

## AGENDA FOR COUNCIL OF GOVERNORS' MEETING

**Meeting to be held on Thursday, 27 January 2022  
via Microsoft Teams from 16.00 hours**

No.	No.	Item	Purpose	Type	Lead
1	16.00	Chair's Welcome and Announcements	Note	Verbal	Chair
2		Apologies	Receive	Verbal	Chair
3		Declarations of Interest i) Any new interests to declare ii) Any interests to declare in relation to open items on the agenda	Note	Verbal	Chair
4		Minutes of the Council of Governors' meeting held on 22 November 2021	Approve	Page 3	Chair
5		Action Log	Review, Note and Approve	Page 8	Chair
6	16.05	Chair's Report	Receive and Discuss	Verbal	Chair
7	16.10	Chief Executive's Report • Operational Pressures	Receive and Discuss	Verbal	Chief Executive
<b>PRESENTATION, INFORMATION and APPROVAL ITEMS</b>					
8	16.20	COVID-19 Update	Receive and Discuss	Presentation	Medical Director
<b>GOVERNORS' and MEMBERSHIP UPDATE</b>					
9	16.30	Lead Governor's Report	Receive and Discuss	Page 9	Lead Governor
10	16.35	Governor Reports (Reports on Individual Activities)	Receive and Note	Page 10	Director of Corporate Affairs
11	16.40	Healthwatch Milton Keynes – Council of Governors' Report	Receive and Discuss	Page 11	CEO, Health-watch Milton Keynes

12	16.50	Membership and Engagement Manager's Report  a. Draft Public and Staff Governors Presentation Packs	Receive and Note  For Approval	Page 15  Page 19	Director of Corporate Affairs
<b>GOVERNANCE</b>					
13	17.10	Motions and Questions from Council of Governors	Receive and Discuss	Verbal	Chair
14		Any Other Business	Discuss/Note/Approve	Verbal	Chair
17.15		Close			
Date and Time of Next Meeting: Monday, 16 May 2022, 16.00 hours					

**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](mailto: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, 22 November 2021, via Microsoft Teams in line with social distancing  
requirements**

**Present**

Alison Davis	Chair	(AD)
Babs Lisgarten	Public Governor	(BL)
Dr. Alan Hancock	Public Governor	(AHan)
Ann Thomas	Public Governor	(AT)
Claire Hill	Public Governor	(NR)
Lucinda Mobaraki	Public Governor	(LM)
William Butler	Public Governor	(WB)
Robert Johnson Taylor	Public Governor	(RJT)
Niran Seriki	Public Governor	(NS)
Deborah Lewis	Public Governor	(DL)
Shirley Moon	Public Governor	(SM)
Emma Isted	Staff Governor	(EI)
Yolanda Potter	Staff Governor	(YP)
Stevie Jones	Staff Governor	(SJ)
Tracy Rea	Staff Governor	(TR)
Maxine Taffetani	Healthwatch Milton Keynes Representative	(TK)
Andy Reilly	Milton Keynes Council Representative	(AR)

**In Attendance**

Dr Rima Makarem	Independent Chair, Bedfordshire, Luton and Milton Keynes Integrated Care System (For Item 9)	(RM)
Professor Joe Harrison	Chief Executive	(JH)
Andrew Blakeman	Non-Executive Director	(HT)
Haidar Husain	Non-Executive Director	(HH)
Nicky Mcleod	Non-Executive Director	(HS)
Dr Luke James	Non-Executive Director	(LJ)
Professor James Tooley	Non-Executive Director	(JT)
Jackie Collier	Director of Transformation and Partnerships	(JC)
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 RM and the new Governors DL, SM and SJ.

## 2 Apologies

- 2.1 Apologies were received from Public Governors Akin Soetan, Jordan Coventry and Martin Nevin; Staff Governors Dr Raju Thomas Kuzhively and Elizabeth Maushe and Representative Governors Clare Walton and Andrew Buckley. Apologies were also received from Non-Executive Directors Heidi Travis and Helen Smart.

