

Council of Governors

Wednesday 30 September 2020, 17.00 – 18.30
Video Conference Call

Item	Lead	Time
1. Apologies for Absence	Graham Sims	-
2. Declarations of Interests (Verbal)	Graham Sims	-
3. Minutes for Approval: 26 February 2020, 29 April 2020 and Matters Arising Schedule.	Graham Sims/ Sue Hunt	17.00
4. Changes to the Council Membership (Verbal)	Caroline Lynch	17.05
5. Questions from the Public (Verbal)	Graham Sims	17.10
Holding the Board to Account		
6. Chief Executive Update (Presentation)	Nicky Lloyd	17.15
7. Chief Medical Officer RBFT Covid Update (Presentation)	Janet Lippett	17.45
Items of Council Business		
8. Membership Committee Minutes: 27 August 2020	John Bagshaw	18.15
9. Governors Assurance Committee Minutes: 29 July 2020	Tony Lloyd	18.20
Representing the Views of Members and the Public		
10. Governor Question Log	Caroline Lynch	18.25
11. Questions from the Public (Verbal)	Graham Sims	18.30
12. Date of Next Meeting (Verbal) Wednesday 25 November 2020 at 17.00	-	-

* Verbal

** Presentation



Royal Berkshire
NHS Foundation Trust

Minutes

Council of Governors

Wednesday 26 February 2020

17.00 – 18.35

Seminar Room, Trust Education Centre, Royal Berkshire Hospital

Present

Mr. Graham Sims	(Chair)
Ms. Natalie Allen	(Staff Governor: Admin/Management)
Ms. Fiona Anderson	(Public Governor, Wokingham)
Mr. John Bagshaw	(Public Governor, West Berkshire & Borders)
Mr. Jonathan Barker	(Public Governor, Reading)
Ms. Wendy Bower	(Partner Governor, Berkshire West CCG)
Cllr. Jennifer Cheng	(Partner Governor, Wokingham Borough Council)
Dr. John Crossman	(Staff Governor, Allied Health Professional/Scientific)
Ms. Jennie Ford	(Partner Governor, East Berkshire CCG)
Prof. Michael Garman	(Public Governor, Reading)
Mrs. Alice Gostomski	(Public Governor, West Berkshire & Borders)
Mr. Tony Lloyd	(Public Governor, Wokingham) (Lead Governor)
Mr. William Murdoch	(Public Governor, Southern Oxfordshire)
Ms. Lynda Taylor	(Public Governor, East Berkshire & Borders)
Prof. Adrian Williams	(Partner Governor, University of Reading)

In attendance

Ms. Caroline Ainslie	(Chief Nursing Officer) (up to minute 06/20)
Mr. Julian Dixon	(Non-Executive Director)
Mr. Brian Hendon	(Non-Executive Director)
Mrs. Sue Hunt	(Non-Executive Director)
Mrs. Caroline Lynch	(Trust Secretary)
Ms. Helen Mackenzie	(Non-Executive Director)
Mr. Steve McManus	(Chief Executive) (for minute 07/20)
Mr. John Pettitt	(Non-Executive Director)
Mrs. Hannah Travers	(Deputy Trust Secretary)

Apologies

Mr. Kevin Boyle	(Public Governor, Reading)
Cllr. Graham Bridgman	(Partner Governor, West Berkshire Council)
Mr Victor Koroma	(Partner Governor, Alliance for Cohesion and Racial Equality)
Mrs. Pam Lynch	(Volunteer Governor)
Mr. Jonathan Ruddle	(Public Governor, Wokingham)
Ms. Bet Tickner	(Public Governor, Reading)

[There were two members of public in attendance]

01/20 Declarations of Interest

There were no declarations of interest.

02/20 Minutes: 27 November 2019 and Matters Arising Schedule

The minutes of the meeting held on 27 November 2019 were agreed as a correct record and

signed by the Chair.

The matters arising schedule was noted.

Minute 48/19: Council Membership Committee: 11 September 2019: The Chair recommended that a refresh of the area around the Governor photoboard display was prioritised.

Action: C Lynch

Minute 51/19: Chief Executive's Update: The Chair confirmed a meeting would be scheduled for governors to receive an overview of progress on the Masterplanning.

Action: C Lynch

03/20 Changes to Council Membership

The Trust Secretary advised that, since the last meeting, Peter Dooley, Partner Governor, Berkshire Carers Services had stepped down following the dissolution of Berkshire Carers Service in December 2019.

Alice Gostomski had been elected as Public Governor, West Berkshire & Borders and Jonathan Ruddle had been elected as Public Governor, Wokingham.

04/20 Questions from the Public

There were no questions from the members of public in attendance.

05/20 Care Quality Commission (CQC) Update

The Chief Nursing Officer provided an overview of the CQC inspection and highlighted that the Quality Report had been issued a number of months after the original inspection. The Quality Report was published in January 2020 and the Trust was rated as 'good' overall. The Trust had originally received the Provider Information Request (PIR) in March 2019 and three core services, maternity, medical services and gynaecology, were inspected in June 2019. Following this, a Well Led inspection that consisted of group/individual interviews and focus groups, including one for governors, took place in July 2019. NHS Improvement (NHSI) had also carried out a Use of Resources inspection in June 2019.

