID-19 patients.

The Council **noted** the update on the Trust's response to the COVID-19 pandemic.

This item was taken out of the agenda order

9 Board Committee Update – Quality and Clinical Risk Committee (QCRC)

- 9.1 HS provided an update on the issues reviewed and discussed by the QCRC meetings in December 2021 and March 2022.

The Council **noted** the update.

This item was taken out of the agenda order

10 Inclusion and Leadership Council (ILC) Report

- 10.1 AD provided a verbal update on the activities being undertaken under the auspices of the Trust's inclusion agenda. AD stated that the work had progressed around:
 - a. Developing the Trust's staff networks;
 - b. Ensuring recruitment was fair to all candidates regardless of ethnic or racial background;
 - c. Actions to reduce bullying and harassment of staff by patients and their family members;
 - d. Organisational development work to support the development of individual members of staff to their full potential;
 - e. Steps with the Trust's Faith and Belief Network to enhance engagement with the faith communities in Milton Keynes.
- 10.2 In response to WB's query around how the initiatives under the auspices of the inclusive agenda were being advertised, AD advised there were plans to utilise the Trust's website and social media handles as well posters around vantage points in the Trust. AD stated that the ILC as open to suggestions of other sustainable avenues and media through which these initiatives could be broadcast.

The Council **noted** the verbal update.

This item was taken out of the agenda order

7 Chief Executive's Report

7.1 JH provided a verbal update which highlighted the:

- a. Increasing number of people on the waiting lists from about 13,000 to about 27,000;
- b. The achievement, in March 2022, of a national requirement to ensure that no patients remained on the waiting lists for more than 2 years;
- c. Steps being taken to reduce the number of people on the waiting lists – with particular focus on the clinical urgent and those who had waited longest;
- d. The receipt of funds to support the initial planning process for the New Hospital Programme;
- e. Continuing implementation of various initiative to support the wellbeing of staff.

The Council **noted** the Chief Executive's verbal update.

11 Lead Governor's Update

11.1 The Council received and **noted** the report.

12 Healthwatch Milton Keynes (MK) – Council of Governors' Report

12.1 The Council received and **noted** the update on Healthwatch MK's activities and plans.

13 Governor Activity Report

13.1 The Council received and **noted** the Governor Activity report.

14 Membership and Engagement Manager

14.1 The Council received and **noted** the Membership and Engagement Report.

14.2 The Council **reviewed** and **approved** the External Communications & Engagement Strategy for Public & Appointed Governors.

14.3 The Council **reviewed** and **approved** the Internal Communications & Engagement Strategy for Staff Governors.

15 Motions and Questions from Council of Governors

15.1 There were no questions

16 Any Other Business

16.1 There was no agenda item.

17 Date and Time of Next Meeting

17.1 Monday, 05 December January 2022 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
2	11-May-21	6.2	Report on the Council of Governors' Evaluation Exercise	KMB to develop a guideline, based on the Trust's Constitution, which would clearly state the agreed number of Council meetings Governors were expected to attend in a financial year.	KMB	27-Jan-22	This is being implemented	Completed
3	11-May-21	6.3	Report on the Council of Governors' Evaluation Exercise	AD and KMB to agree on a broad timetable for when the review of the Trust Constitution would restart.	AD & KMB		Revised Constution was ratified at the October 2022 AMM	Completed
15	26-Sep-22	4.1	Chair's Report	Task and finish group to be formed to agree a fair and transparent NED recruitment process	AD	05-Dec-22	Verbal Update	Open
16	26-Sep-22	6.3	Annual Report and Annual Accounts for 2021-22	The capital programme report to be included in the Council of Governors pack	KMB	05-Dec-22	Attached to the Agenda	Completed
17	26-Sep-22	10.2	Any other business	Governors to be provided with an annual schedule of events	KMB	05-Dec-22	Completed. A 2022 schedule has been circulated. A 2023 schedule will be circulated at the end of December 2022	Completed

Meeting Title	Council of Governors	Date: 05/12/22
Report Title	Chair's Update	Agenda Item Number: 6
Lead Director	Alison Davis, Hospital Chair	
Report Author	Alison Davis, Hospital Chair	

Introduction	To update Governors on activities outside routine meetings and draw their attention to relevant items in the local community or BLMK system		
Key Messages to Note	10 points as detailed		
Recommendation (Tick the relevant box(es))	For Information <input checked="" type="checkbox"/>	For Approval <input type="checkbox"/>	For Review <input type="checkbox"/>

