



Royal Berkshire
NHS Foundation Trust

Council of Governors- 26 May 2021

MEETING
26 May 2021 17:00

PUBLISHED
21 May 2021

Agenda

<i>Location</i>	<i>Date</i>	<i>Owner</i>	<i>Time</i>
Video Conference Call	26/05/21		17:00
1. Apologies for Absence (Verbal)		Graham Sims	
2. Declarations of Interests (Verbal)		Graham Sims	
3. Minutes for Approval: 24 February 2021 and Matters Arising Schedule.		Graham Sims	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. Integrated Care System Update (Presentation)		David Clayton-Smith	17:15
7. Chief Executive Update (Presentation)		Steve McManus	17:45
Items of Council Business			
8. Lead Governor Role		Caroline Lynch	18:15
9. Membership Committee Minutes: 6 April 2021		Tony Lloyd	18:20
10. Governors Assurance Committee Minutes: 27 January 2021, 28 April 2021 and Governor Assurance Committee Terms of Reference		Tony Lloyd	18:25
11. Governors Nominations & Remuneration Committee Terms of Reference		Tony Lloyd	18:35
Nominations & Remuneration			

Agenda

<i>Location</i>	<i>Date</i>	<i>Owner</i>	<i>Time</i>
Video Conference Call	26/05/21		17:00
12. Governor Question Log		Caroline Lynch	18:40
13. Questions from the Public (Verbal)		Graham Sims	18:45
14. Date of Next Meeting Wednesday 29 September 2021 at 17.00 (Verbal)			



Royal Berkshire
NHS Foundation Trust

Minutes

Public Council of Governors

Wednesday 24 February 2021

17.00 – 18.20

Video Conference Call

Present

Mr. Graham Sims	(Chair of the Trust) (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)
Mr. Kevin Boyle	(Public Governor, Reading)
Cllr. Graham Bridgman	(Partner Governor, West Berkshire Council)
Mr. Ross Carroll	(Public Governor, East Berkshire & Borders)
Mr. Martyn Cooper	(Public Governor, West Berkshire & Borders)
Dr. John Crossman	(Staff Governor, Allied Health Professionals/Scientific)
Ms. Jennie Ford	(Partner Governor, East Berkshire CCG)
Mrs. Alice Gostomski	(Public Governor, West Berkshire & Borders)
Mr. Andrew Haydon	(Staff Governor, Nursing/Midwifery)
Cllr. Clive Jones	(Public Governor, Wokingham)
Mr Victor Koroma	(Partner Governor, Alliance for Cohesion and Racial Equality)
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)
Mr. Jonathan Ruddle	(Public Governor, Wokingham)
Ms. Lynda Taylor	(Public Governor, East Berkshire & Borders)
Ms. Bet Tickner	(Public Governor, Reading)
Mr. Paul Williams	(Public Governor, Reading)

In attendance

Dr. Bal Bahia	(Non-Executive Director)
Mr. Julian Dixon	(Non-Executive Director)
Mrs. Sue Hunt	(Non-Executive Director)
Mr. Brian Hendon	(Non-Executive Director)
Mrs. Caroline Lynch	(Trust Secretary)
Mrs. Nicky Lloyd	(Acting Chief Executive) (up to minute 05/21)
Mrs. Helen Mackenzie	(Non-Executive Director)
Mr. John Pettit	(Non-Executive Director)
Mrs. Hannah Travers	(Deputy Trust Secretary)

Apologies

Ms. Wendy Bower	(Partner Governor, Berkshire West CCG)
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01/21 Declarations of Interest

There were no declarations of interest

02/21 Minutes for Approval: 25 November 2020 and Matters Arising Schedule.

The minutes of the meeting held on 25 November 2020 were agreed as a correct record and would be signed by the Chair subject to, the re-election of Lynda Taylor (Public Governor, East Berkshire & Borders), being included in the changes to the Council membership.

Action: C Lynch

The matters arising schedule was noted. All actions were completed.

The Chair advised that virtual governor meetings would continue for the next three months. The Annual General Meeting would be rescheduled to September 2021. The date of the annual Members Open Day would be reviewed as this potentially would need to be deferred to 2022.

03/21 Changes to the Council Membership

The Trust Secretary advised that, Tony Walker (Partner Governor, Autism Berkshire) had stepped down.

Mr. Martyn Cooper (Public Governor, West Berkshire & Borders), Mr Ross Carroll (Public Governor, East Berkshire & borders) and Dr. John Crossman (Staff Governor, Allied Health Professionals/Scientific) had been elected unopposed.

Mr Jonathan Ruddle (Public Governor, Wokingham) advised he would be stepping down as a governor from March 2021.

04/21 Questions from the Public

There were no members of public in attendance.

05/21 Chief Executive Update

The Acting Chief Executive provided an update on current Covid trends. There had been an increased number of patients in the second wave in comparison to the first wave. All staff had been invited to attend a vaccination and 5,328 staff had received their first vaccination. The Acting Chief Executive provided an overview of staff vaccination uptake by ethnicity. 5,247 Later Flow testing kits had also been provided to staff and this had identified 148 asymptomatic infections.

Work had been undertaken to address vaccine hesitancy that included; attending the Black Asian and Minority Ethnic (BAME) network, extended clinic appointments to address language barriers and a livestream on Facebook to discuss fertility concerns. A Standard Operating Procedure was in development for high risk staff that were unable to receive the Covid vaccine.

The Acting Chief Executive advised that the Strategic Outline Case (SOC) had been submitted during December 2020. Engagement sessions with both internal and external stakeholders had taken place.

The Acting Chief Executive provided an update on the Trust's £65.8m Capital Plan. Additional funding had been received including £7.3m for critical infrastructure, £1.3m for the emergency department refurbishment, £1.3m for diagnostic equipment, £2.1m to fit two CT scanners, £12.7m from the Health Infrastructure Plan (HIP2) funding to de-steam the Reading site, demolish West drive and facilitate the pathology service move. The Lighthouse laboratory had also been installed at Bracknell Healthspace. This would process approximately 40,000 Covid tests per day.

The Digital Hospital programme was progressing. Maternity and Theatres modules had been included on the Electronic Patient Record (EPR) during November 2020 and Anaesthetics in

January 2021. This provided patients' access to their maternity record, clinic letters, and enabled remote entry of pre-op assessment information.

A query was raised in relation to testing provided at the Lighthouse laboratory and whether a laboratory would be required following the vaccination programme implementation. The Acting Chief Executive confirmed the laboratory had been set up to support Covid testing capacity for the South East population. Test and Trace would also review anticipated capacity requirements and frequency of testing going forward.