## 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 12 July 2021

- 4.1 The minutes from the 12 July 2021 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 presented a report which included the following highlights:
- a. AD had chaired several interview panels for consultants since February 2021, and the high calibre of candidates being recruited was very encouraging.
  - b. AD noted that she had visited the Lakes Estate in September 2021 with Michael Bracey, CEO of Milton Keynes Council and RM to see and hear about the proposed redevelopment of the area. The proposed redevelopment provided an opportunity for the involvement of many partners including healthcare and voluntary/third sector.
  - c. AD had continued with her visits to various areas of the hospital in September and October 2021, including the Research and Development Department, the HR, IT and Procurement Departments at Witan Gate, the Urgent Care Centre, and the Chaplaincy.
  - d. The process to review and update the Trust's Constitution had commenced, with a further meeting planned for January 2022 to progress the steps being taken. The Council would be kept informed of developments.
  - e. AD participated in a Development Day for the Bedfordshire, Luton and Milton Keynes (BLMK) Integrated Care System (ICS) which was very helpful as colleagues across all sectors of the BLMK health economy met for discussions and got to know each other better.
  - f. Alison highlighted the work being done by Sarah Crane and Amanda Pink of the Chaplaincy Team to enhance the Trust's links with schools in Milton Keynes and noted that this was in line with the Trust Secretariat's plan to recruit more young people as members of the Trust.
  - g. AD stated, after the retirement of Alan Hastings, that BL had agreed to put herself forward to take up the vacant 'Lead Governor' role. AD asked that Governors indicate their support or rejection of the proposal to KMB by the end of the week.

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

## 7 Chief Executive's Report

- 7.1 JH informed the Council that the number of patients with COVID-19 had stabilised in the last couple of weeks of November 2021 and stated that IR would provide further details. JH stated that the Trust had to, unfortunately, cancel more planned elective procedures due to the previously increasing number patients with COVID-19. JH advised that the position on elective procedures had, however, improved in the last couple of weeks.
- 7.2 The highlights of JH's reports were that:
- a. Though overall performance and the experience of patients were not at the desired level, the Trust was ranked 15<sup>th</sup> out 160 NHS providers in terms of performance around the Emergency Department's (ED) 4-hour target.
  - b. The number of patients who had waited over 52 weeks was unfortunately continuing to increase due to patient referrals from primary care for procedures to be undertaken. The Trust was running extra clinics and increasing activity, with the aim of targeting both clinically urgent patients as well as those that had waited the longest.
  - c. Steps were being taken to ensure that all the Trust's staff had been appropriately vaccinated and received the booster and that there were sufficient numbers of staff to open and manage the number of beds that would be required over the challenging winter season. The Trust was also focused on supporting the wellbeing of staff and boosting their morale for the current and future challenges.
  - d. Phase C of the Trust's new E-Care electronic patient record system had been implemented. The only area of the Trust that was not completely digital was the Outpatients Department.
  - e. NHS England/ NHS Improvement's (NHSE/I) Director of Transformation, Dr Tim Ferris, visited the Trust in November 2021 to review the organisation's digital agenda and was impressed by the significant progress achieved so far.
  - f. The Trust's Allied Health Professionals were shortlisted for 'Acute or Specialist Service Redesign Initiative – London and the South' category of the prestigious Health Service Journal Awards which were held on 6 November 2021. The Team was shortlisted for the work of its multi-disciplinary team's collaborative service redesign to save lives, reduce diabetic foot amputations and costs.
  - g. The NHSE/I Board had highlighted the Trust as one of the exemplar NHS organisations for developing the green agenda and the work that had been done including the implementation of solar panels and other sustainable energy work which had been undertaken.
- 7.3 AR stated that he had recently attended the ED and been admitted for a day as a patient, which had given him an appreciation of how busy the hospital was. AR noted that, though very busy, all the staff who had cared for him had been impressively professional, empathetic, caring and competent. JH, in response, stated that AR comment was really kind especially during a period where the news was depicting the NHS to be in a crisis position which was likely to worsen. JH added that one of the tasks of the senior leadership team and the staff of the Trust was to recognise that the NHS was in a challenging situation, and to take the necessary steps to provide the very best care for the patients who attended the hospital. These steps included working to support the wellbeing of the staff and raise morale in this challenging period.

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

## **8 COVID-19 update**

8.1 IR provided an update on the position around the COVID-19 pandemic and noted that:

- a. As of 22 November 2021, there were 31 inpatients with COVID-19 ward. 10 of those inpatients had been admitted to the Intensive Care Unit.
- b. Trust staff were being encouraged to undertake 2 lateral flow tests per week with the aim of identifying particularly symptomatic COVID cases, so that those members of staff could stay away from work in isolation and not run the risk of infecting others.
- c. The Trust was maintaining separate pathways for patients with COVID-19 and those who did not have COVID-19. On the occasions where there were outbreaks on the non-COVID-19 pathways, significant infection control measures were taken to clean and separate the relevant patients or close infected wards.
- d. Approximately 96% of Trust staff had been vaccinated with at least two vaccine doses.

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

## **9 Update on Developments – Bedfordshire, Luton and Milton Keynes Integrated Care System (BLMK ICS)**

9.1 RM presented an update which highlighted the ICS's core purpose and vision, and the developments after 01 April 2022 with the dissolution of the BLMK CCG and the establishment of:

- a. Place Based Partnerships in the 4 Boroughs.
- b. An Integrated Care Partnership (ICP).
- c. An Integrated Care Board (ICB). The staff and functions of the BLMK CCG would transfer to the BLMK ICB on 01 April 2022.