Following receipt of the draft report, the Trust had 20 days to challenge the factual accuracy. A very detailed response had been provided to the CQC. The Chief Nursing Officer highlighted that feedback to CQC included the time taken from receipt of initial PIR to the publication of the results and the CQC had acknowledged this was longer than anticipated.

The Chief Nursing Officer highlighted that three sites, West Berkshire Community Hospital, Royal Berkshire Hospital and Windsor Dialysis Satellite Unit had been inspected by CQC. The Council noted that maternity services had improved its rating from 'requires improvement' to 'good'.

The Trust had received two regulatory notices for mixed sex accommodation and compliance with safeguarding mandatory training level 1. The Chief Nursing Officer acknowledged the Trust was working hard to reduce mixed sex accommodation breaches although further work was required. In relation to safeguarding mandatory training, the CQC report had highlighted that when inspectors spoke to staff there was good knowledge about adult safeguarding and action required in case of a safeguarding concern. However, an action plan had been developed to improve training.

The Chief Nursing Officer advised an action plan had also been developed for the 38 advisory notices and these would be monitored by appropriate Committees. The Chief Nursing Officer

confirmed the Executive team focus going forward was on quality improvement to support the aim for the Trust to achieve an 'outstanding' rating.

The Chair expressed his thanks to the Chief Nursing Officer and her team for the work undertaken in relation to the CQC inspection.

In response to a query raised regarding the loss of the 'outstanding' rating for the Royal Berkshire Hospital, the Chief Nursing Officer advised that this was a result of two 'outstanding' ratings being reduced to 'good'.

The Council discussed safeguarding adults level 1 mandatory training regulatory notice and why compliance was not being achieved. The Chief Nursing Officer confirmed there were some issues in relation to Junior Doctors' training being recorded as they may have already completed training in another trust. However, revalidation processes for nursing and consultant staff included the need to ensure that all relevant mandatory training had been completed. The Chief Nursing Officer highlighted that a new e-learning platform had been launched for staff to complete training that would help increase compliance.

The Council noted there was no clear time frame as to when the next CQC inspection would take place. A CQC consultation was in progress and the Chief Nursing Officer had highlighted to CQC that the Trust had volunteered to act as a pilot site following any changes to the inspection process.

06/20 Quality Account Local Indicator

The Chief Nursing Officer provided an update on the Quality Account priority selection process. Consultation had taken place with stakeholders to seek their views on quality improvement areas the Trust should focus on for 2020/21. The Council noted the Quality Account priorities that had been selected.

The Council noted the proposed quality priorities that could be selected for audit as part of the Quality Account process. The Committee noted that NHS Improvement (NHSI) had mandated two quality indicators for audit that included:

- Percentage of patients with a total time in A&E of four hours or less from arrival to admission, transfer or discharge
- Maximum waiting time of 62 days from urgent GP referral to first treatment for all cancers.

The Council noted that governors were required to select the local indicator for audit purposes. The Council agreed that the 'improve patient flow' was selected as the local indicator for audit.

Action: C Ainslie

07/20 Chief Executive's Update

The Chief Executive provided an update on the Master Planning Programme. The Trust had submitted a bid for seed funding and £2.25m had been allocated.

Internal and external stakeholder engagement was progressing as part of the programme and options would be presented to the Board in April with a final option submitted to the Board in September 2020. The Council noted that where funding could be available earlier the Trust was in a good position to progress.

The Chief Executive highlighted that the Trust's response rate in the staff survey results had been the highest recorded at 54%. The Trust was also in the top 10% of acute trusts in the safety culture and staff engagement themes for performance. There had also been a reported improvement in the safe environment and equality, diversion and inclusion theme. However,

staff had reported an increase in bullying, harassment and violence from patients and members of the public. This was in line with national trends. There was also a reported increase in work related stress and work related Musculoskeletal problems.

The Chief Executive advised that Phase two of the Digital Hospital Programme was in progress. The programme included implementing the maternity module on the Electronic Patient Record (EPR) system and digitalising theatres and anaesthetics. Both were due to go live in the Autumn of 2020. Medical equipment would also be linked to the EPR system. The Council noted that a patient portal was also due to be developed in 2020 and the Cerner Patient Administration System (PAS) was due to be upgraded that would strengthen processes and improve data quality.

Vision 2025 and supporting sub-strategies was also due to be refreshed during 2020 to ensure the strategies were relevant during 2020/21 and beyond. The Council noted that governor input would be sought on the refresh of Vision 2025. **Action: A Statham**

The Chief Executive provided an update on the operational status of the hospital. The Emergency Department (ED) had received circa 10% more attendees in comparison to the previous year. The Infection Control team had also worked hard to minimise the outbreak of Norovirus and support teams with suspected Coronavirus. No positive cases had been identified at the Trust. Measles and Mumps rates had also increased. Trust performance standards in relation to cancer, Referral to Treatment (RTT) and diagnostic waiting times had been achieved during December 2019 despite the operational pressures. The Chief Executive recognised the pressure on staff and the work being undertaken to support staff health and wellbeing.