In response to a question on staff not receiving the Covid vaccination, the Acting Chief Executive advised staff were provided with Personal Protective Equipment (PPE) that reduced nosocomial infection. Staff had also been provided with clear information to enable them to choose whether to receive the vaccination. The Council noted that in some cases staff were unable to receive the vaccination due to health conditions and these had been reviewed with the Occupational Health Team.

A query was sought on next steps of the Strategic Outline Case (SOC). The Acting Chief Executive advised that 'Project Speed' had been formed by NHSE/I to review the 42 trusts that had submitted a SOC. This would include review of digital readiness and capital programmes. It was anticipated this would be completed by April 2021. A timeline for next steps would then be provided for the Outline Business Case submission (OBC). Governor input would be sought as part of the OBC and the timeline for this would be provided once available.

Action: C Lynch

The Committee discussed digital progress during Covid. The Acting Chief Executive highlighted that digital appointments had increased and remote monitoring made available to specialities including rheumatology and gastroenterology. Specialities all undertook consultant led referral reviews that reduced patients needing to attend face to face appointments. The Council noted that there had been a reduced 'did not attend' (DNA) rate following increased digital appointments.

A governor queried whether a review of recruitment agencies used during the pandemic would be undertaken. The Acting Chief Executive advised that agency and staff bank provision was kept under review by the Chief People Officer. The Integrated Care System (ICS) had a shared bank and Trust staff had undertaken additional shifts to support the Trust during the pandemic. Incentives had included enhanced bank rates.

In response to a query on clinical trials, the Acting Chief Executive confirmed that non-Covid clinical trials would recommence when social distancing restrictions allowed. The Trust had been involved in a number of Covid trials and these continued to progress. The Trust was also part of the Oxford Academic Science Health Network and had close links with the University of Reading to support continued research and development.

A governor queried accessibility at the Trust that had been highlighted in the local news. The Acting Chief Executive advised a survey had been commissioned to review building and service access. Following the recommendations, a work programme would be established. A response, including the survey completion date, would be included on the governor question log.

Action: C Lynch

06/21 Governors Assurance Committee Minutes: 3 November 2020 & 27 January 2021

The Chair of the Committee provided an overview of the meeting held on 3 November 2020 and 27 January 2021. The Council noted that the revised Terms of Reference for the Governors Assurance Committee would be submitted to the next meeting.

Action: C Lynch

07/21 Council Attendance 2020

The Trust Secretary introduced the Council Attendance for 2020/21 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 Deputy Trust Secretary.

Action: All

08/21 Governor Question Log

The Committee noted the question log. Responses to all questions had been provided.

09/21 Questions from the Public

There were no members of public in attendance.

The Council of Governors expressed their thanks to Nicky Lloyd for the work she had undertaken as Acting Chief Executive since August 2020.

A query was raised in relation to a patient on the Acute Stroke Unit (ASU) requiring further treatment that had been advised they would be discharged. It was recommended that the patient should be asked to contact the Patient and Liaison Service (PALS) who would be able to review the case.

In relation to furniture being moved on ASU during unsociable hours it was recommended that the staff should raise this issue with their manager in the first instance.

In response to a query regarding poor communication at Wokingham Hospital it was recommended that the patient's relative contact Berkshire Healthcare NHS Foundation Trust PALS service.

In response to a question on the Governor webpage, it was recommended that the Corporate Governance Team would review the webpage to ensure that statements provided by Governors would be published.

Action: C Lynch

10/21 Date of Next Meeting

It was agreed that the next meeting would take place on Wednesday 26 May 2021 at 17.00.

SIGNED:

DATE:

Council of Governors Matters Arising Schedule

Agenda Item 3

Minute Ref	Subject	Matter Arising	Owner	Update
02/21	Minutes for Approval: 25 November 2020 and Matters Arising Schedule.	The minutes of the meeting held on 25 November 2020 were agreed as a correct record and would be signed by the Chair subject to, the re-election of Lynda Taylor (Public Governor, East Berkshire & Borders), being included in the changes to the Council membership.	C Lynch	Completed.
05/21	Chief Executive Update	<p>Governor input would be sought as part of the OBC and the timeline for this would be provided once available.</p> <p>A governor queried accessibility at the Trust that had been highlighted in the local news. The Acting Chief Executive advised a survey had been commissioned to review building and service access. Following the recommendations, a work programme would be established. A response, including the survey completion date, would be included on the governor question log.</p>	<p>C Lynch</p> <p>C Lynch</p>	<p>Currently the Trust has not received any feedback on its OBC.</p> <p>Item included in the governor question log.</p>
06/21	Governors Assurance Committee Minutes: 3 November 2020 & 27 January 2021	The Council noted that the revised Terms of Reference for the Governors Assurance Committee would be submitted to the next meeting.	C Lynch	Item included on the agenda.
07/21	Council Attendance 2020	It was agreed that any queries in relation to attendance could be sent to the Deputy Trust Secretary.	All	Completed. Council attendance was reviewed and updated attendance report circulated to the Council.
09/21	Questions from the Public	In response to a question on the Governor webpage, it was recommended that the Corporate Governance Team would review the webpage to ensure that statements provided by Governors would be published.	C Lynch	Due to capacity in the Communications team this had been paused and will be progressed as part of the Trust website refresh.

Title:	Lead Governor Role
Agenda item no:	8
Meeting:	Council of Governors
Date:	26 May 2021
Presented by:	Caroline Lynch, Trust Secretary
Prepared by:	Hannah Travers, Deputy Trust Secretary

Purpose of the Report	To provide the Council of Governors with an updated lead governor role description for information.
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What action is required?	The Committee is asked to note the update			
Assurance	Information	<input checked="" type="checkbox"/>	Discussion/input	Decision/approval

Governance Handbook Section C5

Role of the Lead Governor

Last Reviewed April 2021

Role of the Lead Governor of the Council

Introduction

The NHS Foundation Trust Code of Governance requires foundation trusts to have a nominated Lead Governor.

Guidance issued by NHS Improvement states that the principle role of the Lead Governor is to facilitate communication between NHS Improvement and the Council of Governors if required. This will be in a limited number of circumstances and in particular where it may not be appropriate to communicate through the normal channels, which in most cases is through the Chair or Trust Secretary.

It is not anticipated that there will be regular direct contact between NHS Improvement and the Council of Governors in the ordinary course of business. Where this is necessary, it is important that it happens quickly and in an effective manner. To this end, a lead governor should be appointed and contact details provided to NHS Improvement and then updated as required. The Lead Governor must be a public governor.

A Governor seeking election as Lead Governor will be required to submit a written statement to the Trust Secretary in support of their candidature by a specific deadline. The statement must not be in excess of 300 words. Statements will be circulated to all Governors by the Trust Secretary by email following the expiry of the deadline for submission. Governors shall be provided with a deadline to register an electronic vote by email.

