



**Royal Berkshire**  
NHS Foundation Trust

# Membership Committee - 9 February 2023

MEETING  
9 February 2023 17:30

PUBLISHED  
3 February 2023

# Agenda

<i>Location</i>	<i>Date</i>	<i>Owner</i>	<i>Time</i>
Video Conference Call	9/02/23		17:30
1. Welcome and Apologies for Absence (Verbal)		John Bagshaw	
2. Minutes for Approval: 17 October 2022 and Matters Arising Schedule		John Bagshaw	17:30
3. Membership Update		Hannah Travers	17:35
4. Membership Events		Hannah Travers	17:50
5. Governor Training & Development		Caroline Lynch	18:00
6. Terms of Reference		Caroline Lynch	18:10
7. Date of Next Meeting: Thursday 13 April 2023 at 17.30 (Verbal)			

## Membership Committee

Monday 17 October 2022

17.30 – 18.30

Seminar Room, Trust Education Centre, Royal Berkshire Hospital

### Present

Mr. John Bagshaw	(Public Governor, West Berkshire & Borders) (Chair)
Mr. Tony Lloyd	(Public Governor, Wokingham) (Lead Governor)
Mrs. Sunila Lobo	(Public Governor, Reading)
Mr. William Murdoch	(Public Governor, Southern Oxfordshire)
Mr. Paul Williams	(Public Governor, Reading)

### In attendance

Mrs. Kemi Makun	(Interim Deputy Trust Secretary)
Mrs. Hannah Travers	(Acting Trust Secretary)

### Apologies

Mr. Jonathan Barker	(Public Governor, Reading)
Mr. Clive Jones	(Public Governor, Wokingham)
Mr. Adrian Mather	(Partner Governor, Wokingham Borough Council)
Mr. Brian Painting	(Public Governor, Reading)
Mr. Christopher Plumb	(Staff Governor, Admin & Management)

### 15/22 Minutes for Approval: 26 July 2022 and Matters Arising Schedule

The minutes of the meeting held on 26 July 2022 were approved as a correct record and were signed by the Chair.

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

A governor queried the TICC-19 Pathway included in the list of membership events. The Acting Trust Secretary advised the TICC-19 pathway related to the virtual treatment pathway that was developed to support patients with Covid to access care whilst at home.

### 16/22 Membership Update

The Acting Trust Secretary introduced the report and highlighted that membership was 9,561. The membership application form had been refreshed on the Trust's website. The branding and content of the membership form would be reviewed and submitted to the next meeting following feedback from potential members at Reading Pride.

The Acting Trust Secretary highlighted that there was approximately 150 membership forms received following attendance at Reading Pride that were currently being included on the membership database. The Committee noted that a large number of the applications were from members in the 16 – 30 age group.

A governor highlighted that links on the membership page were not working. The Corporate Governance team would review the membership page to update the links. **Action: H Travers**

## 17/22 Membership Survey

The Acting Trust Secretary provided an overview of the outcome of the membership survey that had been circulated to members to seek their feedback on administration and communication at the Trust. 260 members had responded to the survey and feedback had been positive. The majority of respondents highlighted their experience of attending appointments in the previous six months had been convenient and that administration related to appointments was satisfactory. Themes had included positive experiences related to care and support received from staff. However, car parking on Trust premises continued to be a challenge as well as duplicate letters and text messages for appointments.

A governor queried whether further feedback could be provided from members that were dissatisfied with administration and communication. The Acting Trust Secretary advised that the survey was anonymous. Therefore, further feedback from specific members could not be provided.

A governor queried the feedback from patients in relation to their negative experiences of virtual appointments. The Acting Trust Secretary highlighted that the majority of issues reported related to sound quality.

The Committee discussed the low response rate from public members to the survey. The Acting Trust Secretary advised that some members had not completed the survey as they had not attended an appointment or received a letter from the Trust in the previous six months. In addition, some members had not provided an email address or their details had changed since they joined as a member. Therefore, a review of contact details of members could be undertaken in the future.

In response to a governor query, the Acting Trust Secretary confirmed that the membership application form was not circulated to GP surgeries. However, membership forms could be sent to local GP surgeries and libraries.