In response to a query regarding Coronavirus, the Chief Executive advised that test results were received within one day. The Trust had Emergency Preparedness, Resilience and Response (EPRR) procedures in place if a patient was identified as having Coronavirus and was unable to self-isolate at home.

The Council noted that digital maturity would continue following the phase two of the Digital Hospital Programme. This would provide opportunities for the Trust to increase working with local systems and help improve understanding of local population needs. A query was raised as to whether the Trust had sufficient processes in place to back up information in the event of a Cyber attack. The Chief Executive confirmed investment including Cyber security and digital storage was always reviewed as part of support when new systems were implemented. The Audit & Risk Committee also maintained an on-going focus on Cyber Security Staff training was also being strengthened to encourage staff to be vigilant in relation to phishing emails.

A question was raised regarding an article published regarding a deceased patient that had received Electroconvulsive Therapy (ECT) being administered at the Trust. The Chair of the Quality Committee confirmed an episode of ECT had been administered to a patient as part of their treatment with support from Berkshire Healthcare NHS Foundation Trust. Death of the patient had not been a result of ECT treatment administered at the Trust.

The Lead Governor highlighted that the Trust led on a number of clinical initiatives that were not significantly publicised. The Chair recommended that these areas could be included as part of the Annual General Meeting.

In response to a query raised as to whether the Royal Berks Charity could support improvements in the Trust, the Chief Executive advised that opportunities would be identified as part of the Charity Strategy.

08/20 Governors Assurance Committee Minutes: 29 January 2020

The Chair of the Committee provided an overview of the meeting held on 29 January 2020.

09/20 Council Membership Committee: 13 February 2020

The Chair of the Committee provided an overview of the meeting held on 13 February 2020. This had included discussion on membership events and governor training and development.

10/20 Governor Training and Development Plan

The Committee noted the Governor Training and Development Plan. The Trust Secretary highlighted that performance report interpretation had been included in year two.

11/20 Council Attendance 2019/20

The Trust Secretary introduced the Council Attendance 2019/20 and advised that the Council of Governors attendance was included in the Annual Report. It was agreed that any queries in relation to attendance could be sent to the Corporate Governance team.

12/20 Composition of the Council of Governors

The Trust Secretary advised that, following the dissolution of Berkshire Carers Service, a vacancy had arisen for a partner governor in the charity sector. Following discussion with the Chair and Lead Governor, the Trust Secretary had approached Autism Berkshire. Autism Berkshire were keen to engage with the Trust. The Council noted the appointment of a Partner Governor from Autism Berkshire would raise the profile of diversity on the Council and support the Trust's Safeguarding Strategy.

The Council approved the recommendation to appoint a partner governor from Autism Berkshire.

13/20 Governance Handbook

The Committee noted the Governance Handbook. The Trust Secretary highlighted that the contents of the handbook related to local arrangements for the Trust. Minor updates had been made to the handbook in relation to job titles.

14/20 Governor Question Log

The Committee received the Governor Question Log. The Trust Secretary confirmed a response was being sought for questions that had recently been raised. The full governor question log would be published on the Trust website. **Action: H Travers**

In relation to a query regarding responses on the question log that stated action was taking place whether governors would be advised once the action had been completed. The Trust Secretary advised that governors could seek clarification from the Corporate Governance Team as to whether the action had been completed.

15/20 Questions from the Public

There were no questions from the public.

16/20 Date of Next Meeting

It was agreed that the next meeting would take place on Wednesday 27 May 2020 at 17.00

SIGNED:

DATE:



Royal Berkshire
NHS Foundation Trust

Minutes

Special Council of Governors

Wednesday 29 April 2020

11.15 – 11.30

Video Conference Call

Present

Mrs. Sue Hunt	(Non-Executive Director and Deputy Chair) (Chair up to minute 18/20)
Mr. Graham Sims	(Chair) (Chair from minute 18/20)
Ms. Natalie Allen	(Staff Governor: Admin/Management)
Ms. Fiona Anderson	(Public Governor, Wokingham)
Mr. John Bagshaw	(Public Governor, West Berkshire & Borders)
Mr. Jonathan Barker	(Public Governor, Reading)
Mr. Kevin Boyle	(Public Governor, Reading)
Cllr. Graham Bridgman	(Partner Governor, West Berkshire Council)
Cllr. Jennifer Cheng	(Partner Governor, Wokingham Borough Council)
Dr. John Crossman	(Staff Governor, Allied Health Professional/Scientific)
Prof. Michael Garman	(Public Governor, Reading)
Mrs. Alice Gostomski	(Public Governor, West Berkshire & Borders)
Dr. Sunila Lobo	(Public Governor, Reading)
Mr. Tony Lloyd	(Public Governor, Wokingham) (Lead Governor)
Mrs. Pam Lynch	(Volunteer Governor)
Mr. William Murdoch	(Public Governor, Southern Oxfordshire)
Ms. Lynda Taylor	(Public Governor, East Berkshire & Borders)

In attendance

Mrs. Caroline Lynch	(Trust Secretary)
---------------------	-------------------

Apologies

Ms. Wendy Bower	(Partner Governor, Berkshire West CCG)
Ms. Jennie Ford	(Partner Governor, East Berkshire CCG)
Mr Victor Koroma	(Partner Governor, Alliance for Cohesion and Racial Equality)
Ms. Bet Tickner	(Public Governor, Reading)
Prof. Adrian Williams	(Partner Governor, University of Reading)

17/20 Declarations of Interest

There were no declarations of interest.