Regulatory, Constitutional and Governance Roles

1. To chair the Council of Governors in the absence of the Chairman and non-executive directors
2. To chair the Annual General Meeting in the absence of the Chair
3. To participate in the process for the appointment of the Chair of the Trust and non-executive directors
4. To chair the membership Committee when it deals with any dispute concerning membership of a constituency, the right to membership of the Trust or the conduct of individual Governors
5. To participate in the process for the appraisal of the Chair.

Liaison and Engagement

6. To encourage communication and positive working relationships between Governors
7. To establish good working relations and two-way lines of communication with the Chair and Non Executive Directors, creating a climate within which the interests and views of the Council of Governors can be taken forward

8. To meet with the Trust Secretary if required to discuss, and seek a response to, issues of interest and/or concern to the Council and Governors
9. To communicate with Governors on issues of significance, concern or interest between meetings of the Council
10. To work with the Chair to promote effective relationships and open communication, between Board Directors and Governors
11. To support the Chair in developing an open dialogue in the Council of Governors
12. To act as spokesperson for the Council of Governors, both internally in the Trust and externally, recognising the requirements of the Code of Conduct for Governors
13. To host membership engagement events as Lead Governor and as a constituency governor
14. To present to the Annual General Meeting on the work of the Council of Governors

Developmental

15. To support the induction of new Governors, acting as a mentor/buddy where appropriate
16. To work with the Chair and Trust Secretary to identify opportunities for the development of the Council of Governors

Appointment Process

17. The election shall take place one month before each Trust AGM.
18. The election shall be conducted by secret ballot and shall be organised by the Trust Secretary or their nominee.
19. Any newly elected Lead Governor shall serve for a period of two years without the requirement to seek re-election on the first anniversary of initial appointment.
20. In the event of the resignation of the existing Lead Governor for any reason, an election for a replacement shall take place as soon as practicable. The term of office of the replacement Lead Governor shall cease at the conclusion of the second Trust AGM following appointment.
21. A Lead Governor can serve for a maximum period of three years.

Minutes

Membership Committee

Tuesday 6 April 2021

17.30 – 18.30

Video Conference Call

Present

Mr. Tony Lloyd	(Public Governor, Wokingham)(Chair)
Ms. Natalie Allen	(Staff Governor, Admin/Management)
Mr. Jonathan Barker	(Public Governor, Reading)
Mr. Parry Batth	(Partner Governor, Wokingham Borough Council)
Ms. Wendy Bower	(Partner Governor, Berkshire West CCG)
Mr. Kevin Boyle	(Public Governor, Reading)
Mr. Clive Jones	(Public Governor, Wokingham)
Ms. Pam Lynch	(Volunteer Governor)
Mr. William Murdoch	(Public Governor, Southern Oxfordshire)
Mrs. Bet Tickner	(Public Governor, Reading)
Mr. Paul Williams	(Public Governor, Reading)

In attendance

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

Apologies

Mr. John Bagshaw	(Public Governor, West Berkshire & Borders)
Mr. Martyn Cooper	(Public Governor, Reading)
Ms. Jennie Ford	(Partner Governor, Berkshire East Federation of CCGs)
Mr. Andrew Haydon	(Staff Governor, Nursing/Midwifery)

01/21 Minutes: 3 November 2020 and Matters Arising Schedule

The minutes of the meeting held on 3 November 2020 were approved as a correct record and would be signed by the Chair.

The Committee reviewed the matters arising schedule. The Trust Secretary advised that the action to invite the Director of Communications & Engagement to could not currently be progressed as the Director of Communications & Engagement was on long-term sick leave and there were a number of vacancies in the Communications team. **Action: C Lynch**

02/21 Membership Update

The Corporate Governance Officer introduced the report and highlighted that total membership was 9572, an increase of 52 members since the last meeting. There had been an increase of 3 public members below the age of 39.

The Committee noted that the Pulse Magazine format had been updated to enable monthly editions to be produced. There had been an average increase of 8% in views since the format had been updated. The Corporate Governance Officer advised that a different Governor would be asked to write a short article for each edition going forward.

The Committee discussed topics for inclusion in the Governor section of pulse. The Trust Secretary advised that the article was an opportunity for Governors to introduce themselves to the membership and a platform to highlight their experiences as a Governor.

The Partner Governor, Wokingham Borough Council, recommended that Governors should complete a form as part of the induction pack that listed their personal and professional experience, as well as their interests. The Trust Secretary advised that this should be included as part of the Governor Biography section on the Trust website. It was agreed that Governors would be contacted to update their biographies. **Action: C Lynch**

The Committee discussed the Governor Declarations of Interest process. The Trust Secretary advised that Governors were asked on appointment and annually during their term of office to declare any interests in line with Trust Policy.

03/21 Governor Training & Development Programme

The Corporate Governance Officer introduced the report and advised that the final module for year one of the programme (NHS Finance) had been scheduled for 22 April 2021. Dates for the modules in 2021/22 would be confirmed at the next meeting. **Action: C Lynch**

The Trust Secretary highlighted that the 'What Matters' module was not suited to be delivered virtually. It was agreed that this would be replaced with a session with the Membership Manager of East London Foundation Trust (ELFT) on membership engagement and holding Non-Executives to account. **Action: C Lynch**

A Public Governor queried whether the sessions would be recorded. The Trust Secretary advised that the previous virtual session had been recorded. However, a Governor had not consented to the sharing of the recording. It was agreed that the recording of sessions would be communicated to Governors in advance. **Action: C Lynch**

The Committee discussed the importance of sharing resources between the Trust, Primary Care and Local Authorities. It was agreed that links to Primary Care and Local Authority Health Information would be included in the next edition of Pulse. **Action: C Lynch**

04/21 Membership Event Schedule Including the Annual General Meeting (AGM)

The Corporate Governance Officer introduced the report and advised that virtual membership events would be introduced from May 2021. The Committee approved the membership event schedule. It was agreed that an event on learning from Covid-19 would be scheduled in 2022. **Action: C Lynch**

The Trust Secretary advised that the Corporate Governance Team were in the process of arranging the Annual General Meeting. The AGM would be held offsite and hosted virtually to ensure adherence to social distancing. The Corporate Governance Team were reviewing suitable venues to enable all Governors could attend. The Trust Secretary highlighted that the AGM would be hosted using the Zoom platform. The Trust had recently upgraded its Zoom license to enable the Trust to host webinars of up to 100 attendees.

05/21 Date of the Next Meeting

The next meeting was scheduled for Thursday 10 June 2021 at 17.30.

