



CG18/02/02 - Governor Queries/ Letter heads:

N Marsden informed the Council that communications have improved in the last few months with the Communications team keeping everyone informed on the current updates in relation to Covid-19 and all other internal services. N Marsden also informed the Council that there was a new Communications Strategy that was going to the next public Trust Board meeting in January 2021 for approval and that the Council would be updated to this regard at the next Council meeting in February 2021. ACTION: NM

CG 17/02/13 – Any other business

Smoking at the Front Entrance –P James informed the Council that she had found it a challenge to meet with L Lane and that she has now been put in contact with L Lane's new PA, and that she was now awaiting for Gemma O'Brien to set up a Teams/telephone meeting to discuss. ACTION: PJ/GOB

CG 17/02/13 – Any other business

Plastic Cups –P James informed the Council that the use of plastic cups was discussed at the last Sustainability Group meeting. P James explained that the group were committed to removing single use plastic cups but that Covid-19 had slowed progress with the need to avoid multiple handling. P James said that the subject remained high on the agenda and was under constant review. ACTION : PJ/EP

N Marsden noted that all other actions were complete and had been closed.

PERFORMANCE and FINANCE

CG 16/11/04 Integrated Performance Report

S Hunter set the context to the current report that was being presented to the Council. S Hunter explained that since the Council last met the country was essentially in its second lockdown due to Covid. S Hunter informed that Council that over the last few months the Trust had been making a great effort to get services back to normal and that further information about the recovery work going on was detailed in the Integrated Performance report (IPR).

S Hunter highlighted the following key points.

- Challenges in maintaining non-elective flow are beginning to be felt, with the number of stranded patients in the hospital increasing to pre Covid-19 levels (99 in M6), and flow out of the department in ED being a factor in the reduced performance against the 4 hour standard. Although ED attendances were lower (412 fewer than M6 2019-20), performance was reduced to 88% (91.52% for M6 in 2019-20). Whilst this is not reflected in the bed occupancy levels (86% for M6), a 12 hour breach was recorded in the month, for the first time in a number of years. Further work is being undertaken into how bed occupancy figures are reported to ensure that escalation capacity is being correctly reflected.
- This pressure is felt across the Trust – Stroke performance was affected with number of patients reaching the stroke unit within 4 hours falling to 50% (73.1% in M5). Additionally, 20 occurrences of non-clinical mixed sex accommodation breaches were seen in September affecting 59 patients. The Trust has had zero breaches of this prior to September since March.
- As part of phase 3 of the NHS response to Covid-19 elective activity levels have increased, although recovery of elective spells is the most challenging. This is reflected in the theatre activity levels, with main theatre activity still being some way off of pre covid-19 levels. An increase in the theatre recovery plan has been agreed, expected to start increasing in November, however Main theatres remain the escalation area for ITU should Covid-19 cases increase. September is the first month that the Elective I 0 (ec)-2(n(t)-7)



J Dyos presented the Patient and Public Experience report and informed the Council that the report provided a summary of the activity for Q1 2020/21 in relation to complaints and the opportunities for learning and service change. Some key changes are highlighted below:

- As reported in the Patient Experience Q4/end of year report, NHS Improvement and NHS England together with the Parliamentary Health Service Ombudsman (PHSO) placed a 3 month pause on all complaint investigation from mid-March 2020. NHS England and Improvement and the PHSO have announced that they would re-start their complaints process on 1st of July. NHS Digital has not yet said when the KO41 data collection will recommence. Likewise there is no indication of when Friends and Family data submission will recommence
- The Trust received over 80 complaints, comments and concerns in relation to COVID-19 during the first three months of the pandemic. 19% of all COVID-19 enquiries were related to donations such as PPE, clothing and food items, with an additional 8% of enquiries about how to volunteer either their transferable skills or personal time. 15% of enquires was in relation to restrictions place upon visiting. It was apparent that enquiries regarding the use of PPE and access to hand gel were also a cause for concern, which accounted for 11% of all enquiries. 9% of comments and enquiries logged were in relation to specific health related questions, as the public sought clarification on the level of risk COVID-19 posed to either themselves or a loved one.
- It is clear that during the COVID-19 pandemic (and despite the 'pause'

Director of Corporate Governance bi-monthly to review the risks relevant to their portfolio. The review included action updates, review of risk scores and target scores, and consideration was given to any of the potential new risks.