Strategic Objectives Links (Please delete the objectives that are not relevant to the report)	<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	N/A
Next Steps	N/A
Appendices/Attachments	Appendix 6.3 Public Board meeting briefing 08/09/22 Appendix 6.4 Public Board meeting briefing 03/11/22

Report to Council of Governors 05.12.2022

The following report is to update Governors on my activities outside routine meetings and to draw your attention to relevant items in the local community or BLMK system:-

1. Attached are my briefings from the in public Board meetings of the 8th September 2022 and 3rd November 2022 for information.
2. Once again, there has been considerable interest in the vacant Non-Executive Director (NED) vacancies. 30 applications have been received for shortlisting.
3. Our new Associate NEDs are settling in quickly with the Board and are already contributing very positively to discussions at meetings.
4. Interviews were held for consultant anaesthetists and two appointments were made.
5. Staff Networks are becoming increasingly active and Executive colleagues have been engaged as well. There was an Armed Forces Advocate meeting recently, where progress on work under the Armed Forces Covenant was provided to an independent assessor who is collating evidence from around the country. Feedback was positive and information shared was very helpful.
The Freedom to Speak Up Guardians are reporting an increase in issues being raised with them which is very encouraging. Discussions continue about developing this important support for staff.
6. Work is progressing with Arts for Health MK on the courtyards at the hospital. Local children are also now involved with the project and the new lead Ben Heyworth is keen to develop further projects with the hospital. With Governor approval he would be delighted to present to the Council of Governors next year to detail more fully the work of Arts for Health.
7. In my role as NED Champion for maternity services, I have been meeting with the Head of Midwifery and Paediatrics, Melissa Davis. I have also met with the Regional Chief Midwife, Wendy Matthews and the Maternity Voices Partnership leads. I have also undertaken visits to maternity and neonatal services.
8. I recently attended the launch of an initiative called 'Moonshot' at the MK Community Foundation with our Chaplain Sarah Crane. It has been developed by Milton Keynes Child Poverty Partnership (mkcpp.org.uk) with an ambition to reduce child poverty in MK by 50% in twelve months. The ambition is to have organisations across MK making

changes and contributing in a way that helps to address this issue, especially by working closer together. Further work will be taking place next year.

9. I would like to acknowledge and congratulate Sarah Crane and Amanda Pink from our Chaplaincy for their successful Interfaith sponsored walk on the 9th November. They are raising funds to support the growth of the chaplaincy in diversity of culture and belief, to serve the needs of patients more fully. I believe they completed 16 miles altogether and were welcomed at stop off points by many kind members of the MK communities.

(if you would like to contribute to this fantastic initiative, the link at Just Giving is [Sarah Crane is fundraising for Milton Keynes Hospital Charity \(justgiving.com\)](https://www.justgiving.com/campaign/sarah-crane-is-fundraising-for-milton-keynes-hospital-charity))

10. The BLMK integrated care system is in the process of setting up a Research and Innovation hub, to increase research capacity outside the normal avenues. The ambition is to focus on workforce, innovation, new ways of working and equality. I am currently getting up to date with the leads in the ICB and Bedfordshire University.

Appendix 6.3

Chair's report 07.09.2022

To provide details of activities, other than routine committee attendance, and matters to note to the Trust Board.

It has been a quieter period than my previous reports as we entered the holiday season:

1. I took part in the appointment panel for our new Chief Nurse and we welcome Yvonne Christley to the Board meeting today.
Our thanks again to our former Chief Nurse, Nicky Burns-Muir who retired from the post.
2. I have been receiving updates about the exciting plans proposed by MK Arts for Health, for the refurbishment of some of the courtyards and look forward to an update to the Board later in the year.
3. I met with Hayley Edwards of Carers Support MKUH, to find out about the support available for unpaid carers supporting patients at the hospital and the challenges in meeting the need.
4. Work has progressed on the Governance and planning for future Board meetings and seminars
5. The membership database has been refreshed and several Governors have been busy attending events in their constituencies, listening to public feedback and encouraging them to join as members of the Trust.
6. Several changes are taking place in the Non-Executive Director (NED) group due to personal or work circumstances and steps are being taken to address gaps in the team.
We are looking forward to welcoming our new Associate NEDs this month.
7. The BLMK Chairs and Leaders Group met in August and discussion focused primarily on the Integrated Care Partnership strategy development session planned for the 6th September

Appendix 6.4

Chair's report 07.11.2022

To provide details of activities, other than regular committee attendance, and matters to note to the Trust Board.