SIGNED:

DATE:

Minutes

Governors Assurance Committee

Wednesday 27 January 2021

16.00 – 17.50

Video Conference Call

Present

Mr. Tony Lloyd	(Public Governor, Wokingham) (Lead Governor) (Chair)
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)
Mr. Graham Bridgman	(Partner Governor, West Berkshire Council)
Ms. Jennie Ford	(Partner Governor, East Berkshire CCG)
Mrs. Alice Gostomski	(Public Governor, West Berkshire & Borders)
Mr. Clive Jones	(Public Governor, Wokingham)
Dr. Sunila Lobo	(Public Governor, Reading)
Mrs. Pam Lynch	(Volunteer Governor)
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)
Mr. Paul Williams	(Public Governor, Reading)

In attendance

Dr. Bal Bahia	(Non-Executive Director)
Mr. Julian Dixon	(Non-Executive Director)
Mr. Dom Hardy	(Chief Operating Officer (up to minute 04/21))
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)
Mrs. Hannah Travers	(Deputy Trust Secretary)

Apologies

Ms. Wendy Bower	(Partner Governor, Berkshire West CCG)
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01/21 Declaration of Interests

There were no declarations of interests.

02/21 Minutes for Approval: 3 November 2020 and Matters Arising Schedule

The minutes of the meeting held on 3 November 2020 were agreed as a correct record and would be signed by the Chair.

The Committee noted the matters arising updates.

03/21 Chief Operating Officer Update

The Chief Operating Officer provided an overview of the Trust's response to the second wave of Covid. Admissions of Covid positive patients had increased between late December 2020 and January 2021. However, recent data had highlighted a decrease in the prevalence of Covid across Berkshire. The Committee noted a significant increase in the number of Covid admissions when compared to the first wave,

The Committee noted that elective services had been maintained with the exception of some routine surgery. The Chief Operating Officer advised that de-escalation planning including the repurposing of a number of wards back to cold areas had begun. Plans were also in place to reinstate elective services that had been paused during Covid.

The Committee noted that approximately 5,500 staff, including some system partners, had received the first Covid vaccination.

Infection prevention and control compliance continued to be highlighted across the Trust. There was also a good supply of Personal Protective Equipment (PPE). In addition, there was a strong focus on the staff health and wellbeing programme.

A query was raised as to whether there were plans in place in case of an oxygen supply failure. The Chief Operating Officer advised that the Trust was using approximately 50% of the available oxygen and that a secondary oxygen unit was available should this be required.

In relation to a query related to hospital acquired Covid infections, the Chief Operating Officer advised that a number of nosocomial infections had been identified amongst staff. Measures put in place including Lateral flow testing kits provided to staff as well maintaining social distancing measures in communal areas. The Committee noted that 130 members of staff had tested positive for Covid following self-testing and a confirmed laboratory test. The Chief Operating Officer advised that approximately two members of staff had received a false positive result from the lateral flow testing.

A query was raised in relation to whether the Trust required further support from system partners. The Chief Operating Officer advised that Local Authorities (LAs) and system partners had been supportive in relation to admission avoidance and hospital discharge.

In relation to a query on additional vaccination capacity being offered to the community, the Chief Operating Officer advised that the Trust's vaccination programme included local health services and contractors that worked with the Trust.

A query was raised in relation to support available for patients presenting with long Covid. The Chief Operating Officer confirmed that a rehabilitation programme had been developed in the first wave and would continue to be offered to patients. The programme was managed by the Pain team and a number of referrals had been received.

The Chair advised that NHS England/NHS Improvement (NHSE/I) had issued national guidance to support trusts responding to the pandemic and this included a reduction in meetings and administrative tasks. The Committee noted the guidance included postponing governor meetings and membership events. The Chair confirmed that Council meetings would continue and would be refined to cover governance and assurance issues only. A further update would be provided to governors once this information had been reviewed in detail. **Action: G Sims**

The Chair recommended that, going forward, governors' queries would be included on the governor question log and a response provided. This would support the Corporate Governance team who were currently supporting clinical areas.

The Chair highlighted that where confidential information was discussed with governors this would be clearly defined so that governors were aware as to what information they could share with members.

04/21 Board Sub-Committee Feedback

The Committee separated into two groups, each with a named lead and NEDs/or Chair to discuss recent Board sub committees and gain assurance that the Non-Executive Directors were holding the Executive to account.

Feedback following the groups included:

- The Group sought clarity on staff health and wellbeing support. The Chair confirmed health and wellbeing had been a key focus at the Trust and different communication channels had been used to highlight available support. Senior staff had also visited wards and departments to liaise with staff in relation to health and wellbeing needs.
- Additional psychological support from Berkshire Healthcare NHS Foundation Trust (BHFT) had been provided to specific departments. This included socially distanced interventions or telephone discussions and could be provided to other areas where required. In addition, virtual coaching sessions were available for all staff.
- The Chair highlighted that the Strategic Outline Case (SOC) had been submitted and the Trust had been invited to a clarification discussion. The Non-Executive Directors had recommended a more detailed response was provided on option six of the SOC to provide a balanced view of all six options.
- The Group discussed the staff vaccination programme and uptake of the vaccination in the Black, Asian and Minority Ethnic (BAME) population. It was confirmed that a detailed communications plan had been developed that had enabled staff to make a decision on whether to receive the vaccine. All staff had completed a risk assessment and vaccinations had been offered in order of risk priority. There were no current figures on uptake of the vaccine from the BAME population.
- In response to a query it was confirmed that the Trust was following guidance from NHSE/I in relation to the timeframe between the first and second Covid vaccine dose.
- A Governor sought clarity on the increase in non-NHS debt. The Chair of the Audit & Risk Committee advised that non-NHS debt was regularly reviewed at the Committee. Additional resource had been allocated to support the overseas visitors' team as the majority of the debt related to non-NHS patients attending the Trust for emergency treatment.
- In relation to a query, it was confirmed that patients were tested for Covid using SAMBA machines and staff were provided with lateral flow testing with a follow up laboratory test available should the initial result be positive.
- Agency costs had increased above the cap due to staff sickness and the skill set required to treat patients. Additional incentives had also been offered to staff working additional shifts.
- Major capital programme projects continued to be completed within allocated timeframes. The Trust had also procured contractors for projects using the NHS supply chain framework.

