

**AGENDA ITEM 14 – MEMBERSHIP COUNCIL MEETING REPORT  
BOARD OF DIRECTORS 07 FEBRUARY 2019**

<b>Report title</b>	Report of the Membership Council meeting
<b>Report from</b>	Tessa Green, chairman
<b>Prepared by</b>	Helen Essex, company secretary
<b>Previously discussed at</b>	N/A
<b>Attachments</b>	N/A

<b>Brief summary of report</b>							
To provide an update for the Board on the meeting of the Membership Council held on Thursday 17 January 2019.							
<b>Action Required/Recommendation.</b>							
The Board is asked to note the report.							
<b>For Assurance</b>		<b>For decision</b>		<b>For discussion</b>		<b>To note</b>	✓

## REPORT FROM THE MEMBERSHIP COUNCIL MEETING – 17 JANUARY 2019

### Matters arising from the minutes

Governors received updates on the following issues:

- **Nursing uniforms** and the positive staff and patient feedback provided so far
- The new leads for **digital innovation** are to be invited to the membership council once they have embedded in their roles.
- Automated booking system and the issue of **patient access**.
- The opening of **Duke Elder** – governors asked whether the board had given consideration to the delivery of services in SWL and whether there are other options. It was stressed that the focus remains on making sure the unit opens although it was acknowledged that more capital funding is required for the south. The board will be looking at the lessons learned once the unit has reopened.

### Executive reports

Governors were keen to understand the need for the trust to collect ethnicity data and what we do with the information. As well as being mandated and measured nationally, it is important to make sure the trust is not unfairly disadvantaging specific groups or communities. There have also been incidences of patients who have had challenges in accessing interpreting and translation services.

Governors asked for a report/presentation on trust provision for interpreting and translating services at the next meeting.

Patient journey times were highlighted; how are they recorded, is it consistent across clinics, etc. This is a piece of work that needs to be completed.

Governors also wanted to understand the red indicators on clinic management and whether the initiatives put in place are working. It was acknowledged that this is the trust's first year of measuring data completeness and it needs a cultural change to become business as usual. There will be a step change with the move of health records in February.

### ECLO presentation

Governors received a presentation from the ECLO service. They were particularly keen to understand the funding stream that will enable the trust to continue the service, and were advised that it is supported by the trust along with Action for the Blind and the Friends of Moorfields.

Other questions asked were around links to our research evidence-base and compliance with professional standards and development of education:

- An ECLO co-ordinator post has been developed to improve this area
- ECLOs go through a rigorous recruitment process and are supported and developed by a senior member of clinical staff
- ECLOs also have regular meetings and attend the London forum
- Work is taking place to better develop the performance management regime and keep track of referrals and activity

It was agreed that it is important that patients are aware of the service and that it needs to be better promoted with both patients and staff. This will be another area of focus for the ECLO co-ordinator. Governors asked for a report back in 12 – 18 months on progress with promotion of the service.

## **Oriel**

The membership council was assured that there is a clinical case to move the hospital following the clinical senate review final report.

The council was also informed of the signing of the option agreement and advised that the following decisions would be brought back to them at a later date:

- Exercise of the option agreement
- Contract for the land sale of the City Road site
- Full business case

Governors were taken through the public and patient engagement process so far and advised that this will go on for the lifetime of the project. A formal schedule will be produced.

Governors were keen to understand how the trust plans to keep people out of the new building, thinking about how few people need to come to the site and how services can be delivered differently.

A question was also asked about the equality impact assessment which will be part of the pre-consultation business case.

The trust was asked to think about the opportunities for utilising other expertise that governors might be able to provide moving forward.

### **Report from the remuneration and nominations committee**

The council approved the reappointment of Steve Williams and Sumita Singha for a further year following a rigorous review process. The appraisal of the chair and other non-executive directors were also reviewed.

### **Feedback from governors**

*Governance development group* – key issue will be the membership council self-assessment. Governors are also keen for an update on EMR

*Membership development group* – looking to hold two member's weeks this year along with a first engagement session at SGH when the new theatres are open

*Patient carer forum* – discussions held about catering and patient transport. There is a suggestion that there should be more carers involved as well as patients/carers from network sites.