1. Our new Associate Non-Executive Directors (NED) started with us in October 2022; Devdeep Ahuja and Jason Sinclair. Welcome to them both.
2. The vacant NED post(s) have been advertised and interviews will take place on the 7th December
3. We have two new Governors to welcome this month:-
 - Baney Young
 - John Garner CBE

And congratulations to our Lead Governor, Babs Lisgarten on her reappointment.

NB: one elected Governor resigned soon after due personal reasons.

4. I am delighted to record that the Trust has now received its Silver Award, as part of the Armed Forces Covenant which acknowledges the organisation has demonstrated support for service personnel employed at MKUH.
5. There was a launch of the AccessAble website and app on the 19th October, for those who need information about the accessibility of the Trust when visiting the site. It is the culmination of several years work, with a lot of stakeholder input and will be constantly updated when things change in the organisation.
The website is [AccessAble.co.uk](https://www.accessable.co.uk) and the search will provide a link to the MKUH site.
6. I have chaired three Consultant Interview Panels, for Acute Physician, Respiratory Medicine and Cardiologist. I am pleased to report that appointments were made for all posts.
7. On October 5th the Integrated Care System held an event to receive the views of people with lived experience of health inequalities and relevant organisations working in the field of health inequalities. The intention is to identify areas to prioritise in BLMK and what needs to be put in place to address the challenges.
8. As part of the Black History Month in October, an open session on Allyship took place on the 27th using Teams and in person at the Tent by Eaglestone Restaurant; including Executive and Non- Executive Board members. There was a lot of interest,

discussion and feedback which will be taken forward at the Board development session in December focusing on allyship and actions to prioritise.

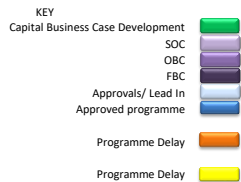
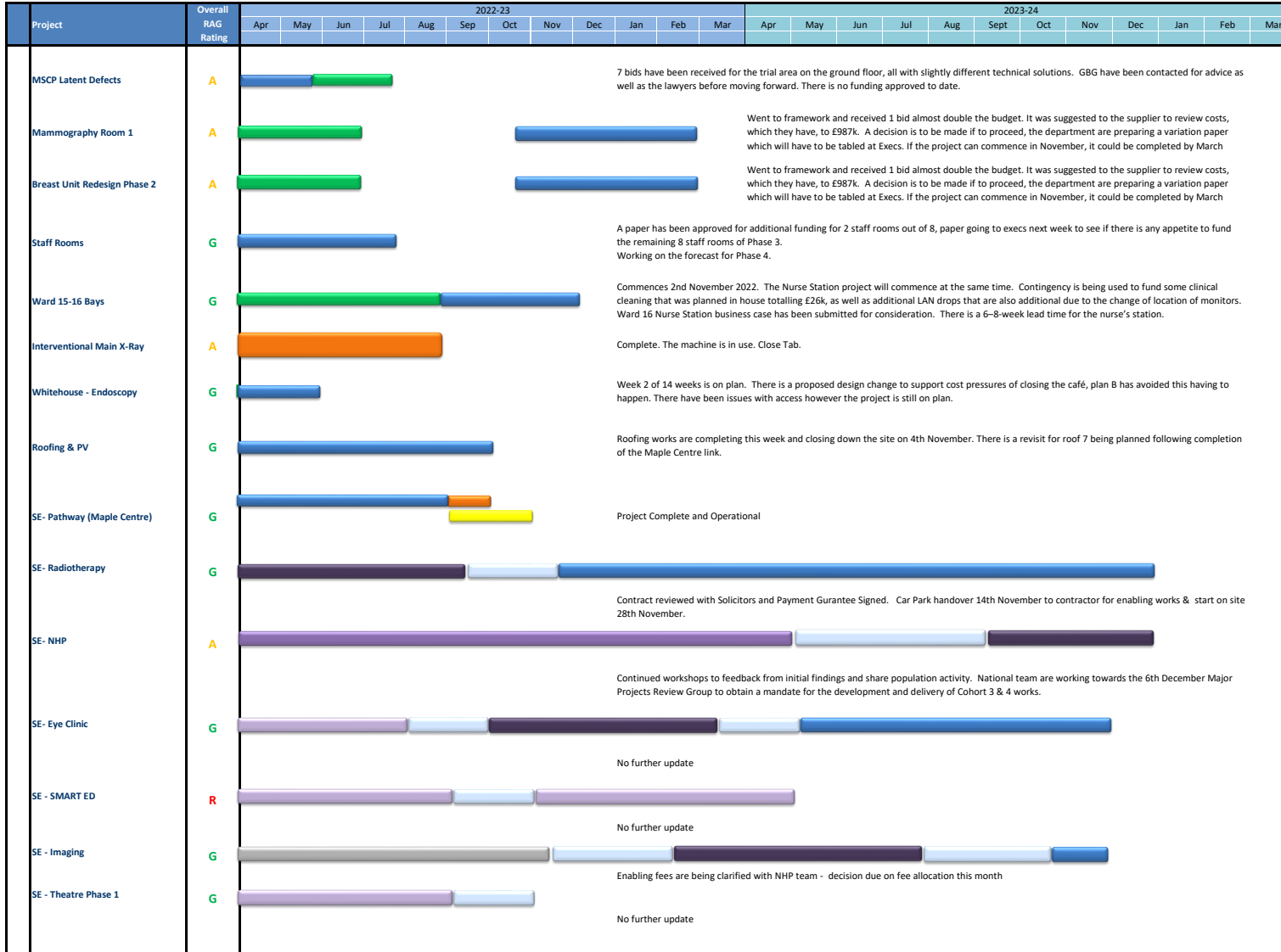
Meeting Title	Council of Governors	Date: 05 December 2022
Report Title	Capital Programme Board: 20th October 2022	Agenda Item Number: 8
Lead Director	John Blakesley, Deputy Chief Executive	
Report Author	John Brierley, Head of Capital Projects	