- In response to a query related to the two outstanding audit recommendations it was agreed that the Chair of the Audit & Risk Committee would confirm the risk ratings.
Action: J Petitt
- The Group noted that capital and revenue Covid claims for March-August 2020 had been approved. IM&T expenditure of circa £4m had not yet been approved and was being challenged by the Trust. In addition, IM&T expenditure claims had also been discussed at the Buckinghamshire, Oxfordshire and Berkshire (BOB) Integrated Care System (ICS) level. The capital expenditure programme had been re-prioritised to absorb these costs.
- The Group discussed the Ockenden report. The Chair of the Quality Committee confirmed that all serious incidents and complaints were discussed at the Quality Committee. The Committee had also received a recent update on maternity services that included a focus on retaining maternity staff as turnover had been an issue. System partners were working together to support safeguarding across Berkshire. Two alcohol key workers had also been appointed to support the Emergency Department (ED).
- In response to a query on perinatal deaths rates and process when a death occurred, it was confirmed the Trust followed national reporting guidance and procedures. Perinatal mortality was also included in the Integrated Performance Report (IPR) that was discussed at Board.
- In response to a query on clinical arrangements with private hospitals, it was confirmed the Trust had good working arrangements with local private hospitals. The Trust could access staff and facilities as part of joint working arrangements.
- A query was raised about the Kingdom staff dispute.
- A query was raised as to whether the questions on the governor question log were prioritised.
- In response to a query the Chair of the Workforce Committee confirmed that Trust strategies, including the Digital programme, continued to be progressed.
- In response to a query, it was confirmed that ophthalmology services were generally being provided at the Prince Charles Eye Unit (PCEU) in Windsor.

05/21 Member Issues and Feedback

In relation to a query raised on medical staff working on the Acute Stroke Unit during the weekend a response would be sought and included on the governor question log.

Action: C Lynch

06/21 Terms of Reference

The Committee received the terms of reference that were due for review as part of the annual cycle.

The Committee recommended a reference was included to highlight governors provided feedback to Non-Executive Directors in relation to members issues. The Trust Secretary would circulate the terms of reference, with the recommended inclusion, to the Committee.

Action: C Lynch

The updated terms of reference would be submitted to the Council of Governors for approval.

Action: T Lloyd

The Trust Secretary advised that the role of Chair of the Committee was due for annual election. The Trust Secretary would seek nominations for the appointment of the Chair.

Action: C Lynch

07/21 Date of Next Meeting

It was agreed that the next meeting would be held on Wednesday 28 April 2021 at 16.00

SIGNED:

DATE:

Minutes

Governors Assurance Committee

Wednesday 28 April 2021

16.00 – 18.05

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. John Bagshaw	(Public Governor, West Berkshire & Borders)
Ms. Wendy Bower	(Partner Governor, Berkshire West CCG)
Mr. Kevin Boyle	(Public Governor, Reading)
Mr. Graham Bridgman	(Partner Governor, West Berkshire Council)
Mr. Martyn Cooper	(Public Governor, West Berkshire & Borders)
Mr. Andrew Haydon	(Staff Governor, Nursing/Midwifery)
Mr. Victor Koroma	(Partner Governor, Alliance for Cohesion and Racial Equality)
Dr. Sunila Lobo	(Public Governor, Reading)
Mrs. Pam Lynch	(Volunteer Governor)
Mr. William Murdoch	(Public Governor, Southern Oxfordshire)
Ms. Lynda Taylor	(Public Governor, East Berkshire & Borders)
Ms. Bet Tickner	(Public Governor, Reading)
Mr. Paul Williams	(Public Governor, Reading)

In attendance

Dr. Bal Bahia	(Non-Executive Director)
Mr. Julian Dixon	(Non-Executive Director)
Mr. Dwayne Gillane	(Occupational Health Nurse Manager) (for minute 10/21)
Mr. Matthew Green	(Staff Health and Wellbeing Operational Lead) (for minute 10/21)
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)
Mr. Keegan Timmermans	(Corporate Governance Officer)
Mrs. Hannah Travers	(Deputy Trust Secretary)

Apologies

Mr. Jonathan Barker	(Public Governor, Reading)
Ms. Jennie Ford	(Partner Governor, East Berkshire CCG)
Mrs. Alice Gostomski	(Public Governor, West Berkshire & Borders)
Mr. Clive Jones	(Public Governor, Wokingham)

08/21 Declaration of Interests

There were no declarations of interests.

09/21 Minutes for Approval: 27 January 2021 and Matters Arising Schedule

The minutes of the meeting held on 27 January 2021 were agreed as a correct record and would be signed by the Chair.

The Committee noted the matters arising updates. All actions had been completed or were included on the agenda.

Minute 05/21: Member Issues and Feedback: The Trust Secretary confirmed a response had been provided to the governor question in relation to medical staffing working on the Acute Stroke Unit on the weekend on the day the query was raised. The response had also been included on the Governor question log and would be provided to the next Council of Governors.

The Chair of the Trust provided an overview of the current status of the hospital in relation to Covid. There was currently no Covid positive patients in the Intensive Care Unit (ICU) and less than 10 Covid positive inpatients. The Chair advised that current activity levels were higher in comparison to the same period in 2018/19. As part of the elective recovery plan, all operating theatres were now in operation. The Committee noted the increase in Emergency Department (ED) attendances. The Chair advised that there had been a significant increase in patients attending. However, there were no particular themes identified.

10/21 Health & Wellbeing Presentation

The Occupational Nurse Manager provided an overview of Health & Wellbeing provided to staff. Provision had included decompression sessions facilitated by the Trust's organisational development (OD) team, staff welfare huddles at every clinical shift and a dedicated Health & Wellbeing area for staff. In addition, psychological support hubs, coping with Covid coaching sessions, the Employee Assistance Programme and mobile applications to support Health & Wellbeing had been provided. The Staff Governor, Midwifery/Nursing confirmed that Health & Wellbeing provision was regularly discussed at ward safety huddles.

Further Health & wellbeing plans were being developed including a dedicated Health & Wellbeing centre and memorial garden, cycle village and a wellbeing matters hub that enabled staff to be assessed and fast-tracked by Berkshire Healthcare when mental health provision was required. The Committee noted that the Employee Assistance Programme had won a number of national awards and additional webinars had been made available online for staff. The Traumatic Incident Management (TRiM) training was due to be progressed during May 2021 to support staff following incidents.

The Staff Health and Wellbeing Operational Lead advised that a number of events had been planned to promote mental health awareness week in May. This included REACT mental health training for managers to support wellbeing conversations, expanding health and wellbeing champions across the Trust and a 'What Matters, Inclusivity Matters' film launch. The Trust had also signed up to the Mindful Employer Charter and the Mental Health at Work Commitment. The Charity had also provided free water bottles to all staff and the 'take a break' campaign had launched to remind staff the importance of taking respite whilst at work. This would be reinforced with the project wingman bus that would enable staff to take a break away from their work environment.

The Committee noted a range of staff forums contributed to the health and wellbeing agenda that included the Black Asian and Minority Ethnic (BAME) and LGBTQ+ forums. In addition, the Trust was also working in partnership with the Buckinghamshire, Oxfordshire and Berkshire (BOB) Integrated Care System (ICS) to recruit a BOB ICS health and wellbeing project lead for one year. A financial wellbeing strategy was also being developed for staff that would support various health and wellbeing initiatives.