18/20 Council Nominations & Remuneration Committee: 29 April 2020 and Terms of Reference

The Lead Governor advised that the Nominations & Remuneration Committee had considered and recommended the re-appointment of the Chair for a third three-year term of office. The Committee considered that the Chair's performance was impressive. The Council approved the recommendation.

The Lead Governor advised that the Nominations & Remuneration Committee had considered and recommended the re-appointment of Mr Brian Hendon as Non-Executive Director for a further and final one-year term of office. The Council approved the recommendation.

The Lead Governor advised that the Nominations & Remuneration Committee had received its terms of reference as part of the annual review cycle. The Committee agreed that a recommendation should be submitted to the Council to approve the terms of reference. The Council approved the terms of reference.

19/20 Trust Constitution Update

The Trust Secretary introduced the report and advised that approval was sought to make two amendments to the Trust's Constitution. Due to the Covid pandemic governor elections had been suspended. The recommendation was to co-opt currently governors due to end their term of office in July 2020 until such time as elections could be resumed. A note would need to be included in the Trust's Constitution to this effect.

The Trust Secretary advised that, following approval of the re-appointment of the Chair for a third three-year term of office, the Trust's Constitution would be updated to reflect this.

The Council approved both amendments to the Constitution.

20/20 Date of Next Meeting

It was agreed that the next meeting would take place on Wednesday 30 September 2020 at 17.00

SIGNED:

DATE:

Council of Governors Matters Arising Schedule**Agenda Item 3**

Minute Ref	Subject	Matter Arising	Owner	Update
02/20 (48/19)	Minutes and Matters Arising Schedule: Council Membership Committee:	The Chair recommended that a refresh of the area around the Governor photoboard display was prioritised.	C Lynch	This had been put on hold due to covid.
02/20 (51/20)	Minutes and Matters Arising Schedule: Chief Executive's Update	The Chair confirmed a meeting would be scheduled for governors to receive an overview of progress on the Masterplanning.	C Lynch	Completed.
06/20	Quality Account Local Indicator	The Council noted that governors were required to select the local indicator for audit purposes. The Council agreed that the 'improve patient flow' was selected as the local indicator for audit.	C Ainslie	Completed.
14/20	Governor Question Log	The full governor question log would be published on the Trust website.	H Travers	Completed.

Membership Committee

Thursday 27 August 2020

16.00 – 17.00

Video Conference Call

Present

Mr. John Bagshaw	(Public Governor, West Berkshire & Borders) (Chair)
Mr Jonathan Barker	(Public Governor, Reading)
Ms. Wendy Bower	(Partner Governor, Berkshire West CCG)
Ms. Natalie Allen	(Staff Governor, Admin/Management)
Mr. Kevin Boyle	(Public Governor, Reading)
Prof. Michael Garman	(Public Governor, Reading)
Mrs. Alice Gostomski	(Public Governor, West Berkshire & Borders)
Mr. Tony Lloyd	(Public Governor, Wokingham)
Mr. William Murdoch	(Public Governor, Southern Oxfordshire)
Mr. Jonathan Ruddle	(Public Governor, Wokingham)
Ms. Lynda Taylor	(Public Governor, East Berkshire & Borders)
Ms. Bet Tickner	(Public Governor, Reading)

In attendance

Mrs. Caroline Lynch	(Trust Secretary)
Mr. Keegan Timmermans	(Corporate Governance Officer)

Apologies

Ms. Fiona Anderson	(Public Governor, Wokingham)
Mr Victor Koroma	(Partner Governor, Alliance for Cohesion and Racial Equality)
Ms. Pam Lynch	(Volunteer Governor)

08/20 Minutes: 13 February and Matters Arising Schedule

The minutes of the meeting held on 13 February 2020 were approved as a correct record and signed by the Chair.

Following a query in relation to the estates redevelopment microsite. It was agreed that feedback from the membership engagement would be submitted to the next meeting.

Action: V Parker

09/20 Annual General Meeting Preparation

The Trust Secretary introduced the report and advised that the Annual General Meeting (AGM) would follow a similar format to the previous year. However, the AGM would be live streamed in order to adhere by social distancing guidelines. The AGM was scheduled for Tuesday 8 September 2020.