The Committee discussed alternative ways to engage with members. The Acting Trust Secretary highlighted a survey could be circulated to members to consider topics that would appeal to members. In addition, membership events could be targeted as the 16 – 30 year age group to increase participation from those groups.

It was agreed that feedback provided from the survey would be circulated to the Committee.

**Action: H Travers**

## 18/22 Annual General Meeting Final Details 2022

The Trust Secretary outlined preparations for the Annual General Meeting (AGM) in October 2022.

Members would be asked to register at the Trust Education Centre reception and would have the opportunity to meet Governors between 16.30 – 17.00 in the Seminar Room.

The Trust Secretary advised that, to date, 35 members and 11 governors had confirmed attendance.

## 19/22 Membership Strategy

The Acting Trust Secretary presented an overview of the 2022-2024 membership strategy that had refreshed. Key highlights included engaging members in the 18-30 age group and Black,

Asian and Minority Ethnic communities. The Committee noted that additional virtual events could also be arranged for members to find out more about the role of governors when a vacancy arose on the Council of Governors. Further work would also be progressed to develop the Youth Governor role.

The Acting Trust Secretary highlighted that the Corporate Governance team would liaise with the Associate Chief Nurse, Patient Experience, Workforce and Education to consider future events that governors could attend to increase awareness of membership and the role of the governor.

**Action: H Travers**

The Committee recommended that the Membership Strategy was submitted to the Council of Governors for approval.

**Action: J Bagshaw**

## **20/22 Council of Governors' Objectives**

The Acting Trust Secretary provided an overview of the 2021/22 Council of Governors objectives. The Committee noted that restrictions on social distancing had impacted on the ability to provide membership events in the previous couple of years.

The Acting Trust Secretary highlighted that a working group had been established for governors to review the Council objectives for 2023/24. A number of the objectives related to statutory duties of governors including recruitment of Non-Executive Directors.

The Committee recommended that the objectives were submitted to the Council for approval.

**Action: J Bagshaw**

## **21/22 Date of the Next Meeting**

It was agreed that the next meeting would be held on Thursday 9 February 2023 at 17.30

**SIGNED:**

**DATE:**

## Membership Committee Matters Arising Schedule

## Agenda Item 2

Date	Minute Ref	Subject	Matter Arising	Owner	Update
17 October 2022	16/22	Membership Update	The Corporate Governance team would review the membership page to update the links.	H Travers	Completed
17 October 2022	17/22	Membership Survey	Feedback provided from the survey would be circulated to the Committee.	H Travers	Completed.
17 October 2022	17/22	Membership Survey	The Corporate Governance team would liaise with the Associate Chief Nurse, Patient Experience, Workforce and Education to consider future events that governors could attend to increase awareness of membership and the role of the governor.	H Travers	In progress.
17 October 2022	19/22	Membership Strategy	The Committee recommended that the Membership Strategy be submitted to the Council of Governors for approval.	J Bagshaw	Completed
17 October 2022	20/22	Council of Governors' Objectives	The Committee recommended that the objectives be submitted to the Council for approval.	J Bagshaw	Completed

<b>Title:</b>	<b>Membership Update</b>
<b>Agenda item no:</b>	3
<b>Meeting:</b>	Membership Committee
<b>Date:</b>	9 February 2023
<b>Presented by:</b>	Hannah Travers, Deputy Trust Secretary
<b>Prepared by:</b>	Hannah Travers, Deputy Trust Secretary

<b>Purpose of the Report</b>	This report sets out the changes in membership figures since the last Committee meeting. Total membership now stands at 9,879 that is an increase of 228 member since the last meeting.
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<b>Report History</b>	n/a
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<b>What action is required?</b>	
Assurance	
Information	
Discussion/input	To note the report
Decision/approval	

## 1 Membership Figures

1.1 Current membership is 9,879 that is an increase of 228 member compared with the figures from October 2022.

1.2 The Trust currently has;

- (a) 3,429 public members (increase of 84 members) \*
- (b) 329 volunteer members (increase of 18 members)
- (c) 6,121 staff members (increase of 140 member)