The Committee noted the increased health and wellbeing provision and queried how this would be co-ordinated due to the number of resources provided. The Occupational Nurse Manager advised that the Staff Health and Wellbeing Operational Lead had been recently appointed to co-ordinate the programmes. In addition, working groups had also been developed to support some projects.

A governor sought clarity on whether the 'Purple Network' had been engaged and whether more training would be offered to staff in relation to autism awareness. The Occupational Nurse Manager had not liaised with the Purple Network and would review this provision. It was agreed a response would be included on the governor question log. **Action: C Lynch**

The Trust Secretary highlighted the Staff Disability Forum had launched in March 2021 and recommended that the Occupational Nurse Manager liaise with the Employee Engagement and OD Manager that supported the forums as discussions had taken place around autism. The Chair of the Workforce Committee highlighted the Committee had recommended the disability work stream was developed as this was less supported than the BAME and LGBTQ+ work streams.

In response to a query raised regarding financial support for staff following the financial climate and the possibility of loan sharks being a concern. The Occupational Nurse Manager advised that the development of the finance wellbeing support strategy would incorporate this to review options of financial support available to support all staff.

11/21 Member Issue and Feedback

A query was raised on support provided for children that had long Covid. The Chair of the Trust advised that there was a long Covid support programme that was provided to staff and patients. The Chair would seek clarity as to whether the programme also included paediatric patients.

Action: G

Sims

A query was raised in relation to the neuro rehabilitation service that was currently sited at West Berkshire Community Hospital (WBC) and when it was anticipated this would return to the Royal Berkshire Hospital. The Chair advised that a full review was being undertaken by Berkshire West Clinical Commissioning Group to review the future provision of neuro rehabilitation across the Buckinghamshire, Oxfordshire and Berkshire West (BOB) Integrated Care System (ICS). The Trust had extended the current contract at WBCH for a further year whilst the review was in progress.

In relation to a query regarding a gynaecology clinic being moved across multiple sites the Chair would seek clarity on where the clinic would be located going forward. **Action: G Sims**

12/21 Group Discussion Feedback

- In response to a question on availability of clinical staff and the increase in local population the Chair of the Workforce Committee advised that there was good recruitment locally and that the BOB ICS had a work programme to address recruitment concerns across the system should they arise.
- The Committee noted that additional staff had been recruited in dermatology and there was good support across the system. In addition, the Trust provided virtual support to GPs in relation to dermatology queries.
- A query was raised on whether the Trust sought feedback from Reading Maternity Voices. The Chair of the Quality Committee confirmed the Trust regularly received feedback from Reading Maternity Voices that had included concerns raised in relation to patients experiencing long periods of being on their own whilst their partners had not been able to attend due to Covid restrictions. Visiting restrictions were currently being reviewed. In addition, the Committee noted volunteers were not currently working in ward areas.

- The Committee noted the increase in blood borne infections and that a plan had been developed to address this.
- The Group had noted the increase in ED attendances and that greater clarity was being sought to understand this increase.
- The Group had discussed the new counter fraud standards. The Chair of the Audit & Risk Committee advised that the Trust was currently rated red as the standards had not yet been implemented as they were still being reviewed nationally.
- The Group had discussed the budget for 2021/22 and noted that block funding had only been provided for Quarter 1-2.
- The Committee noted the increase in abuse that staff had continued to receive and that a Violence and Aggression programme was in place to support reduction in this.
- The Group discussed the Berkshire Surrey Pathology Service (BSPS) lighthouse laboratory as similar laboratories had been highlighted on a national TV programme. The Chair of the Finance & Investment Committee confirmed that good oversight was provided on the programme to ensure the project was properly managed and the quality of the results were uncompromised.
- In response to a query on the capital expenditure programme the Chair of the Finance & Investment Committee advised that approximately £60m had been spent during 2020/21 and that the Committee carried out post implementation reviews on all projects.
- The Group had discussed whether Non-Executive Directors had oversight on concerns and legal action in relation to whistleblowing. The Group received assurance from the Chair of the Audit & Risk Committee that there was a Freedom to Speak up Guardian in the Trust and all concerns were reviewed.
- In response to a query on patients not providing identification when attending GP appointments the Chair of the Audit & Risk Committee would seek clarity on whether this would impact on the Trust. **Action: J Petitt**
- The Group discussed the Ockendon response and performance in maternity. It was considered that there could be closer working between maternity and other services in the hospital to share clinical expertise.
- In response to a query on the Lighthouse Laboratory project the Chair of the Finance & Investment Committee confirmed that the Lighthouse Laboratory assets were included on the Trust balance sheet. The level of activity would not impact on the Trust's income and expenditure.

13/21 Terms of Reference

The Trust Secretary introduced the terms of reference that had been updated since the previous meeting.

It was agreed that the fifth sentence of the composition section would be moved to the first sentence of this section. In addition, the Committee recommended the Terms of Reference were reviewed to remove any duplication. **Action: C Lynch**

The updated terms of reference would also be submitted to the Council of Governors for approval. **Action: T Lloyd**

14/21 Date of Next Meeting

It was agreed that the next meeting would be held on Wednesday 30 June 2021 at 16.00

SIGNED:

DATE:

Governors Assurance Committee

Terms of Reference

Role of the Committee

The Committee will provide assurance to the Council of Governors in respect of the performance of the Board, bringing to the attention of the Council, in particular, any matters likely to impact on

- patient safety, clinical outcomes and patient and staff experience
- delivery of the annual plan performance targets

The Committee will carry out this role through the review of financial, business, clinical and workforce assurance information submitted to the Board and from receiving responses from the Non-Executive Directors on matters of interest or concern. The Board Committees include:

- Audit and Risk Committee
- Finance and Investment Committee
- Quality Committee
- Workforce Committee

Composition

The Committee membership will comprise any Governor wishing to serve. The Committee will be chaired by any Governor wishing to serve. The Chair of the Committee will be subject to annual appointment.

All Non-Executive Directors will attend meetings.

The Trust Secretary, or their nominee, will act as secretary to the Committee.

The Committee will meet four times per year.

Quorum

The quorum of the Committee will be five members (one of whom must be a public Governor).

Duties

The Committee will review assurance documents and information submitted to the Board and bring appropriate matters to the attention of the Council. The work of the Committee will be kept under review by the Council of Governors.

1. The Committee will review the financial, business, clinical and workforce assurance information submitted to the Board, and bring significant matters of interest or concern, and the Non-Executive's response, to the attention of the Council of Governors

2. The Committee will satisfy itself that the Board is reviewing, in a timely manner, appropriate financial, business and clinical information
3. The Committee will keep under review a range of assurance information submitted to the Board including, as required
 - Minutes of the Audit & Risk Committee
 - Minutes of the Finance & Resources Committee
 - Minutes of the Quality Committee
 - Minutes of the Workforce Committee
4. Governors will be provided the opportunity to highlight any member and public issues raised by constituents to Non-Executive Directors.