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 Gantt Chart for October 2022 (Appendix A).</p> <p>Programme Risks Key Issues and Project risks were reviewed. Significant risks are as follows:</p> <p>MSCP1</p> <ul style="list-style-type: none"> • Agreement of funding required to MSCP 1 to address deterioration of top deck finish and internal finishes. • Contract risk with regards defects may affect the Trust ability to recover the cost of the next phase of works. • Operational risk from reduced spaces available once repair works are underway. <p>Mammography Room 1 & Breast Care Phase 2</p> <ul style="list-style-type: none"> • Change in HTM guidance and construction inflation has affected affordability of project. <p>Staff Rooms</p> <ul style="list-style-type: none"> • Costs in business case are Q3 2020. Inflationary pressures and extended lead-in on materials will cause increased cost. • Modification of the scope since initial budget/business case costs will cause increased cost. <p>Ward 15 – 16 Bay fronts</p> <ul style="list-style-type: none"> • Disruption to clinical operation to enable a safe working environment. • Operational Plan and programme to be viable given bed pressures <p>Whitehouse - Endoscopy</p> <ul style="list-style-type: none"> • Material cost inflation will cause an increase in cost of the re-configuration works. • Requirement to fund feasibility work for modular/mobile MRI • Decontamination refitting works will disrupt services. • Risk to compliance with JAG accreditation with the compromised layout of the unit at Whitehouse. <p>Roofing & PV</p> <ul style="list-style-type: none"> • No significant issues <p>Therapies SSHC</p> <ul style="list-style-type: none"> • Lease to be confirmed before proceeding. <p>Pathology Offices</p> <ul style="list-style-type: none"> • Revised scope to be within financial approval envelope. • Agreement needed to enable spend in FY23 <p>NNU & Ward 10</p> <ul style="list-style-type: none"> • Derogations from HBN & HTM standards to be agreed

Recommendation (Tick the relevant box(es))	For Information <input type="checkbox"/>	For Approval <input type="checkbox"/>	For Review <input checked="" type="checkbox"/>
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Strategic Objectives Links (Please delete the objectives that are not relevant to the report)	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 Capital Programme.
Next Steps	Minutes are reported to the Executive Directors and Trust Management Board each month.
Appendices/Attachments	Capital Programme Board: Appendix A: Programme Status Gantt Chart – October 2022.