The presentation also highlighted the role of the Trust and Council after the formal establishment of the ICS on 01 April 2022.

The Council **noted** the presentation.

## **10 Governors' Membership and Engagement Strategy**

10.1 KMB presented the Membership and Engagement Strategy and advised that it was a refresh of the strategy which had expired in 2020. KMB stated that under the auspices of the Membership and Engagement Strategy, the Trust Secretariat would be liaising with the several stakeholders, including the Diversity Team, Patient Experience function, the Hospital Charity, and other partnership organisations to ensure the membership was better served.

10.2 KMB informed the Council that LS had been seconded from the Trust's Communication Department to take on the role of Membership and Engagement Manager, and he would be managing the delivery of all aspects of the Strategy. LS was a specialist communications and engagement professional who

would provide the specialist impetus required to ensure the Strategy was delivered as required. KMB stated that the Governors' Membership Engagement Group would monitor the delivery of the Strategy and the Council would be provided with regular updates on developments.

10.3 KMB advised that the aims of the revised Strategy included:

- a. Work to reverse the decline in the Trust's public membership as there had been a net loss of 301 members between 2015/16 and 2020/21. To reverse the decline there would be regular membership campaigns, as well as the utilisation of the reach of partnership organisations to promote membership to the public.
- b. Steps to improve engagement with young people. At the end of 2020/21 there were no public members under 16 years of age and 20 members between the ages of 17 and 21. The aim was to take steps to ensure that the public membership, as much as was possible, represented the demography of the Milton Keynes.
- c. The provision of resilient tools and platforms to support the Council members so they could fulfil their remit, including engaging with both the members and the general public.

10.4 In response to AD's query around the support for the engagement with the schools in Milton Keynes, KMB stated that the implementation of the Strategy would be progressed with a lot of stakeholder support. KMB added that the Strategy was deemed to be owned by the Governors, so their support would be very much welcome and expected.

The Council **approved** the revised Governors' Membership and Engagement Strategy.

## **11 Governor Training and Induction Support – Options**

11.1 KMB presented a report, which identified the available training opportunities for Governors in 2022. KMB asked the members to provide an indication of their individual training preferences to Julia Price by 29 November 2021.

The Council **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 Motions and Questions from Council of Governors**

13.1 There were no questions

## **14 Any Other Business**

14.1 There was no agenda item.

## **15 Date and Time of Next Meeting**

15.1 Thursday, 27 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 will be implemented after the review of the Trust Constitution	Open
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		First meeting held on 04 October 2021. Second meeting held on 10 January 2022. Subsequent meetings to be arranged	Open
7	11-May-21	6.2	Council of Governors' Evaluation Exercise	Revise the structure of the agenda (So there is more reporting from Governors).	KMB	27-Jan-22	Agenda has been revised	Completed
9	11-May-21	6.2	Council of Governors' Evaluation Exercise	Utilise the Skill/Experience/Knowledge Audit Report so Governors can become members of networks and other Trust groups.	Lui Straccia	27-Jan-22	In progress	Open
12	11-May-21	6.2	Council of Governors' Evaluation Exercise	Develop a presentation pack for Governors	Lui Straccia	27-Jan-22	Attached to the Agenda for approval	Completed
13	12-Jul-21	6.5	Chair's Report	To establish a Governors' working group to progress actions related to enhancing the Council's engagement the BLMK ICS.	KMB/AD	22-Nov-21	To be discussed after the November 2021 CoG meeting.	Completed

## Lead Governor's Report for CoG Meeting 27 January 2022

I hope all Governors are well in in the current climate of Covid, economic and political issues. In the midst of all of this staff at MKUHT are working very hard to deliver the much needed services of the hospital. I would like you all to join me in sending our gratitude to them.

With regards to me, I have taken on the role of Lead Governor, following the footsteps of Alan Hastings (I have already personally extended my thanks to him for everything he has done as a Governor and Lead Governor). I became a Governor in October 2019 and essentially have been on-boarded just as the pandemic hit the UK. Therefore, I look forward to when life at the hospital gets to the point where I can attend and properly see the workings of the different parts of the hospital, and also volunteer my time where I am needed. This will also be the case for a number of our new Governors, as well as established Governors.

Until then I have been content to do as much as I could. I have a full time job and 2 children (a son (aged 15) and daughter (aged 2)), so the ability to attend daytime Informal Governor meetings online has been invaluable. I am also happy that other meetings have been set for late afternoon/early evening, in order to enable as many of us Governors to participate. And participation is very key in our roles as Governors. Engaging in the business of the hospital so that we have an understanding of what is going on helps us also engage with the communities we represent.