Reporting

The minutes of Committee meetings will be formally recorded and submitted to the Council of Governors.

The Committee will review these terms of reference on an annual basis and report to the Council of Governors accordingly.

Reviewed by the Committee:

Approved by the Council:

Council Nominations and Remuneration Committee

Terms of Reference

Role of the Committee

The Committee will oversee the development, implementation and review of the policy for the composition of Non-Executive Directors and the policy for the composition of Governors.

The Committee will make recommendations to the Council on the appointment of Non-Executive Directors

The Committee will recommend to the Council of Governors the terms and conditions, including remuneration and allowances, of Non-Executive Directors.

The Committee will oversee the appraisal process for the Chair of the Trust and Non-Executive Directors.

Review protocols for the approval of Chief Executive, appraisal of the Chair of the Trust and Non-Executive Directors and appointment of Non-Executive Directors.

Composition

The Committee will be chaired by the Lead Governor.

The Committee will comprise any Governor wishing to serve.

In discharging its remuneration duties, the Chief Executive of the Trust will be entitled to attend meetings, unless the Committee decides otherwise, and the Committee will be required to take account of the Chief Executive's views.

The Chief People Officer and the Trust Secretary will be in attendance to advise the Committee as appropriate.

The Committee will also be expected to seek the advice of external advisors when appropriate, as defined in the Constitution, when determining the remuneration policy for Non-Executive Directors.

Members and advisers will be required to make known any knowledge of candidates being considered for appointment.

Quorum

The quorum will be five members, three of whom must be public Governors.

Remuneration Duties

The Committee will make recommendations to the Council of Governors on the following

1. To develop, seeking the advice and recommendations of the Chief Executive, mechanisms to ensure that the Committee and the Council in general is informed of the up to date position on Non-Executive Director remuneration in the public and private sectors, in particular the practice in Foundation Trusts
2. To recommend an overall remuneration and terms of service policy for the Non-Executive Directors, taking into account the advice of the Chairman (other than in respect of their own remuneration), Chief Executive and external advisors to the Committee.
3. To recommend levels and terms of service for individual Non-Executive Directors, taking into account the overall policy established by the Trust

Nomination Duties

1. To establish and keep under annual review a policy for the composition of Non-Executive Directors, which takes account of the strategic needs of the Trust and the balance of the Board, and the membership strategy
2. To consider, and reflect in its deliberations, advice and recommendations from the Board on the skills and experience required in any Non-Executive Director appointment
3. To identify, taking account of the skill needs and balance of the Board, appropriate candidates for appointment as Non-Executive Directors. In doing so, the Committee will seek the advice of the Chair of the Trust (or the Deputy Chair in the case of appointing the Chair of the Trust, unless the Deputy is seeking appointment as Chair of the Trust) and the Board throughout the process
4. To establish and keep under annual review a policy for the composition of the Council of Governors, which takes account of the membership strategy
5. To oversee the process for the appraisal of the Chair of the Trust and Non-Executive Directors as set out in the protocol agreed between the Board of Directors and Council of Governors
6. To keep under review the protocol for the appraisal of the Chair of the Trust and Non-executive Directors.
7. Act on behalf of the Council in the arrangements agreed with the Board for the appointment of a Chief Executive.
8. Keep under review the protocol for the appointment of a Chief Executive.

Process

In making recommendations for the appointment of Non-Executive Directors, the following process, prescribed by the Constitution, must be followed

- The Council of Governors will maintain a policy for the composition of the Non-executive Directors which takes account of the membership strategy, and which they shall review from time to time and not less than every three years

- The Chair of the Trust (or in the case of the appointment of the Chair of the Trust, the Deputy Chair), or Vice Chair of the Council of Governors, two Governors and the Chief Executive will work with an independent advisor to identify the skills and experience required for Non-Executive Directors
- Appropriate candidates will be identified by the Governor Nominations & Remuneration Committee which will include the Chair of the Trust (or Deputy Chair (unless they are standing for appointment, in which case another Non-Executive Director, when a Chair is being appointed) and at least one elected Governor and one appointed Governor. The Nominations & Remuneration Committee will take account of the policy maintained by the Council of Governors and the skills and the experience required. The Chief Executive will be entitled to attend meetings of the Nominations & Remuneration Committee unless the Committee decides otherwise and the Committee shall take into account the Chief Executive's views

Review

The Committee will review these terms of reference annually, making recommendations to the Council of Governors as appropriate.

Approved by the Committee: 24 February 2021

Approved by the Council:

Title:	Governor Question Log
Agenda item no:	12
Meeting:	Council of Governors
Date:	26 May 2021
Presented by:	Caroline Lynch, Trust Secretary
Prepared by:	Pratibha Rajawat, Interim 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.
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Report History	None
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What action is required?	The Council of Governors is asked to note the report.			
Assurance	Information	<input checked="" type="checkbox"/>	Discussion/input	Decision/approval

Resource Impact:	None
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Relationship to Risk in BAF:	
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Strategic objectives This report impacts on (tick all that apply)::				
Provide the highest quality care				<input checked="" type="checkbox"/>
Invest in our staff and live out our values				<input checked="" type="checkbox"/>
Drive the development of integrated services				<input checked="" type="checkbox"/>
Cultivate innovation and transformation				<input checked="" type="checkbox"/>
Achieve long-term financial sustainability				<input checked="" type="checkbox"/>
Well Led Framework applicability:				Not applicable <input type="checkbox"/>
1. Leadership <input type="checkbox"/>	2. Vision & Strategy <input checked="" type="checkbox"/>	3. Culture <input type="checkbox"/>	4. Governance <input checked="" type="checkbox"/>	
5. Risks, Issues & Performance <input type="checkbox"/>	6. Information Management <input type="checkbox"/>	7. Engagement <input type="checkbox"/>	8. Learning & Innovation <input type="checkbox"/>	