\* Data cleanse undertaken by the membership platform provider on a monthly basis

1.3 A breakdown of public membership by constituency is provided below.

<b>Public Constituencies</b>	<b>No of Members</b>
East Berkshire and Borders	842
Reading	983
South Oxfordshire	183
West Berkshire and Borders	567
Wokingham	854
Total	3,429

1.4 There have been 84 new public members that have joined the Trust since the previous meeting. These members are broken down by age and ethnicity below:

Age	Wokingham	West Berkshire & Borders	South Oxfordshire	Reading	East Berkshire & Borders
0 - 16	1	0	0	0	0
17 - 21	3	2	0	6	0
22-29	4	1	0	10	1
30-39	5	0	0	8	1
40-49	2	2	0	6	2
50-59	3	2	0	3	2
60-74	4	0	1	1	0
75+	0	1	0	0	0
Non Stated	1	0	0	11	1
<b>Total</b>	<b>23</b>	<b>8</b>	<b>1</b>	<b>45</b>	<b>7</b>

Ethnicity	Wokingham	West Berkshire & Borders	South Oxfordshire	Reading	East Berkshire & Borders
White - English, Welsh, Scottish, Northern Irish, British	15	6	0	24	4
White - Other	0	0	0	2	1
Asian or Asian British - Indian	0	1	0	1	0
Black or Black British - African	0	0	0	4	0
Other Ethnic Group - Any Other Ethnic Group	1	0	0	0	0
Not stated	7	1	1	14	2
<b>Total</b>	<b>23</b>	<b>8</b>	<b>1</b>	<b>45</b>	<b>7</b>

1.5 The increase in members was a result of attendance at Reading Pride during September 2023 with an additional 24 members being recruited in the 16 – 29 age groups.

## 2 Membership Representation

2.1 Membership remains under represented until we reach the 30+ age groups.

2.2 The 60+ age categories remains the highest represented in the public constituencies and the 30-30 age category the highest represented in the staff group.



- 2.3 Posters with QR codes have been located around the hospital sites to promote membership of the Trust. This enables members of the public to scan a code with their phone that accesses directly the membership form (Appendix 2).
- 2.4 The Membership recruitment campaign targeted at recruiting members in the 16-30 age group is due to be published on Facebook and Instagram on 6 February 2023. The campaign will target approximately 2000 people per day for four weeks.
- 2.5 A stand to promote membership of the Trust to potential members will be made available at Trust sites during 2023. It is proposed that a schedule will be circulated to governors with the proposed dates and governors will be asked to nominate themselves to attend for 1-2 hours to recruit new members.
- 2.6 Members are required to provide a contact email address for regular updates on health and activities at the Trust to be provided to members. Recently it has become apparent that we have a number of members that have changed email address as the team receive a bounce-back when issues correspondence to members. Therefore, contact information held by the Trust is not accurate and up to date. The Trust did previously carry out a data cleanse in 2016/27. In line with GDPR, it is suggested a data cleanse is carried out over the next few months for members that have no longer have a valid email address.

### **3 Pulse Magazine**

- 3.1 The Pulse magazine article is distributed on a quarterly basis (previously monthly) to provide updates from the Trust. The magazine is also circulated to staff and volunteers and available for members to view on the Trust website.
- 3.2 The magazine has been refreshed to include pictures as these had been reduced during the Covid pandemic whilst social distancing had to be maintained.
- 3.3 The most recent edition was circulated in December 2022. The form was sent to 2180 public members with a valid email address. 40% (872) of recipients opened the Pulse Magazine link.