The Committee noted that questions would be requested via the membership database in advance so that they could be answered on the day. The AGM would be advertised in advance using internal and external communications such as the Trust's website, Trust intranet and social media.

In relation to a query, the Trust Secretary advised that questions arising from the AGM presentations could be submitted through the Corporate Governance Team. It was agreed that this would be communicated at the end of the AGM. **Action: C Lynch**

A Governor queried whether the Estates Redevelopment would be included as part of the AGM presentations. The Trust Secretary highlighted that the AGM presentations would look back at the previous financial year. However, the redevelopment was included as part of the Acting Chief Executive's presentation.

10/20 Pulse Magazine

The Corporate Governance Officer introduced the report and highlighted that the Corporate Governance Team had undertaken an analysis on the previous editions of the membership magazine in order to utilise the data to inform future editions.

Following a discussion, the Committee agreed that the following should be considered in the future editions of Pulse:-

- The length of articles going forward.
- Inclusion of video content
- Advertising the magazine on social media channels
- Inclusion of positive patient and staff stories, similar to those included at the public Board meetings

It was agreed that the Trust Secretary would contact the NHS Company Secretaries Network for advice on alternative membership magazine formats. **Action: C Lynch**

A Governor queried whether the data on how many people were accessing the magazine link on the Trust website could be analysed. It was agreed that the Corporate Governance Team would contact the Communications team in order to provide feedback to the Committee.

Action: C Lynch

11/20 Membership Composition

The Corporate Governance Officer advised that an analysis on the membership composition in relation to the 2011 census data had been completed, in order to determine whether the Trust membership was representative of the communities it served.

The Committee noted that the Trust was under represented in the 16-29 age group and across all the ethnic groups when compared to the census data.

The Trust Secretary highlighted that the Corporate Governance Team were considering ways to further diversify the Trust's membership so that it was reflective of the surrounding communities, including:-

- The Corporate Governance Team would be meeting with membership teams from other trusts in order to share learning.
- Linking with already existing community groups in the Trust.
- Attending more targeted membership events.

12/20 Date of the Next Meeting

The Committee noted that the next meeting was scheduled for Tuesday 20 October 2020.

SIGNED:

DATE:

Governors Assurance Committee

Wednesday 29 July 2020

16.00 – 18.00

Video Conference Call

Present

Mr. Tony Lloyd	(Public Governor, Wokingham) (Lead Governor) (Chair)
Ms. Natalie Allen	(Staff Governor, Admin/Management)
Ms. Fiona Anderson	(Public Governor, Wokingham)
Mr. Jonathan Barker	(Public Governor, Reading)
Ms. Wendy Bower	(Partner Governor, Berkshire West CCG)
Mr. Kevin Boyle	(Public Governor, Reading)
Cllr. Graham Bridgman	(Partner Governor, West Berkshire Council)
Cllr. Jennifer Cheng	(Partner Governor, Wokingham Borough Council)
Dr. John Crossman	(Staff Governor, Allied Health Professional/Scientific)
Prof. Michael Garman	(Public Governor, Reading)
Mrs. Alice Gostomski	(Public Governor, West Berkshire & Borders)
Dr. Sunila Lobo	(Public Governor, Reading)
Mrs. Pam Lynch	(Volunteer Governor) (from minute 04/20)
Mr. William Murdoch	(Public Governor, Southern Oxfordshire)
Mr. Jonathan Ruddle	(Public Governor, Wokingham)
Ms. Lynda Taylor	(Public Governor, East Berkshire & Borders)
Ms. Bet Tickner	(Public Governor, Reading) (from minute 05/20)
Prof. Adrian Williams	(Partner Governor, University of Reading)

In attendance

Dr. Bal Bahia	(Non-Executive Director)
Mr. Julian Dixon	(Non-Executive Director)
Mr. Brian Hendon	(Non-Executive Director)
Mrs. Sue Hunt	(Non-Executive Director)
Mrs. Caroline Lynch	(Trust Secretary)
Mrs. Helen Mackenzie	(Non-Executive Director)
Mr. John Petitt	(Non-Executive Director)
Mr. Graham Sims	(Chair of the Trust)
Mr. Keegan Timmermans	(Corporate Governance Officer)

Apologies

Mr. John Bagshaw	(Public Governor, West Berkshire & Borders)
Ms. Jennie Ford	(Partner Governor, East Berkshire CCG)
Mr. Victor Koroma	(Partner Governor, Alliance for Cohesion and Racial Equality)

07/20 Declaration of Interests

There were no declarations of interests.

08/20 Chief Executive Update

The Chief Executive Officer provided an update on the Trust Covid-19 strategy and the Trust capability to respond to major incidents.

The Covid-19 strategy had included 4 strategic aims that had been underpinned by the Trust's CARE values:-

- Reduced footfall on site
- Increased capacity
- Reduced demand
- Look after our staff

The Committee received an overview on covid positive patients, mortality and capacity statistics throughout the pandemic.

The Chief Executive Officer highlighted the Trust's achievements throughout the pandemic and the recovery phase being implemented going forward. The Chief Executive had expressed his thanks to staff for their work throughout the pandemic.