Encouraging Governor and member engagement is important to me, too. This has been a topic that has arisen when we have been discussing the MKUHT Constitution, in the numerous Informal Governors' meetings and when I have recently attended the Lead Governors Network. As such this topic has its own Engagement Group, where we have met to discuss and formulate action plans to see what we can to increase the MKUHT membership and Governor participation.

It would be lovely to hear from you all about what we could do to help you reach out to the public in your constituencies. What it is that we could do to allow you to attend more of our meetings.

I am always available for a chat. I have already reached out to some of you to catch up, and will be contacting more of you soon to arrange the same.

Kind regards

Babs Lisgarten

Lead Governor MKUHT

## Governor activity report

Shirley Moon	<ul style="list-style-type: none"> <li>• Elected October 2021</li> <li>• Completed induction and met with the Chair, Lead Governor and Membership and Engagement Manager to discuss plans for improving engagement with young people through schools outreach, and training and support pack for governors</li> <li>• Keen to be involved in Clinical Governance and Risk activity</li> </ul>
Clare Hill	<ul style="list-style-type: none"> <li>• MK Friends Shop activity</li> </ul>
Lucinda Mobaraki	<ul style="list-style-type: none"> <li>• 2,000 newsletters distributed</li> <li>• Attended Regional Integrated Care Meeting</li> <li>• Dealing with a complaint against South Central Ambulance Service on behalf of an elderly couple</li> <li>• Promoting fresh air and walking to the elderly</li> <li>• Signposting through social media</li> </ul>
Alan Hancock	<ul style="list-style-type: none"> <li>• Participated in a meeting of the Constitution Review working group</li> <li>• Activity as Trustee of Healthwatch Milton Keynes</li> <li>• Member of the East of England Clinical Senate</li> <li>• Kidney research committees and programmes</li> </ul>
William Butler	<ul style="list-style-type: none"> <li>• Appointed Patient and Carer representative and PPG Chair of the Thames Valley Cancer Alliance (TVCA), establishing regular liaison meetings with Medical Director Ian Reckless and Head of Cancer Services Sally Burnie</li> </ul>
Emma Isted	<ul style="list-style-type: none"> <li>• Joined the Women's Network and Ability Network, hosting a stall to help raise awareness</li> <li>• Became a Health and Wellbeing Champion</li> </ul>
Stevie Jones	<ul style="list-style-type: none"> <li>• Elected in October 2021</li> <li>• Completed induction and met with Chair and Membership and Engagement Manager, keen to attend schools to encourage membership and engage with the future generation of our hospital</li> </ul>

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

**January 2022**

### **Children's A&E audit**

- In November we carried out an audit of the reasons people were presenting at Childrens A&E, at the request of the Bedfordshire, Luton and Milton Keynes Clinical Commissioning Group (BLMK CCG). We attended from 10am until 6pm Monday 15 November until Friday 19<sup>th</sup> November 2021 and spoke to 150 people throughout the week. We worked predominantly in the main waiting area and did not speak to those who arrived by ambulance or who were triaged in to a COVID secure room.

Just under half of the people spoken to had sought medical advice/ treatment in the 24 hours before attending, and 4 people had been seen by A&E, an MKUH ward, or the UCS within the past 72 hours.

The majority of children were at A&E because they were referred by another Health professional, although a large proportion had been referred by either the 'School Nurse' (mainly a teacher assigned as first aider) or a GP receptionist. Around a quarter of the children attended as they had been told, or the parent felt, they needed an X-ray.

The reception staff were, on the whole, professional and empathetic and made good use of the triage checklist when listening to the parent/ carer describing the symptoms.

The reception staff, and the A&E reception manager, were unaware that people did not need identification to register at a GP surgery and we received a little resistance from the team when explaining that Primary Care is, by law, available to everyone. This demonstrated that amongst front-line staff there remains poor awareness of people's rights to register with a GP and how to inform them of their rights. The Healthwatch staff and volunteers handed out the NHS right to register card.

On the back of this piece of work, and the information about the GP registration rules, the staff were enthusiastic about asking if Healthwatch were able to replicate this piece of work in the general A&E department.

We feel that part of the reason for this is the calming effect that the Healthwatch presence had in the waiting room. This was highlighted by the HCAs on the Urgent Care reception after we carried out the same audit there; it appears that people in the waiting rooms were provided some distraction, and some reassurance, by having someone listen to them. We would be happy to carry out a similar patient audit in A&E.

We are currently working on a report for BLMK CCG regarding patients thoughts on elective/ planned surgery wait times, how the wait times (and patient expectations) can best be managed and what communications would be most useful to support the hospital and the patients during the COVID recovery and restoration period.

## **Patient experiences shared with us**

- Recently, a patient contacted us regarding an Elderly family member having been given a, possibly inappropriate, COVID test on being admitted and placed onto a COVID ward because of a positive result. This was after the staff had been informed that the patient had recently recovered from COVID (was not being admitted for virus related symptoms).