Meeting Title	Council of Governors	Date: 05/12/22
Report Title	Inclusion Leadership Council	Agenda Item Number: 10
Lead Director	Danielle Petch, Director of Workforce	
Report Author	Thomas Dunckley, Head of Employee Relations	

Introduction	A summary of the Trust's Inclusion Leadership Council, it's purpose, agenda and key areas of progress.		
Key Messages to Note	The ILC has been in place since November 2021 and has actively run since. Key areas of progress have been outlined within the paper.		
Recommendation (Tick the relevant box(es))	For Information <input checked="" type="checkbox"/>	For Approval <input type="checkbox"/>	For Review <input type="checkbox"/>

Strategic Objectives Links (Please delete the objectives that are not relevant to the report)	1. <i>Employ the best people to care for you</i>
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Report History	
Next Steps	
Appendices/Attachments	

1. Terms of Reference

The Inclusion Leadership Council (ILC) was formed in November 2021 as a governance meeting for staff networks at MKUH. It was created to bring all of the networks together as a “network of networks” alongside senior leadership within Workforce, providing a collaborative voice to better inform and guide Trust decisions, ensuring that equality, diversity and inclusion are considered.

The ILC is in place to ensure that effective and co-ordinated action is taken across the Trust to reduce disadvantage, discrimination and improve equality of opportunity, and promote diversity and inclusion in terms of the people it serves, its workforce, its partners and the services it delivers.

The meeting is chaired by Alison Davis, the Trust Chair and has the following attendance:

- Director of Workforce
- Deputy Director of Workforce
- ADO HR Services
- Head of Employee Relations
- Equality, Diversity and Inclusion Business Partner
- Equality, Diversity and Inclusion Advisor
- Staff Network Chairs (BAME, Ability, Pride, Women's, Faith)

Colleagues from a number of other divisional areas are also invited but their attendance is optional.

2. Agenda

The ILC takes place once every other month, with the option to hold extraordinary meetings as necessary or required. It has taken place seven times since its inception in November 2021. The agenda for the meeting is regularly flexed to allow for the inclusion of hot topic items but includes the following static items:

- Trust Update – an update provided by the Chair and/or Director of Workforce covering key news items from the organisation.
- Update on Workforce Agenda – an update provided by the Director of Workforce on key progress within the workforce agenda.
- ILC's Top Priorities for Board Consideration – an opportunity to review, discuss and add the top priorities identified by the ILC for discussion at Board.
- Incorporating the Patient Voice
- Equality, Diversity and Inclusion Progress Update – an update from the ED&I team covering key areas of progress.
- Networks Hot Topics – an opportunity for each network to provide an update and raise key issues.

3. Key Issues Raised and Progress

A number of issues have been discussed at the ILC. Below is a list of issues that have been raised and the key progress that has been made:

- ILC Top Priorities – priorities raised by the networks and discussed at ILC are regularly taken to Board.
- Protected Working Time – as an outcome of discussions at ILC, the Trust has implemented a Protected Working Time Policy and Procedure which provides protected time for network chairs and members. The ILC has further supported the networks by creating letter templates that can be sent to managers, from the networks, requesting that protected time is granted.
- WRES/WDES Action Plans – The ILC has become an essential forum to discuss and form action plans for compliance activity such as WRES/WDES.
- Network Budgets – Staff networks have requested budgets and whilst this has not been possible, the Trust has provided access for requests to be made to the HR budget and the ED&I Business Partner has worked with the networks to educate them on the route for submitting business cases, should they identify a need for investment.

CarersMK

Supporting unpaid carers in Milton Keynes

*Registered Charity No. 1116804
Company Registration No. 05577393*



Who is a carer?

- A carer is someone who, unpaid, looks after a partner, child, relative, friend or neighbour because they have a disability or illness, have poor mental health, are frail or have an addiction
- A carer does not need to be related to, nor living with, the person they are caring for
- Anyone can be a carer - someone can become a carer overnight



Statistics

National

- 1 in 8 adults (around 6.5 million people) are carers
- Every year over 2.1 million adults become carers and almost as many people find that their caring responsibilities come to an end
- As of 2020, Carers UK estimates there were around 13.6 million people caring through the pandemic

Statistics from Carers UK

Milton Keynes

- One in ten adults in MK is a carer
- Every year 4,000 adults in MK become a carer
- In the 2011 census 21,797 people in MK identified themselves as a carer, which was 8.8% of the MK population at that time
- If you were to include those who do not recognise themselves as a carer, this number would be significantly higher

There are different types of carers

Adult carers: Someone aged 18+ looking after a family member, friend or neighbour who is disabled or ill, has poor mental health, is frail or has an addiction.

Parent carers: Someone looking after a child or young person who has an illness, disability or an additional need. They do not need to have parental responsibility; they may be a grandparent, other relative or family friend.