In relation to a query on restarting elective treatment the Chief Executive Officer advised treatment had resumed. However, patient attendance at appointments had been challenging due to shielding and personal concern around contracting covid-19. The Trust had circulated communications to patients and the public to highlight mitigations in place to reduce the risk of contracting covid-19 whilst on site. This included, patients being asked to self-isolate 14 days prior to treatment. Urgent treatment was still provided to patients as required.

The Chief Executive Officer advised that due to social distancing measures the configuration of some services would be changed including offering more digital appointments where appropriate.

The Chief Executive advised letters of thanks had been sent to stakeholders that had made contributions to the Trust. In addition, social media had been used to publicly thank all partners. Work was ongoing alongside the Royal Berks Charity to plan a further thank you.

In relation to a query on capacity to undertake elective surgery, the Chief Executive Officer advised a weekly patient harm review group had been put in place to review all waiting lists across all specialties. The Trust was maintaining treatment of most urgent referrals.

A Governor queried how the Trust had been utilising independent hospitals and the associated costs for treatment. The Chief Executive advised costs had been managed nationally as part of the national contract.

The Chief Executive Officer advised the Trust had been working alongside local authorities and partner organisations to minimize the impact of covid-19 on care home residents. Work was underway to review the data. It was agreed that the Chief Nursing Officer would provide an update to Governors.

Action: C Ainslie

09/20 Minutes for Approval: 29 January 2020 and Matters Arising Schedule

The minutes of the meeting held on 29 January 2020 were agreed as a correct record and would be signed by the Chair.

Minute 05/20: Minutes 29 January 2020 and Matters Arising Schedule: Member Issues and Feedback: A governor queried whether the cost of broadcasting rights had been discussed with the Chair of Hospital Radio Reading (HRR). The Chair of the Trust confirmed a discussion had taken place with the Chair of HRR. However, broadcasting costs had not been raised.

The Committee noted that all matters arising were completed.

10/20 Estates Redevelopment Timeline

The Chair of the Trust provided an overview of key timelines in relation to the estates redevelopment. Stakeholders had been consulted as part of the strategic outline case (SOC) ahead of submission to the Board in October 2020.

The Committee noted the initial consultation process had been completed and that a list of possible options would be submitted to the Council of Governors for consideration in September 2020.

The Committee noted a website had been developed to provide an overview of the estates redevelopment and would be circulated to Governors and this could be shared with their constituents. It was agreed the list of stakeholders engaged as part of the consultation process would be shared with Governors. **Action: C Lynch**

The Chair of the Trust advised that a further meeting would be held with Governors on estates in September 2020. **Action: C Lynch**

11/20 Governance Arrangements Post Covid

The Chair of the Trust advised that from September onwards all public Board meetings would be recorded and made available on the Trust's website, as well as all Council meetings.

The Annual General Meeting (AGM) would be live streamed as a pilot, with questions submitted by the public in advance.

Monthly meetings for Governors with the Chair would be scheduled going forward.

Action: C Lynch

12/20 Member Issues and Feedback

The Chair of the Workforce Committee would confirm the security check process that Trust volunteers were required to undertake with the Chief People Officer and provide an update to the Committee. **Action: J Dixon**

13/20 Non-Executive Directors Update

The Lead Governor led a discussion with the Non-Executive Directors (NEDs) in relation to the Board's experience of the covid-19 pandemic. feedback from NEDs had included: -

- Relationships between Executive and Non-Executive Directors had been strengthened.
- Meetings had been streamlined whilst maintaining appropriate levels of Governance
- Communication had been excellent throughout the pandemic

14/20 Board Sub-Committee Key Issues

The Chairs' of the Board Sub-Committees provided an overview of recent meetings.

A Governor queried whether there had been an increase in adolescents presenting with mental health issues at the Trust. The Chair of the Quality Committee confirmed the number of mental health attendees had significantly decreased during the covid pandemic.

In response to a query regarding communication issues, the Chair of the Quality Committee advised complaints were discussed at the Quality Committee to identify learning that could be disseminated across the Trust.

The Lead Governor sought assurance on the standard of care where services had been moved to independent sectors during covid-19. The Chair of the Quality Committee advised that Trust staff had been delivering patient care at independent hospitals with the assistance of independent hospital staff. Independent hospitals were inspected by the Care Quality Commission (CQC) to ensure a high standard of care. The Committee noted that all independent sites were inspected by senior leaders from the Trust to ensure that they were fit for purpose.

The Lead Governor queried whether Trust staff had been offered psychological support as a result of their experience during covid-19. The Chair of the Workforce Committee confirmed the Trust had significantly increased the level of mental health support available to staff during the pandemic. This would continue to be available going forward.

In relation to a query on the gender pay gap at the Trust, the Chair of the Workforce Committee advised that a historical gap existed. The Trust were actively working to reduce this going forward. The Committee noted that awards to senior doctors had previously influenced figures. The Trust was encouraging female consultants to apply for awards, in addition, the Chief Medical Officer was undertaking personal interventions to ensure that female consultants had the necessary support to apply for awards. The Chair of the Workforce Committee highlighted that recent awards had been awarded relatively equally, this was likely to positively influence the pay gap going forward.