Publication				
Published on website		Confidentiality (FoI):	Private	Public

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

No.	Date	Governor	Query	Response
111	24/02/2021	K Boyle	A governor queried accessibility at the Trust that had been highlighted in the local news. The Acting Chief Executive advised a survey had been commissioned to review building and service access. Following the recommendations, a work programme would be established. A response, including the survey completion date, would be included on the governor question log.	<p>The AccessAble survey commenced during Autumn 2019. Following the first wave of Covid in March 2020 the surveyors were unable to attend the Trust following government guidance and Trust visiting restrictions. Following the lifting of national guidance the Trust will work with the surveyors to complete the survey of the Trust satellite sites.</p> <p>There are 134 'Detailed Access Guides' for the RBH site that are due to be reviewed and it is anticipated this will take place over 4 weeks. As a number of onsite changes have occurred it is anticipated that further revision or surveys may also be required. Once the reports have been finalised this will be published on AccessAble.</p> <p>The current high level overview for Bracknell Health Space is available at: https://www.accessable.co.uk/bracknell-forest-council/access-guides/royal-berkshire-bracknell-clinic#7abfb6e8-f000-4bfa-8129-79192c78f435</p>
112	29/03/2021	P Williams	How is Friends and Family calibrated at the RBH e.g. what conditions need to be met before the patient receives a text message, following in-patience or out-patient appointment(s) asking them to answer friends and family questions?	None of the Friends and Family Test (FFT) is currently automated so no patient will receive a text message asking them to respond to FFT. We are currently reviewing digital options for the FFT.
113	31/03/2021	P Williams	I have picked up concerns from constituents who live in south / central Reading about the difficulties when patients do not have a car to get to appointments at ENT, Townlands in Henley or urology in Bracknell. The patients said they were daunted by the 4 to 5 hour round trip by bus or train or the taxi costs if trying to fit the visit in within a time constrained day.	<p>A letter was sent to various stakeholders by Steve in June 2020 explaining that we would continue to offer services on the main RBH site, as well as at West Berkshire Community Hospital. However during the most recent wave of the pandemic, services on the RBH site were reduced to a minimum, with the majority of ENT appointments taking place either at Townlands or virtually.</p> <p>As we increase services through the elective relaunch programme, those patients who live closer to the RBH and who are unable to travel to Townlands will be offered an appointment on the main site. When making the appointment, the member of the Clinical Administration Team (CAT) will look at the order</p>

			<p>I had understood that patients could insist on and would be offered a consultation in Reading if they had difficulties with transport and or were over 60. Is my memory correct and how is the Reading option conveyed to patients?</p>	<p>placed by the Clinician, look at the patient's postcode and will also have a conversation with the patient.</p> <p>Our Clinicians have been very clear when placing the order for an appointment on where the patient needs to be seen and the CAT follow these instructions. Also, if a patient has received a letter with their appointment and need to change the location, the CAT will do this.</p> <p>There will be times when a patient requires a specific sub speciality and or a specific Consultant, if this is not readily available at the RBH, we use our Surgeon of the Week time to ensure the patient is seen, when the specific Consultant is on this rota as the Surgeon of the Week as this is located at the RBH.</p>
114	08/04/2021		<p>What are the plans to re-introduce volunteers to ward areas?</p>	<p>We are gradually reintroducing volunteers into different areas. The next areas will be to roles like the welcome desk and to bring back our second buggy. We will then be starting to look at the clinical areas but we will need to assess each role and area and decide what additional measures we will put in place, balancing the continued need to minimise footfall on site, restrictions on visiting versus the benefits volunteers could bring from a patient experience perspective. We will then need to look at individual volunteer's risk assessments and work with them about whether they can come back, when they are ready and what we need to put in place for them as individuals. In addition, we need to work with each individual ward or clinical area to make sure they are happy to have volunteers, what they need to do to have them back and to support them to bring back volunteers, e.g. some volunteers may not have been out socially for a long time and may require additional support or some may have been recruited during the pandemic and not know what 'normal volunteering' is like on the wards. Some volunteers may not have had to wear the level of Personal Protective Equipment (PPE) that might be required so this would need to be explored with each area and volunteer. We will be starting to look at this in the coming weeks but it is anticipated it will take time to have all the volunteers back onto wards.</p>

115	08/04/2021	J Bagshaw	Could you tell me the best person to ask about volunteering at RBH? I am on the books for Berkshire Health Care as a volunteer driver, and have DBS and am on their insurance, but they don't seem to manage to find any driving work to be done! Given the discussion about patients getting to and from the Henley, Bracknell and Reading sites it seems obvious that I could help.	<p>We have currently paused our volunteer recruitment while we focus on reintroducing volunteer roles and bringing back our previous volunteers and placing those who have recently been recruited. We anticipate opening up our recruitment again in a month or so and those who are interested can contact voluntary.services@royalberkshire.nhs.uk and they will be able to advise on starting their recruitment process.</p> <p>Voluntary Service does not currently have volunteers that drive patients from various locations. We can only use volunteer drivers to deliver or collect items for the Trust from various, mainly local, locations or our spoke sites. Mainly patients have used volunteer organisations in their local area who offer this service that have specifically been set up as patient driving charities.</p>
116	16/04/2021	T Lloyd	How many cases of suspected negligent care of adult care home patients coming to the RBH via A&E or for planned care were reported or referred to local authorities in the 6 months to 31 March 2021	<p>The Associate Chief Nurse Safeguarding, Mental Health & LD advised that the information was not currently recorded. However, this information would be collated and included in the Trust Safeguarding Annual Report from 2021/22.</p>
117	28 April 2021	S Lobo	What is the progress on the review of the Vision 2025 strategy and are the pillars to be amended/adapted in light of the experiences of the pandemic? Is digital transformation a main area of change/progress?	<p>The Trust has committed to refreshing its strategy in light of key developments since its inception in 2018, including a shifting policy landscape (publication of the NHS Long Term Plan, emergence of Integrated Care Systems, publication of the recent white paper on Integrated Care and upcoming health and social care bill), the new ways of working arising from the COVID-19 pandemic and participation in the government's hospital infrastructure programme.</p> <p>Work is underway to refresh the Trust's clinical services strategy and other enabling strategies to inform this exercise, in close alignment with patients, staff and stakeholders. What Matters 2021 was recently launched alongside this to capture the key themes that matter to our staff and ensure that the Trust develops a strategy that staff identify with and believe in.</p> <p>Throughout our conversations internally and externally, digital transformation and digital enablement are repeatedly recognised</p>

				as themes that are firmly set to play a central role in shaping and delivering our view for the future and are a key priority for the Trust.
118	28 April 2021	S Lobo	I would like to find out about paediatrics, Long COVID and care and after-care (post discharge) for children as young as 1 or less?	The aftercare aspect is dependent on the patient's clinical status as babies are usually asymptomatic with Covid. They would have been offered a follow up appointment if they had been unwell with Covid.
119	28 April 2021	K Boyle	A governor sought clarity on whether the 'Purple Network' had been engaged and whether more training would be offered to staff in relation to autism awareness. The Occupational Nurse Manager had not liaised with the Purple Network and would review this provision. It was agreed a response would be included on the governor question log.	The Purple Network is the name of the initiative launched by Berkshire Healthcare NHS Foundation Trust to support staff who have experience with disabilities, physical or mental health issues and caring responsibilities.
120	13 May 2021	P Williams	Over a one week period in April 2021 how many ED presentations were there? Of these presentations how many were not registered with a GP in Reading Can we provide the first part of the postcode of attendees Can we also provide the same date from the same period in 2019.	A response is currently being sought for this question.