Young adult carers: A young person aged 16-25, caring for a family member, friend or neighbour who is disabled or ill, has poor mental health, is frail or has an addiction.

Young carers: A child or young person aged 5-16 caring for a parent, sibling or other relative living in the same household who has a physical or mental illness, a disability, or a drug or alcohol related problem.

Sandwich carers: Someone who cares for both ill, disabled or older relatives and dependent children or children with disabilities – this type of carer is on the increase due to older people living longer.

Former carers: Someone whose caring role has come to an end – former carers will still need some onward support.

What kind of care do unpaid carers provide?

- Personal care – *e.g. help with washing, dressing, toileting or eating*
- Mobility support – *e.g. getting the person they care for in and out of bed, they may have to use equipment to move or transfer them*
- Provide emotional support, motivation or keeping an eye on a neighbour
- Manage and co-ordinate care services or medical appointments for the person they care for
- May have to manage paperwork or financial matters for the person they care for



Cost of caring

- The support provided by the UK's unpaid carers is worth an estimated £132 billion per year – more than the NHS's annual budget in England
- For carers, the cost of caring is often high, with over two thirds of carers reporting that they regularly use their own income or savings to pay for care or support, thereby taking a toll on a carer's emotional and physical health



Impact of caring for carers

- **72%** said they had suffered mental health illness, e.g. stress or depression
- **61%** said their physical health had worsened
- **78%** of carers regularly use their own income or savings to pay for care or support services, equipment and products for the person that they care for
- **53%** of carers under pension age say that they are not able to save for their retirement
- **81%** of carers reported having felt lonely or isolated as a result of their caring role
- **2.6 million** people have given up work at some point to care for loved ones, **2 million** have reduced working hours

The Carers Week 2019 research report & Carers UK's Facts About Carers 2019



During Carers Week 2022, we asked carers what does being a carer mean to them?



How Carers MK supports adult and parent carers

- Information, advice and guidance
- Support groups, social events and activities
- Signposting or referrals into other services
- Benefits, employment or financial information
- Monthly e-bulletins
- One-to-one emotional support
- Access to legal advice
- Counselling
- Training and workshops
- Relaxation therapies
- Emergency planning



What carers have said about Carers MK's Adult Carers service

I was in pieces
and felt lost until
I came to
Carers MK.

I have finally
managed to relax
and can think
more clearly.

After attending
the dementia
workshop I no
longer felt
alone.

Thank you for
reminding me that
my own wellbeing is
important too.

The Managing
Stress workshop
was amazing.
I came away a
different person.

You're brilliant!
You've made my day
that there is support
out there for me

Planning for an emergency

- One of the biggest worries for carers is what will happen if something happens to them or for any reason they are unable to carry out their caring role
- Carers MK can help carers create an emergency plan, which highlights what steps need to be taken. We encourage carers to share this with the emergency contacts, family and friends so that they are also aware of what to do or who to contact.
- The emergency plan helps carers to think about:
 - who an emergency contact could be
 - how they provide support, their cared for's needs and any medication
 - how long are they able to leave the person
 - do they already have someone that could help out in an emergency?
 - what support could be put in place to help the carer



Carers MK's Hospital Service

- We have a drop-in office in Milton Keynes University Hospital's main entrance, Monday - Friday
- Provide information, advice and support for carers
- Liaise with other professionals in wards and departments
- Support carers in discharge planning meetings
- Attend meetings, regular steering and operational groups
- Attend at Patient & Family Experience Board meetings
- Give talks about our the hospital service to staff and professionals



How do carers benefit from our Hospital Service?

- A chance to talk openly about their caring role
- An advocate and liaison within the hospital
- Someone to listen and understand
- Support from admission through to discharge and beyond
- Emotional support when carers need it most
- Information and signposting
- Access to all Carers MK's services



Carers MK's Caring for Older Carers Service

- Carers MK provides support to isolated carers, aged 75 and over, who find it challenging to access support
- The reasons carers' may be isolated could be due to the restrictions that caring imposes, their own health needs or transport issues
- Our older carers support workers will carry out telephone support and/or do up to six home visits to the carer to ensure they are fully supported and are accessing everything they are entitled to



Caring for Older Carers Service:

How we can help

- Help develop an emergency plan
- Connect them with social groups and activities in the community
- Highlight early identification of urinary tract infections for the carer and the cared for (dehydration is a secondary symptom for 40% of hospital admissions)
- Support with establishing Power of Attorney
- Referral into training courses, such as manual handling
- Review welfare benefits and other reductions that may be available
- Assistive technology aids and equipment