A Governor queried the Board composition in relation to gender and Black Asian & Minority Ethnic (BAME) representation. The Chair of the Workforce Committee advised that Board and senior leader representation had been discussed at the Committee and that the Trust was focussed on a number of measures to address the gap going forward.

The Staff Governor, Allied Health Professional/Scientific, raised a query on the age of Trust imaging machines in relation to the capital plan. The Chair of the Finance & Investment Committee would investigate the replacement of imaging machines and provide an update to the Committee. **Action: S Hunt**

In response to a query on the Health Infrastructure Plan 2 (HIP2) bid the Chair of the Trust all Board sub-committees discussed estates redevelopment. The Finance & Investment Committee would take responsibility for recommending the SOC to the Board for approval.

The Committee noted Deloitte had audited the annual report and financial accounts.

A Governor queried the consideration of cyber security at the Audit & Risk Committee. The Chair of the Committee advised a cyber security dashboard had been developed. The Trust had maintained a low risk throughout the covid pandemic. In addition, PWC had undertaken a national covid review to consider safety against fraud and cyber security, in which the Trust performed well.

In response to a query on Board Sub-Committee redactions the Trust Secretary advised minutes were reviewed with redactions applied to areas that could identify a risk to the Trust if released.

15/20 Date of Next Meeting

It was agreed that the next meeting would be held on Wednesday 28 October 2020, 17.00 - 19.00

SIGNED:

DATE:

Title:	Governor Question Log
Agenda item no:	10
Meeting:	Council of Governors
Date:	30 September 2020
Presented by:	Caroline Lynch, Trust Secretary
Prepared by:	Keegan Timmermans, Corporate Governance Officer

Purpose of the Report	To provide the Council of Governors with an overview of the Governor Question Log since the last meeting.
------------------------------	-----------------------------------------------------------------------------------------------------------

Report History	None
-----------------------	------

What action is required?	The Council of Governors is asked to note the report.				
Assurance	Information	✓	Discussion/input	Decision/approval	

1 Background

- 1.1 The Governor Question Log was created in order to record issues and the Trust's progress in dealing with them. It was not intended to be used as a general purpose question log.

2 Scope of the Governor Question Log

The Question Log is designed to capture two broad kinds of issues:

- Strategic Issues – fundamental policy questions or critical challenges affecting the organisation, strategy, goals, resources, stakeholders, structure, processes, management, governance or service mix.
- Other significant outstanding problems or questions, where it is important to have a plan of action to identify responsibility for resolution and to track progress.

3. Categorising Issues

3.1 The recommended set of categories for the Governor Question log are:

- Strategy
- Services
- Patient Experience
- Marketing
- Change Management
- Staffing/Skills
- IT
- Systems & Processes
- Business/Finance
- External Stakeholders

4. Attachments

4.1 Appendix 1 – Governor Question Log

Governor Questions Log

No.	Date	Governor	Query	Governor Query/ Member Query	Response
97	25/02/2020		<p>When attending Cardiology patients are being called by a number instead of their name. This is not appropriate. It's not for reasons of confidentiality as when attending other appointments within the clinic patients are called by their name. Can this be rectified to address patients by their name and not make them feel like a number?</p>	Governor Query	<p>All patients visiting for the majority of Cardiology investigations as well as Consultant appointments are called by name.</p> <p>The exception is for those patients requiring an echocardiogram (ECG). The Cardiology outpatient waiting area is often full with a combination of Cardiology-booked ECG patients as well as ECGs for patients referred from other departments. As such, it was difficult for the Physiologists to identify which patient is next in line for an ECG. The decision to use numbers rather than names was to ensure patients are seen in the order that they presented to the Cardiology department and provide a fair and efficient experience for our patients.</p>
98	25/02/2020		<p>Patients attending phlebotomy in RBH are unhappy with the general ambience and atmosphere of the service, stating they do not know why cartoon posters, pictures and magazines etc have been removed, and they feel the department is now overly sterile, with "nothing to take your mind off the blood test". What is the Trust doing to reverse this decline in patient experience?</p>	Governor Query	<p>The posters and magazines were removed to ensure the department was compliant with infection control. The Department has been closed for a period of time due to the Covid pandemic and the Trust is reviewing options to re-open this service that could include an appointment system to reduce waiting times and adhere to social distancing rules.</p>
99	01/07/2020	J Ruddle	<p>Question in relation to outpatient appointments: In particular, I would like to know:</p> <ul style="list-style-type: none"> a. Scope, i.e., which departments are included b. Whether patients will be given the option of face-to-face vs 	Governor Query	<ul style="list-style-type: none"> a. All departments were offered the use of the Attend Anywhere portal. Paediatrics, Women's & Children's (including Midwifery and Community Midwifery), T&O, Head & Neck (except Ophthalmology), Elderly Care, Respiratory, Audiology, Physiotherapy, Sexual Health Clinic and Neurology have all adopted video consultations