The Patient Experience Lead forwarded our concern to the Infection Control team to respond to. Unfortunately, we have not yet had any response from them to pass on to the family about the testing protocols. We were able to provide some small reassurance to the family by letting them know that

their relative would likely have around 12 weeks of immunity as a result of the recent infection.

- We have had a number of queries passed on from other local Voluntary and Community Organisations asking about the Hospital visiting policies. We understand that Maternity MK is working with the hospital to support extending the parental presence on the Neonatal Unit. However, we are aware that informal (family) Carers of adult patients, are only being offered access to the ward to support if they live with the patient or on a case-by-case basis.

We understand that policies around visiting have been left to individual Trusts to implement inline with local infection rates/ staff capacity and infection control policy. We would like to understand how this policy will be reviewed, what metrics will be taken into account, and how patient experience will be embedded into the decision making, particularly in light of the National guidance on Care Home visiting where residents are allowed to nominate an essential care giver. As Person centred care is a CQC KLOE, we would encourage the Governance team of MKUH to review this policy with input from patients and carers about the benefit to the patient and their recovery that having a nominated visitor would bring.

## **Partnership Communications**

- Healthwatch Milton Keynes' Communications Officer has been liaising with the hospital team to establish a more regular and formal approach to sharing information about activities, with the joint aim of:
  - Utilising the Healthwatch role to raise awareness of membership of MKUH, the role of the Council of Governors and encourage membership take-up
  - Raising awareness of opportunities for Milton Keynes patients to get involved in engagement opportunities at the hospital and those that Healthwatch Milton Keynes run

This month we've worked on sharing content about the Council of Governors meeting, [Healthwatch Milton Keynes Health inequalities survey](#), an upcoming Womens Health event Healthwatch Milton Keynes will be

running and discussed the processes we have for sharing patient experience with the PALs team and Director of Corporate Affairs. As part of this joint work we hope that greater awareness raising of Healthwatch Milton Keynes, through the placing of posters and materials in the hospital, will begin. Whilst the PALs team have a core role in listening to patients and supporting them with issues and concerns about their care at the hospital, Healthwatch Milton Keynes can also play a key role in listening to the experience of the wider journey of patients beyond their hospital care and can ensure that patients have a strategic voice about their health and care across multiple services and providers.

<b>Meeting Title</b>	<b>Council of Governors</b>	<b>Date: 27/1/22</b>
<b>Report Title</b>	<b>Membership &amp; Engagement activity update</b>	<b>Agenda Item: 12</b>
<b>Lead Director</b>	<b>Name: Kate Jarman</b>	<b>Title: Director of Corporate Affairs</b>
<b>Report Author</b>	<b>Name: Lui Straccia</b>	<b>Title: Membership &amp; Engagement Manager</b>

<b>Key Highlights/ Summary</b>	<i>Points for committee/group/Trust Board to focus on</i>			
	<b>An overview of the activity of the Membership &amp; Engagement Manager since November 2021</b>			
<b>Recommendation</b> <i>(Tick the relevant box(es))</i>	<b>For Information</b> <input checked="" type="checkbox"/>	<b>For Approval</b> <input type="checkbox"/>	<b>For Noting</b> <input type="checkbox"/>	<b>For Review</b> <input type="checkbox"/>

<b>Strategic Objectives Links</b>	<i>Highlight the strategic objectives the report aims to support.</i>
<b>Board Assurance Framework (BAF)/ Risk Register Links</b>	<i>List the major risks identified and cross-reference to the BAF or the Risk Register.</i>

<b>Report History</b>	<i>The name(s) of the committee(s)/group(s) that considered the report, and the date(s) on which the report was considered.</i>
<b>Next Steps</b>	<i>State whether this report shall be considered by another committee/group or the Trust Board.</i>
<b>Appendices/Attachments</b>	<i>List of Attached Reports</i>

## **Membership & Engagement activity update**

**Author:** Lui Straccia

**Key highlights / summary:** An overview of the activity of the Membership & Engagement Manager since November 2021

### **Membership & Engagement Manager's Report:**

#### **Presentation Pack:**

I have drafted a Presentation Pack for governors which governors can use to obtain support from the Trust Secretary's team, better understand their role and engage with their community. A draft was sent out to all governors, received positive feedback (thank you) and is recommended for sign-off. All suggestions for amends and comments are welcomed.

#### **Membership update:**

Since December there have been 42 new members joining, with zero leavers. This is a high number, when compared to the total number of joiners for the entire year of 2020/21 (28) and for year of 2019/20 (zero).

The welcome letter template is currently being reviewed to make it more informative and clearer.