FMc explained that Board Committees provided oversight of the relevant risks through the bi-monthly reporting to the Clinical Governance Committee, People and Culture Committee, Finance and Performance Committee and Trust Management Committee. The Board also received a comprehensive update on the Board Assurance Framework and Corporate Risk Register three times annually.

Discussion:

There were no questions from the Council

The Council noted the report.

## GOVERNOR BUSINESS

CG 16/11/07

Governor Queries

There were no further queries from the Governors.

CG 16/11/08

Constitution

F McNeight informed the Council that the Trusts constitution had been completely revised and the following updates had been made:

- Annex 8 Standing Orders of the Board of Directors has been completely re-written and is included as an appendix to the Constitution.
- The wards and constituencies have been updated. This includes merging West Wiltshire into South Wiltshire Rural. North Dorset and East Dorset constituencies have also been updated based on the electoral wards.
- It is proposed that within Annex 2 the Hotel and Property class in the Staff Constituency is merged with the Clerical, Administrative and Managerial Staff class. It is proposed that due to merging the staff classes, the name should be amended to “Administrative, Facilities and Managerial”. The vacancy of the Hotel and Property class has not been filled for several years and these staff would benefit from better representation.
- The unused paragraphs have been removed and the document renumbered and reformatted to reflect this.

L Herklots noted that the change of name of the merged staff constituencies in the executive summary is called Administrative, Facilities and Managerial, but this hasn't transferred over to the document, and also the sub-classes of the Hotel and Property were missing in the new staff constituency and need to be listed there. L Herklots also noted that the appendix with the number of Governors listed needed to be updated especially as we were now one Governor less in the Staff Constituencies, and any other reference to the number of Governors throughout the document need to be checked and updated if needed. Action: IC/KN

E Rendell noted that the Wiltshire CCG no longer existed and needed to be changed to the BSW CCG (Bath, Swindon and Wiltshire). Action: IC/KN

R Jack informed the Council that there was a reason that there were paragraphs that were not used in the constitution, and that was because the constitution followed the paragraphs in the model core constitution put forward by Monitor. R Jack said the changes to the paragraphing in the constitution mean that any referencing in other documents need to be updated, for example the Governors Standing Orders. Action: IC/KN

C Wynne referenced the gender throughout the document only mentioned

him/his/he and that it should be him/she or their. F McNeight said that under interpretations and definitions 1.2 it does define the wording used for the gender throughout the document.

F McNeight recommended that following the above corrections that the Council pre approve the changes so that the constitution can be submitted to Trust Board for final approval at the next public meeting in January 2021.

Decision:

The Governors unanimously approved the constitution.

CG 16/11/09 Membership and Communications Strategy

C Wynne informed the Council that the Membership and Communications Strategy was updated by the Membership and Communications Committee. Lucinda Herklots undertook the major overhaul of the Membership and Communications Strategy. C Wynne said that the Strategy had been approved by the Membership and Communications Committee at its last meeting on 15<sup>th</sup> October.

L Herklots suggested that the Governors should consider holding online constituency meetings.

C Wynne asked the Council to approve the final version of the Membership and Communications Strategy.

The Council approved the document unanimously.

CG 16/11/10 Governors Newsletter – update

C Wynne informed the Council that along with R Jack, they had done a lot of work on how the newsletter should look like in the future. C Wynne stated that the newsletter was very dependent on Governors participating and contributing/producing the newsletter. C Wynne informed that the Communications department would be helping with the production of the articles in the newsletter, but that the newsletter belonged to the Governors.

P Kosminsky asked whether the M&C Committee was happy with the number of members on the books and also if I Cardoso could indicate/share any paraphernalia about membership and how to recruit. I Cardoso informed the Council that the M&C Committee was in the process of updating all 7( C)3(08 443.76 Tm5t)-7( )11(as

information. J Mangan said that Covid had provided Governors with the opportunity to communicate more often with their members, but would be more beneficial if the Governors received the briefings on a more regular cycle. This would enable the Governors to communicate more effectively with their members and thereby reminding people to be compliant with the countries regulations and also by reassuring people that they can and should attend their hospital appointments.

S Hunter said that she would be more than happy to support the Communications Department in providing more frequent briefings, and that she was more than willing to spend more time with the Governors if the need was there.

J Mangan also said that it would be good to have a clinical input into the briefings coming from the Communications Department as this would lend more weight to any information that the Governors are providing the members with. J Dyos said that she would also have a chat with Dave Roberts and see what can be done.

Action: JD