			<p>online/phone appointments</p> <p>c. Whether a distinction will be drawn between initial consultations versus follow-ups</p> <p>d. What steps will be taken to help patients who may not be so familiar with technology or have the appropriate set up</p> <p>e. What timings are proposed for implementation</p>		<p>b. Yes patients are offered the opportunity for a video or telephone appointment by departments but individual specialties would need to confirm this. This did change over COVID as there were no face to face appointments, a text message went out to patients asking their preference telephone or video.</p> <p>c. Video consultations were initially introduced as FU's but have also been introduced for new appointments. Since June there has been a greater number of video consultations delivered as follow ups where as previously between March and May more new appointments were delivered by video than follow ups. ENT for example do a significant number of new appointments via telephone and T&O does a high number of follow ups via telephone</p> <p>d. Patient leaflets are available and are sent by departments to patients to provide them appropriate guidance for the consultation. There is also a patient video that can be shared to support patients.</p> <p>e. Due to the pace of change during the COVID pandemic from March to April the majority of specialties were introduced to the online portal. Some departments adopted video consultations into practice in May but the majority of specialties had begun using this technology by April.</p>
100	03/10/2019		<p>What are the plans for Pre-Op Assessment as the environment is not ideal for patients?</p>	Governor Query	<p>The South Wing Annexe is currently rated as high priority, along with several other areas of the Trust estate, in the wider Trust Estates Master Planning exercise which is currently being developed with significant engagement and input from services.</p> <p>As a short term measure, the department is reviewed regularly with management and the estates team to keep the building functioning and to assess issues as proactively as possible. An alternative venue is being scoped in partnership with a sister</p>

					department to relocate the service to a long-term base and to provide some services from other hospital sites.
101	15/07/20	M Garman	In the relative respite afforded by the huge effort on the first wave of Covid, can we be assured that every effort will be sought to ensure that everyone from cleaners and porters and caterers up, feels acknowledged and respected for their above and beyond efforts? Where reward is due, the responsibility falls on us, in our various roles, to see it honoured.	Governor Query	<p>We have always been and remain committed to equality right across all of our staff groups and volunteers and the messages from the CEO and senior leadership team reinforces that commitment.</p> <p>Throughout the pandemic we were inundated with generous gifts - everything from hot food, soft drinks, ice cream, luxury body creams through to 30 pairs of free tickets for a day at Highclere Castle. All of these gifts from our community, local restaurants, businesses and partner organisations were shared equally with all of our staff and volunteers regardless of job title or paygrade.</p> <p>We hope that once we are completely free of the virus we will be able to hold a celebratory event by way of recognition and thanks that all staff and volunteers will be invited to attend.</p>
102	31/07/20 20	K Boyle	I've heard from the information officer at South Reading Patient Voice (PPGs) that plans have been made to transfer Audiology and ENT to Townlands. Could you confirm please if this is correct and if so what consultation was carried out?	Governor Query	<p>While we've been looking to improve the facilities for these services for some time, the principle reason for taking the space at Townlands at this time is to restart an effective service to our patients.</p> <p>In a post-COVID world the ENT plastics and audiology procedure rooms at RBH have to be left free for an hour between patients for a full air change to take place. At Townlands that is down to 15- 20mins so we can see 3-4 times more patients, which is critical if we are to deal with the backlog of patients that's built up during COVID.</p> <p>We have proceeded on the basis of the move to Townlands being a temporary move, and we've only taken a 12-month lease on the building. To support patients in Reading and West Berkshire, we have made some changes to our ENT ward so</p>

					<p>that we can still provide the full range of OP services on the RBH site, and we've boosted the number of Out-Patient clinics we will run out at Newbury and Bracknell.</p> <p>Over the next 12 months we will be evaluating and engaging as to whether we should make the move more permanent in order to support the wider redevelopment of the RBH site, and to make best use of the facilities at Townlands which have been laying idle for a long time.</p> <p>We took advice from the Independent Reconfiguration Panel and Berkshire West CCG and both parties confirmed that as we were retaining access to services at RBH and were making a temporary move, we did not need to conduct a public consultation exercise. We did of course, consult with our staff.</p>
103	14/08/20	F Anderson	Why was the funding removed for the Clinical Psychologist in the Audiology department and is there a possibility funding will be reinstated in future.	Governor Query	The funding for this position has not been removed. The Trust has been unable to recruit into the post.
104	14/08/20	F Anderson	There is no seating area or toilet within the long corridor from Cardiology on Level 1 to the main entrance. Can a bench be installed for patients and there are any plans for a further toilet to be located in this area.	Governor Query	<p>There are toilets situated to the left hand side of the cardiology department. There are no plans, nor is it feasible unfortunately (no location with suitable drainage etc), to put in any further toilets.</p> <p>Bench seats were ordered pre Covid, and have been delivered for the corridor as well as for several other locations. However due to social distancing requirements (both for seating and width of corridors for safe passing, they cannot be currently deployed).</p>