Refer an adult carer to us



Referral form on our website: carersmiltonkeynes.org/contact-us/register-with-us



mail@carersmiltonkeynes.org



01908 231703 (Monday to Friday, 9am – 5pm)

Carers MK's office contact details:



Margaret Powell House, 439 Midsummer Boulevard, Central Milton Keynes, MK9 3BN



01908 231703 (Monday to Friday, 9am – 5pm)



mail@carersmiltonkeynes.org



carersmiltonkeynes.org

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Thank you
Any questions?

Meeting Title	Council of Governors	Date: 05 December 2022
Report Title	Membership & Engagement Manager's Report	Agenda Item Number: 12
Lead Director	Kate Jarman, Director of Corporate Affairs	
Report Author	Kwame Mensa-Bonsu, Trust Secretary & Lui Straccia, Membership and Engagement Manager	

Introduction	A report to update on the progress of work implement the Governors' Membership and Engagement Strategy		
Key Messages to Note	<ol style="list-style-type: none"> 1. Granicus email messaging system fully operational since August 2022 2. Work ongoing to build links with community partners such as Healthwatch MK, MK Community Foundation, local charities such as Carers MK and the faith communities 3. A plan to develop an annual 'Health and Wellbeing Event' jointly hosted by the Council of Governors and Healthwatch MK 4. Governor Awayday in February 2023 		
Recommendation (Tick the relevant box(es))	For Information <input type="checkbox"/>	For Approval <input type="checkbox"/>	For Review <input type="checkbox"/>

Strategic Objectives Links (Please delete the objectives that are not relevant to the report)	<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	N/A
Next Steps	N/A
Appendices/Attachments	Membership and Engagement Report

Membership & Engagement Manager's Report

Authors: Kwame Mensa-Bonsu and Lui Straccia

Key highlights / summary: Update on the progress of Membership & Governor Engagement

Summary

At a glance, since May 2022:

- Events / stalls attended by Governors: **15**
- Current public membership: **1,679**
- Governor blogs published: **4**
- New Governors elected: **2**
- Email newsletters sent to public members: **4**

Public membership

The final phase of the database cleanse was completed in the summer and the current public membership is 1,679. New people have been joining as members on a weekly basis through social media posts, events attendance, website visits and publicity through promotion via partner newsletters, website articles and social media posts. The aim is to ensure that the public membership of the Trust is representative of the population of Milton Keynes.

Notable demographic statistics within the membership include:

- BAME members 16% of membership (2011 Census figure for MK was 26.1%)
NB: The 2021 Census ethnicity data is expected to be released on 29 November 2022
- Under-22s poorly represented (less than 1% of membership). Minimum membership age is 12
- There are more female members than male members (approx. 60/40 per 100 members)

Governor engagement activity

Events attended by Governors since May 2022 included the Newport Pagnell Carnival, West Bletchley Carnival, Strawberry Fayre, Healthwatch MK AGM, Event in the Tent and the Trust's Annual Member Meeting (AMM) Please see Governor Activity Report further down for full details.

Membership communication

The new Granicus email messaging system has been fully operational since August 2022. Various messages to promote a variety of content including monthly newsletters, governor activity, upcoming engagement opportunities, the AMM and

Trust Board video recordings have been communicated directly to members via the messaging system.

October 2022 elections

In October 2022, 2 new public governors, John Garner and Baney Young, were elected, and Public Governor Babs Lisgarten was re-elected. Preparations are being undertaken to hold elections for the three vacant public governor seats.

In October 2022 no staff governor nominations were received for Doctors & Dentists and Nurses & Midwives. Reasons for the lack of nominations may include low staff governor profiles, busy workloads and preparations for the upcoming CQC visit. A staff engagement plan is being implemented across ward and departments to promote staff governors, and to encourage nominations in future elections.