### **4 Attachments**

- 4.1 The following are attached to this report:

Appendix 1 – Membership figures & analysis for the February 2023 Committee

Appendix 2 – Could you be a member poster

## Appendix 1 – Membership figures & analysis as at 1 February 2023

	Public	Staff	Volunteers	TOTAL
<b>TOTAL MEMBERSHIP</b>	<b>3,429</b>	<b>6,121</b>	<b>329</b>	<b>9,879</b>
<b>Age</b>	<b>Public</b>	<b>Staff</b>	<b>Volunteers</b>	<b>TOTAL</b>
0-16	2	0	0	2
17-21	22	72	40	134
22+	3,175	6,049	289	9,513
Not stated	230	0	0	230
<b>TOTAL</b>	<b>3,429</b>	<b>6,121</b>	<b>329</b>	<b>9,879</b>
<b>Age 22+ breakdown</b>	<b>Public</b>	<b>Staff</b>	<b>Volunteers</b>	<b>TOTAL</b>
22-29	79	1009	23	1,111
30-39	314	1862	22	2,198
40-49	465	1428	28	1,921
50-59	581	1224	49	1,854
60-74	957	515	112	1,584
75+	779	11	55	845
<b>TOTAL *does not include Not stated or Age 0-21</b>	<b>3,175</b>	<b>6,049</b>	<b>289</b>	<b>9,513</b>
<b>Gender</b>	<b>Public</b>	<b>Staff</b>	<b>Volunteers</b>	<b>TOTAL</b>
Unspecified	156	0	0	156
Male	1,530	1,400	104	3,034
Female	1,743	4,721	225	6,689
<b>TOTAL</b>	<b>3,429</b>	<b>6,121</b>	<b>329</b>	<b>9,879</b>
<b>Ethnicity</b>	<b>Public</b>	<b>Staff</b>	<b>Volunteers</b>	<b>TOTAL</b>
White - English, Welsh, Scottish, Northern Irish, British	2,673	2,356	104	5,133
White - Irish	35	102	2	139
White - Gypsy or Irish Traveller	0	0	0	0
White - Other	109	512	7	628
Mixed - White and Black Caribbean	16	39	0	55
Mixed - White and Black African	10	16	1	27
Mixed - White and Asian	17	30	0	47
Mixed - Other Mixed	23	39	1	63
Asian or Asian British - Indian	108	494	10	612
Asian or Asian British - Pakistani	62	92	5	159
Asian or Asian British - Bangladeshi	4	19	1	24
Asian or Asian British - Chinese	16	51	2	69
Asian or Asian British - Other Asian	46	404	6	456
Black or Black British - African	72	428	1	501
Black or Black British - Caribbean	19	96	2	117
Black or Black British - Other Black	4	21	2	27
Other Ethnic Group - Arab	0	0	0	0
Other Ethnic Group - Any Other Ethnic Group	23	175	2	200
Not stated	192	1,242	183	1,622
<b>TOTAL</b>	<b>3,429</b>	<b>6,116</b>	<b>329</b>	<b>9,879</b>