#### **Digital messaging:**

Currently the membership database is made up of 5,440 members. However, a database cleanse is long overdue. Of those members, the Trust has **only postal addresses (not email addresses) for 3,592 members** and it is not known how up-to-date this contingent of the database is. A survey will be put out to those members to understand how many still want to be members and how many still live in the area, among other data. **I have carried out some research which has found that most new members from the past year want to receive their messaging either via email (86%) or by phone (11%). Only 3% wanted it by post.**

We will be encouraging all members to receive their messaging digitally, to save on the considerable costs of postal messaging and to improve efficiency of messaging. Following the survey, a view will be taken on postal messaging and whether it should be phased out altogether. This direction of travel also fits in with the Trust's pledge to be a paperless organisation.

#### **Granicus (new email communication platform - GovDelivery):**

I have attended several meetings around the launch of this new system, which the Trust's Communications team is leading on. MK Council utilises the Granicus system, with success. It was launched in January 2022 to allow members of the public to sign up to news and updates. As far as being a tool for the membership, the first step is to transfer the membership database – currently on an XL spreadsheet – to Granicus. I am currently working with Information Governance to amend the privacy notice on the Trust website in this regard. All members will need to be informed of the switchover too. Once the database has been transferred, members will be able to receive news and updates via email or phone messages via Granicus. The new system will also facilitate efficient

analysis of the database, thereby helping us to ensure the membership is representative of our communities.

The Comms team is currently using the new system to obtain sign-ups from the public (not as members – just to receive emailed news) to further improve the way the Trust communicates with individuals in the community. It is anticipated that this system could prove highly beneficial to the Council of Governors as, for many NHS trusts, news update sign-up numbers are an indicator of how well engaged the community is with its local trust, whether the sign-ups actually become members or not. Currently the Comms team are focusing on securing initial news update sign-ups while the new system establishes itself. Active promotion of the membership to encourage new members to sign up via the system will follow in the coming months.

Changes to the demographical questions asked on sign-up may be considered, in order to help us to better understand how representative of our community our membership is.

### **Programme of Governor engagement and activity:**

Upcoming governor activity:

- Clare Hill – 9 February – Talk at Hummingbirds Centre
- Tracy Rea – March and June – Talks at Whitehouse Medical Centre
- Emma Isted – 23 February, 9am-1pm - Governor surgeries for staff, in-person at Academic Centre and virtual appointments available
- Stevie Jones and Emma Isted – Staff Governor blogs – These have been drafted and will be published by the end of January
- Jordan Coventry – 25 March – Blue Light Walk (provisional)
- Clare Hill - 7 May – Old Farm Park fundraising event for MK Friends charity
- 3 February – Staff Governors Stall, outside Eaglestone Restaurant– 10.30am – 4pm

Omicron has minimised available opportunities for governors to be active in recent weeks, but there will be plenty of opportunities for engagement activity when the Trust's staff wellbeing initiative gets underway shortly, and if the New Hospital Programme receives further funding in the course of the next month.

### **Programme of Engagement:**

In addition to the programme of activity above, I am developing an outline higher level programme of engagement containing notable Trust events and national awareness events providing opportunities for governors to either participate or attend events, and providing ideas for hosting their own sessions and events and for carrying out their own activity.

### **Meetings with governors and community contacts:**

I have now met with most governors as well as many key staff network and community contacts, particularly stakeholder organisations, to build relationships and establish mutually beneficial links across the community, with a view to achieving longer-term Membership Strategy objectives. These include meetings with MK Council, Community Action: MK, Healthwatch MK, and the Ability Network chair and the new chair and vice chair of the Pride network.

**Skills audit update:**

The form has been sent to new governors so that their skills and experience can be added to the CoG's portfolio for the purposes of their involvement in Trust activity. Two out of three responses so far from new governors. Alison will be in contact with network chairs around what opportunities exist for governors to be involved across the Trust.

**Engagement Group:**

I chaired this group for the first time on 10 January 2022. One of the pieces of activity to come out of it not yet referenced in this report is the purple lanyards which will be issued to all MKUH governors to help raise their profile on the site and wherever they are fulfilling their governor role in the community.

**Governor elections:**

Notice of Election published on 13 January. Governor nominations are under way.

## Public Governor Presentation Pack

This presentation pack has been produced for public governors of Milton Keynes University Hospital NHS Foundation Trust to provide them with key contacts at the Trust, information on how the Trust is run, and other general information that might be useful during the course of their engagement activities.

### Key contacts:

Name and Role	Description of role	Contact details
Chair – Mrs Alison Davis	Leads both the Executive Board and the Council of Governors.	<a href="mailto:Alison.davis@mkuh.nhs.uk">Alison.davis@mkuh.nhs.uk</a> 01908 996225
Trust Secretary – Mr Kwame Mensa-Bonsu	<p>Leads the Trust Secretariat which provides effective administrative support services to the Chair, the Board of Directors, and the Council of Governors.</p> <p>The Trust Secretary also ensures that the Trust is compliant with most aspects of statutory and governance requirements.</p>	<a href="mailto:Kwame.mensa-bonsu@mkuh.nhs.uk">Kwame.mensa-bonsu@mkuh.nhs.uk</a> 01908 996234
Membership and Engagement Manager – Mr Lui Straccia	Works to maximise the effectiveness of Trust membership and supports Governors in their engagement activities.	<a href="mailto:Luigi.straccia@mkuh.nhs.uk">Luigi.straccia@mkuh.nhs.uk</a> 01908 996258
Senior Corporate Governance Officer – Mrs Julia Price	Provides administrative support to the Chair, Trust Secretary and manages the Trust Policy Framework.	<a href="mailto:Julia.price@mkuh.nhs.uk">Julia.price@mkuh.nhs.uk</a> 01908 996235

### General Trust information:

- [Information on Trust Governors](#) and [Council of Governors meetings](#) – The Council of Governors (CoG) represents the interests of the Trust’s members and the public. The CoG also holds Non-Executive Directors (NEDs) to account for the performance of the Board of Directors.

The CoG is made up of representatives from public and staff constituents, as well as various stakeholder and partner organisations. Governors provide a vital link between members of the public, hospital staff and the Trust Board, ensuring that the ideas, feedback and concerns of local people are listened to

and taken forward. Their role is key in ensuring the Trust makes continuous improvement and meets the needs of the people that use local services. The CoG elects the Chair.

- [Trust Membership information](#) – MKUH has over 8,300 members (over 5,300 members of the public and over 3,000 staff) who help to tailor services to the changing needs of the community, work to improve patient experience and help develop the future of MKUH and the healthcare community. Public members must sign up to become members of the Trust; staff are automatically signed up as members unless they opt out.
- [Board of Directors](#) – The Board of Directors is responsible for the strategy and performance of the Trust, and is made up of Executive Directors and Non-Executive Directors. Executive directors are employees of the NHS Foundation Trust, led by the chief executive. They are responsible for the day-to-day management of the Trust. Non-executive directors are not employees, but officers. They bring to the Board an independent perspective. It is their role to challenge decisions and proposals made by the executive directors. They also hold executive directors to account for the performance of the Board.
- [MKUH Organisational Structure](#) – How the Trust organises its staff to represent the different layers of management.
- [Hospital Governance](#) – The way in which an organisation is managed at the highest level, and the systems for doing this.
- [Annual Report and Accounts](#) and [Annual Quality Report](#) – Our successes, finances and priorities from the previous financial year (April to March). It also details our plans for the year ahead.

### **Care Quality Commission (CQC)**

The CQC is the independent regulator of health and social care in England. They monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and they publish what they find, including performance ratings to help people choose care. The CQC sets out what good and outstanding care looks like and make sure services meet fundamental standards so they provide people with safe, effective, compassionate, high-quality care.

- [CQC rating \(Good\)](#) – An overview of the Trust's current CQC rating.

### **Other useful information:**

- [Volunteers and volunteering](#)
- [PALS, compliments and complaints](#)
- [Milton Keynes Hospital Charity](#) and [MK Friends of Milton Keynes Hospital & Community](#)

## **Engagement guidance and tips**

Public governors are accountable to their constituents (public members), and should make efforts to engage with the electorate. Governors communicate with Trust members, members of the public, patients and patients' families and carers in order to understand their views, concerns, experiences and needs around the hospital's services. Governors can then raise relevant matters with the Council of Governors, thereby ensuring the community has a voice that has an opportunity to influence the Trust's services.

All governors are encouraged to undertake engagement activity throughout the year to meet people, community groups and patients, and to attend events to help them gather information about what the community thinks of the Trust's services.

Below are some examples of the types of activity governors are expected to carry out with the support of the Membership and Engagement Manager:

- **Meet Your Governor sessions / stalls** – Twice a year – In person at community spaces eg town centres, events, GP surgeries, shopping centres, libraries, or online via Zoom / Teams / Facebook Live
- **Governor surgeries** – Once every 2 months, for half a day – In person or virtual, according to governor preference / availability – Where people can raise issues or concerns
- **Social media** – Post regularly (at least once per week) reaching out to constituents / the public to seek views and promote events and surgeries
- **News / blog activity / Update to constituents and public** – News updates or blog posts at least quarterly
- **Surveys / questionnaires in their constituency**

If you have any questions, please contact Membership and Engagement Manager Lui Straccia at [Luigi.straccia@mkuh.nhs.uk](mailto:Luigi.straccia@mkuh.nhs.uk) or on 01908 996258.