Community partners

Work ongoing to build links with:

- Community partners such as Healthwatch MK, MK Community Foundation and local charities such as Carers MK. A proposal has been submitted to the MK Community Foundation to establish a cooperation agreement. This proposal is being considered by the Foundation and there is the potential for engagement with various community groups to grow significantly.
- Health charities and groups in the Milton Keynes health economy. Beginning with Carers MK in November 2022, every Council meeting will receive a paper/presentation from each of these charities and groups.
- All of the city's representative groups, to make the membership more representative of the city's demographical make-up. Working in alignment with the hospital's Chaplaincy, a letter has been prepared which will soon be submitted to the leaders of various faith communities including the chair of the MK Council of Faiths.
- All of the city's secondary schools, to engage directly with young people in Milton Keynes.
- All 48 town and parish councils. A list of activities will be circulated to governors from January 2023. This will go towards supporting Governors' engagement with constituents and the public through events and constituency surgeries.

Coming up in 2023

- A plan to develop an annual 'Health and Wellbeing Event' jointly hosted by the Council of Governors and Healthwatch MK. A meeting is being arranged to discuss the specifics of the planned event. The Council will be updated on developments.
- January 2023 STEM event at Thornton College.

- New Governor posters for wards and departments, updated Staff Governor leaflets, and quarterly staff email bulletin on Governors and membership (part of Internal Comms Plan)
- Governor Awayday in February 2023
- Increased working with internal MKUH stakeholders and partners including the staff networks, the Chaplaincy Team, the ED&I Team, Milton Keynes Hospital Charity and individual consultants.

Governor Activity Report - May-November 2022

Tracy Rea	Blog, AMM
Yolanda Potter	
Emma Isted	Blog
Pirran Salter	Event in the Tent stall, blog, Meet-the-Governor table (Eaglestone Restaurant), AMM
Stevie Jones	Schools engagement, blog
Martin Nevin	
Babs Lisgarten	West Bletchley Carnival, Healthwatch AGM stall with Patient Experience, AMM
William Butler	Mosaic unveiling event (Shenley Church End)
Jordan Coventry	
Akin Soetan	
Shirley Moon	Strawberry Fayre, Newport Pagnell Carnival, blogs, schools engagement, PLACE event, MKUH Catering tour, AMM
Niran Seriki	Patient Experience stall (MKUH)
Clare Hill	
Ann Thomas	Wolverton & Greenley Town Council Annual Meeting stall
Robert Johnson-Taylor	15 Steps?

John Garner (new Governor October 2022)	
Baney Young (new Governor October 2022)	Community Action: MK cancer health inequalities research findings event
Andrew Buckley	
Maxine Taffetani	Patient Experience stall (MKUH)
Keith McLean	PLACE training and exercise
Lucinda Mobaraki (ex- Governor)	MK YMCA (Volunteers Evening)

Healthwatch Milton Keynes Appointed Governor's Report for the Council of Governors of Milton Keynes University Hospital FT

November 2022

Patient experiences shared with us

We are getting a number of emails and calls asking about waiting times for appointments at the hospital. We have been able to use the information on the MKUH website to give people an approximate length of wait, the information is very useful and much appreciated by those we speak to.

Most of the people who call us have tried to call the Hospital first, but have been transferred through to the Central Booking office and are often frustrated when they are unable to get through and are unable to leave a message.

People who are trying to change existing follow up care appointments following surgery are also experiencing difficulty. People are being transferred by reception to the Central Booking office rather than perhaps through to the department who has organised their follow up.

We have heard from people who have turned up to attend appointments only to find that these have been changed or cancelled by the Hospital, but the notifications were sent by post and, possibly due to the postal strikes and backlogs caused through these, have not received them. Patients who are hearing impaired have reported receiving notifications of appointments too late to accept and also receiving telephone calls from the hospital to change or cancel appointments when their records should clearly note they are deaf and so shouldn't be called.

Joint Working Opportunity

We held our most recent Health and Wellbeing Event at Central MK Library on the 16th November. There was a fantastic turnout from our professional partners and although public footfall was low, one piece of feedback we received underlined how important these events are:

"The event was really helpful and informative. I didn't know we have so many services for each and every single one of us."

The providers who were present all appreciated the networking opportunity and there were some good connections made. This sparked a discussion between Lui, Kwame, and us about the benefit a similar event would have for our health and care professionals.

We discussed how we could have an event showcasing our Voluntary, Community, and Social Enterprise colleagues and the services they are able to provide to support the work of our NHS and Social Care providers. It would be an ideal opportunity for the Governors to involve their local groups and Parish or town Councils, and for all of us to learn more about the huge amount of patient and resident support that is available within Milton Keynes, how to refer into them, what the criteria are and how the 'system' can best support these groups.

We propose that it would potentially need a Task and Finish group to ensure that all of the appropriate groups are able to attend, and that we get the right information across.