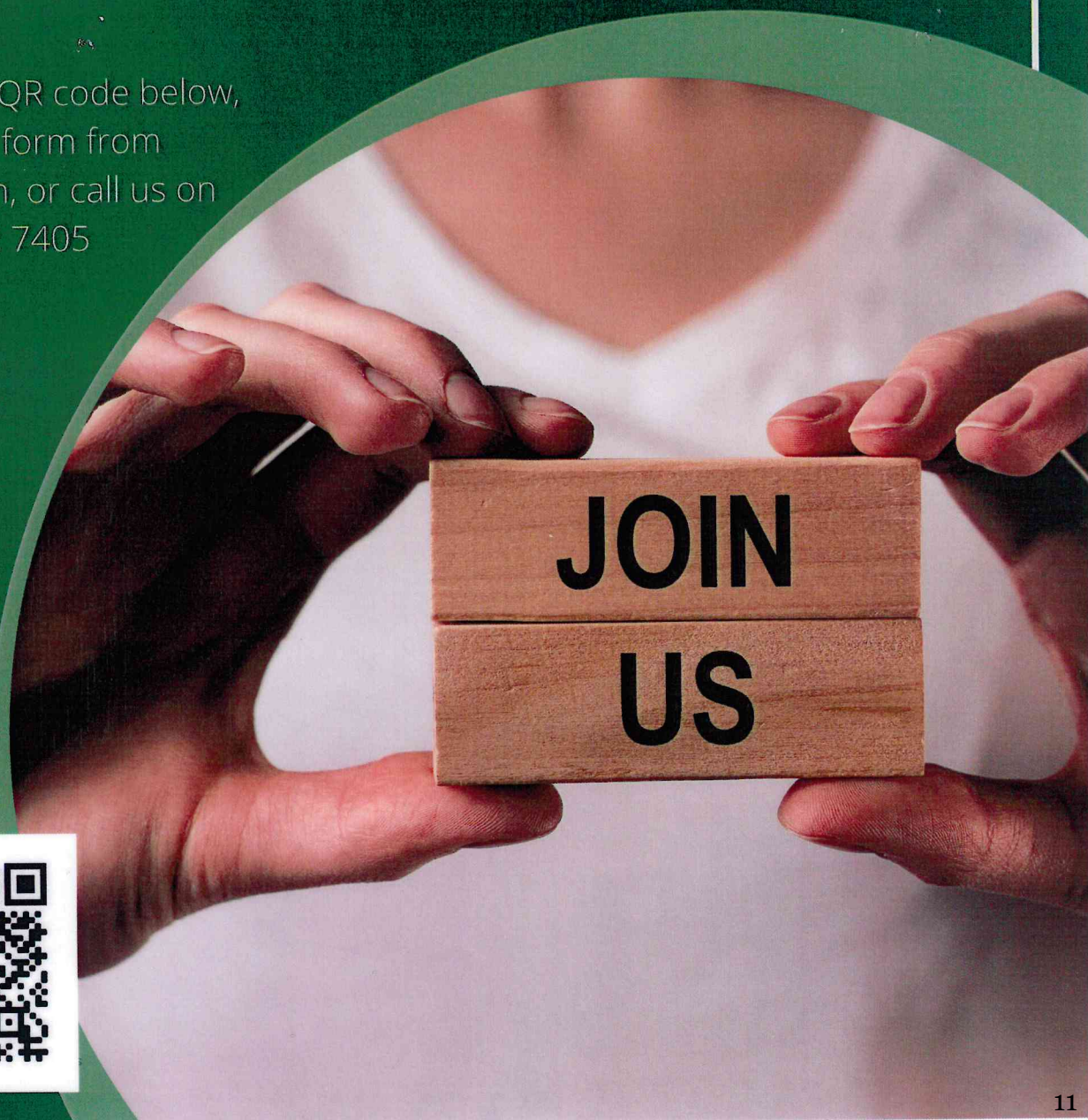
# Become a member of our Trust

## Royal Berkshire NHS Foundation Trust Membership:

- Influence the future of the Trust and how care is provided
- Health Service Discounts: save on holidays, days out and more
- Attend health seminars/discussion groups/tours/open days

Scan the QR code below,  
pick up a form from  
Reception, or call us on  
0118 322 7405

Interested?  
Scan here





<b>Title:</b>	<b>Membership Events</b>
<b>Agenda item no:</b>	6
<b>Meeting:</b>	Membership Committee
<b>Date:</b>	9 February 2023
<b>Presented by:</b>	Hannah Travers, Deputy Trust Secretary
<b>Prepared by:</b>	Hannah Travers, Deputy Trust Secretary

<b>Purpose of the Report</b>	To provide an overview of Membership events scheduled during 2022/23.
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<b>Report History</b>	n/a
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<b>What action is required?</b>	
Assurance	
Information	
Discussion/input	To note the events scheduled.
Decision/approval	

## 1 Annual General Meeting 2022

- 1.1 The Annual General Meeting took place on the 18 October 2022. 44 members and 11 governors attended the session. There was also an opportunity for members to meet governors prior to the presentation as well as a number of stands to highlight research and development, the Royal Berks Charity and 'Meet PEET'. The Chair also provided a question and answer session for members during the meeting.
- 1.2 Feedback from the meeting had included a suggestion to have a virtual option for members to attend the event in future. It was also recommended that additional information that included future membership events was included on the governor stand.
- 1.2 Further dates for events are scheduled for 2023 and work is in progress to agree the topics of these events.