## Staff Governor Presentation Pack

This presentation pack has been produced for staff governors of Milton Keynes University Hospital NHS Foundation Trust to provide them with key contacts at the Trust, information on how the Trust is run, and other general information that might be useful during the course of their engagement activities.

### Key contacts:

Name and Role	Description of role	Contact details
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Trust Secretary – Mr Kwame Mensa-Bonsu	Leads the Trust Secretariat which provides effective administrative support services to the Chair, the Board of Directors, and the Council of Governors.  The Trust Secretary also ensures that the Trust is compliant with most aspects of statutory and governance requirements.	<a href="mailto:Kwame.mensa-bonsu@mkuh.nhs.uk">Kwame.mensa-bonsu@mkuh.nhs.uk</a> 01908 996234
Membership and Engagement Manager – Mr Lui Straccia	Works to maximise the effectiveness of Trust membership and supports Governors in their engagement activities.	<a href="mailto:Luigi.straccia@mkuh.nhs.uk">Luigi.straccia@mkuh.nhs.uk</a> 01908 996258
Senior Corporate Governance Officer – Mrs Julia Price	Provides administrative support to the Chair, Trust Secretary and manages the Trust Policy Framework.	<a href="mailto:Julia.price@mkuh.nhs.uk">Julia.price@mkuh.nhs.uk</a> 01908 996235

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The CoG is made up of representatives from public and staff constituents, as well as various stakeholder and partner organisations. Governors provide a vital link between members of the public, hospital staff and the Trust Board,

ensuring that the ideas, feedback and concerns of local people are listened to and taken forward. Their role is key in ensuring the Trust makes continuous improvement and meets the needs of the people that use local services. The CoG elects the Chair.

- [Trust Membership information](#) – MKUH has over 8,300 members (over 5,300 members of the public and over 3,000 staff) who help to tailor services to the changing needs of the community, work to improve patient experience and help develop the future of MKUH and the healthcare community. Public members must sign up to become members of the Trust; staff are automatically signed up as members unless they opt out.
- [Board of Directors](#) – The Board of Directors is responsible for the strategy and performance of the Trust, and is made up of Executive Directors and Non-Executive Directors. Executive directors are employees of the NHS Foundation Trust, led by the chief executive. They are responsible for the day-to-day management of the Trust. Non-executive directors are not employees, but officers. They bring to the Board an independent perspective. It is their role to challenge decisions and proposals made by the executive directors. They also hold executive directors to account for the performance of the Board.
- [MKUH Organisational Structure](#) – How the Trust organises its staff to represent the different layers of management.
- [Hospital Governance](#) – The way in which an organisation is managed at the highest level, and the systems for doing this.
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### **Care Quality Commission (CQC)**

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- [CQC rating \(Good\)](#) – An overview of the Trust's current CQC rating.

### **Other useful information:**

- [Volunteers and volunteering](#)
- [PALS, compliments and complaints](#)
- [Milton Keynes Hospital Charity](#) and [MK Friends of Milton Keynes Hospital & Community](#)

## **Engagement guidance and tips**

Staff governors are accountable to their staff (those staff in their constituency staff groups who are members of the Trust), and should make efforts to engage with them. Governors communicate with Trust staff in order to understand their views, concerns, experiences and needs around the hospital's services. Governors can then raise relevant matters with the Council of Governors, thereby ensuring all staff have a voice that has an opportunity to influence the Trust's services.

All governors are encouraged to undertake engagement activity throughout the year to meet staff at all levels, and to attend internal (and external, where appropriate) events to help them gather information about what staff think of the Trust's services.

Below are some examples of the basic types of activity staff governors are expected to carry out with the support of the Membership and Engagement Manager:

- **Meet Your Governor sessions / stalls** – Twice a year – In person at high-visibility spaces eg Trust events such as Event in the Tent or the Staff Awards, or internal network awareness days if invited, or at stalls outside Eaglestone Restaurant and the Main Entrance, or online via Zoom / Teams / Facebook Live.
- **Governor surgeries** – Once every 2 months, for half a day – In person (a single occupancy office is recommended for sensitive conversations) or virtual, according to governor preference / availability – Where people can raise issues, suggestions or concerns.
- **Social media** – Post regularly (at least once every two weeks) reaching out to other Trust staff (of whom there are many on social media) to promote events and surgeries.
- **News / blog activity / Update to constituents and public** – News updates or blog posts at least quarterly. Blogs on the intranet can be used to inform staff of their activity and promote surgeries and events.
- **Surveys / questionnaires in their constituency staff group** – To gather information on the views of staff in their constituency groups.

If you have any questions, please contact Membership and Engagement Manager Lui Straccia at [Luigi.straccia@mkuh.nhs.uk](mailto:Luigi.straccia@mkuh.nhs.uk) or on 01908 996258.