<u>Date</u>	<u>Topic</u>
March 2023 (East Berkshire & Borders constituency)	TBC
May 2023 (West Berkshire & Borders constituency)	TBC
July 2023 (Southern Oxfordshire & Borders constituency)	TBC
September 2023	Annual General Meeting

<b>Title:</b>	<b>Training &amp; Development</b>
<b>Agenda item no:</b>	5
<b>Meeting:</b>	Membership Committee
<b>Date:</b>	9 February 2023
<b>Presented by:</b>	Hannah Travers, Deputy Trust Secretary
<b>Prepared by:</b>	Hannah Travers, Deputy Trust Secretary

<b>Purpose of the Report</b>	To provide an overview of governor training and development
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<b>Report History</b>	n/a
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<b>What action is required?</b>	
Assurance	
Information	
Discussion/input	To note the training & development sessions scheduled.
Decision/approval	

## 1 Introduction

- 1.1 The democratic nature of the Foundation Trust model places an onus on trusts to effectively develop and equip Governors with the skills necessary to carry out their role. This has been recognised in legislation.

## 2 Governor Training & Development 2022/23

- 2.1 Catherine Mountford, Director of Governance, Buckinghamshire, Oxfordshire and Berkshire Integrated Care Board attended the Council of Governors meeting on the 28 September 2022 and provided an update to governors on the role of the ICB.
- 2.2 Peter Sandham attended the Chair/Governor meeting on the 13 October 2022 to provide an update to governors on Leadership Behaviours.
- 2.3 A training session for patient leaders is currently being arranged and the date of the session will be circulated to governors once this has been confirmed.

## 2 Training Sessions on Core Skills and Topics

- 2.1 The core topics for training and development are set out below. Please note that topics may change subject to staff availability.

<b>Training Completed</b>	<b>Further Training and Development Topics</b>
Buckinghamshire, Oxfordshire and Berkshire Integrated Care Board	Patient Leaders
Leadership Behaviours	NHS Finance
	Counterfraud / Freedom To Speak Up
	What Matters
	Social Media for Governors

### **3 Conclusion**

3.1 The Committee is asked to note the training & development training sessions scheduled

## **Membership Committee**

### **Terms of Reference**

#### **Role of the Committee**

The Committee will, within the terms of the Constitution, develop, implement and keep under review a membership strategy for the Trust. It will also consider any dispute which arises with regard to membership of a constituency, of the Trust or the conduct of individual governors.

The Committee will make recommendations to the Council of Governors on how it interacts with members and the public on Trust strategy and feedback their views

#### **Composition**

The Committee will be chaired by the Lead Governor when undertaking the disciplinary elements of its terms of reference. Any Governor may chair the Committee at other times.

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

The Trust Secretary, and other Trust Directors as appropriate, will be in attendance to advise the Committee.

#### **Quorum**

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

#### **Duties**

The Committee will, having regard to the views of the Board of Directors on appropriate resource levels, make recommendations to the Council of Governors on the following

1. To develop a policy, implement agreed proposals and keep under review the Trust approach to engaging with the membership community
2. To recommend appropriate relationships and methods of communicating between Governors and the membership
3. To develop, implement and review, annually, a membership strategy for the Trust and to prepare an annual report for the Council and the Annual General Meeting with regard to the steps taken to secure representative membership, the progress of the membership strategy and any changes to the membership strategy
4. To keep under review the membership of the Trust to ensure that the actual membership is representative of those eligible to be members of each constituency
5. To oversee preparations for the Annual Members' Open Day
6. To consider any disputes concerning membership of a constituency, right to membership of the Trust and the conduct of individual governors

7. To seek the views of members and the public on material issues being discussed by the Trust and to conduct arrangements for collecting and reviewing views of members and the public on key issues and their experience of the Trust in general
8. To recommend objectives to the Council of Governors which are achievable and within the resources available
9. To keep under review the implementation of the objectives
10. To oversee the annual evaluation of the Council and its performance and to recommend any subsequent action
11. To recommend a governor training and annual development programme
12. To make recommendations to the Council on how it interacts with members and the public on Trust strategy and feedback their views to the Council.

### **Review**

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

Approved by the Committee: 9 February 2023

Approved by the Council: