



Royal Berkshire
NHS Foundation Trust

Council of Governors - 29 May 2024

MEETING

29 May 2024 17:00 BST

PUBLISHED

23 May 2024

Agenda

Location	Date	Time	
Seminar Room, Trust Education Centre, Royal Berkshire Hospital	29 May 2024	17:00 BST	
Item	Owner	Time	Page
1 Apologies for Absence and Declarations of Interest (Verbal)	Graham Sims		-
1.1 Miranda Walcott			-
2 Questions from the Public (Verbal)	Graham Sims	17:00	-
3 Minutes for Approval: 28 February 2024 and Matters Arising Schedule	Graham Sims	17:05	3
4 Changes to the Council Membership (Verbal)	Caroline Lynch	17:10	-
Holding the Board to Account			-
5 Chief Executive Update (Presentation)	Steve McManus	17:20	-
Items of Council Business			-
6 Governor Nominations & Remunerations Terms of Reference	Sunila Lobo	18:00	11
7 Membership Committee Minutes: 15 February 2024 & 11 April 2024	Richard Havelock	18:05	14
8 Governors Assurance Committee Minutes: 24 April 2024	Sunila Lobo/Andrew Haydon	18:10	22
Representing the Views of Members and the General Public			-
9 Governor Question Log	Caroline Lynch	18:15	26
10 Reflections of the Meeting: (Verbal)	Douglas Findlay	18:20	-
10.1 How did you feel during the discussions?			-
10.2 How did our thinking move us on?			-
10.3 Do we need to do anything differently?			-
11 Questions from the Public (Verbal)	Graham Sims	18:30	-
12 Date of Next Meeting: Wednesday 25 September 2024 at 17.00			-

Minutes

Council of Governors

Wednesday 28 February 2024

17.30 – 19.00

Seminar Room, Trust Education Centre

Present

Mr. Graham Sims	(Chair of the Trust) (Chair)
Mr. John Bagshaw	(Public Governor, West Berkshire & Borders)
Mr. Jonathan Barker	(Public Governor, Reading)
Cllr. Deborah Edwards	(Partner Governor, Reading Borough Council)
Mr. Douglas Findlay	(Public Governor, Wokingham)
Mrs. Alice Gostomski	(Public Governor, West Berkshire & Borders)
Mr. Andrew Haydon	(Staff Governor, Nursing/Midwifery)
Mr. Richard Havelock	(Volunteer Governor)
Cllr. Clive Jones	(Public Governor, Wokingham)
Dr. Sunila Lobo	(Public Governor, Reading) (Lead Governor)
Mr. Adrian Mather	(Partner Governor, Wokingham Borough Council)
Mr. Paul Williams	(Public Governor, Reading)

In attendance

Miss. Kerrie Brent	(Corporate Governance Officer)
Mrs. Priya Hunt	(Non-Executive Director)
Mrs. Caroline Lynch	(Trust Secretary)
Mrs. Helen Mackenzie	(Non-Executive Director)
Mr. Mike O'Donovan	(Non-Executive Director)
Mrs. Katie Prichard-Thomas	(Chief Nursing Officer)
Prof. Parveen Yaqoob	(Non-Executive Director)
Dr. Rachael de Caux	(Deputy Chief Executive Officer and Medical Director, Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board)
Dr. Abid Irfan	(Director of Primary Care, Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board)

Apologies

Dr. Bal Bahia	(Non-Executive Director)
Mr. Darren Browne	(Partner Governor, Autism Berkshire)
Mr. Martyn Cooper	(Public Governor, West Berkshire & Borders)
Dr. Tom Duncan	(Staff Governor, Medical/Dental)
Dr. Paul Jenkins	(Partner Governor, University of Reading)
Mr. Benedict Krauze	(Public Governor, Wokingham)
Mr. Tom Lister	(Staff Governor, Allied Health Professionals/Scientific)
Cllr. Alan Macro	(Partner Governor, West Berkshire Council)
Ms. Sally Moore	(Staff Governor, Admin & Management)
Mr. James Mugo	(Public Governor, Reading)
Mr. Mike McEnaney	(Non-Executive Director)
Mr. William Murdoch	(Public Governor, Southern Oxfordshire)
Mrs. Beth Rowland	(Public Governor, Wokingham)
Mr. Dhian Singh	(Youth Governor)
Ms. Miranda Walcott	(Partner Governor, Integrated Care Board (SEND))

There were two members of staff present.

01/24 Declarations of Interest

There were no declarations of interest.

02/24 Primary Care Strategy

The Deputy Chief Executive and Chief Medical Officer of Buckinghamshire, Oxfordshire and Berkshire West (BOB) Integrated Care Board (ICB) provided an overview of the draft Primary Care Strategy, an enabler of the BOB ICB Joint Forward Plan, aiming to address the challenges faced in Primary Care and improving integration. This included General Practice (GP), Community Pharmacy, Optometry and Dentistry.

The Council noted the extensive engagement and analysis carried out to inform the development of strategy that would be refined through further engagement with system partners and those who lived and worked in the BOB area.

The Council noted the shared system vision for primary care and the challenges within primary care and within the wider system that require improved ways of working.

The Deputy Chief Executive and Chief Medical Officer (BOB ICB) highlighted the model of care and enablers that formed the strategy including; workforce, digital and data, estates and resourcing. Additionally, the Council noted the three priorities for improving people's health and wellbeing and reducing pressure on staff; non-complex same day care, integrated neighbourhood teams and cardiovascular disease (CVD) prevention.

03/24 Questions from the Public – Primary Care Strategy

A question was raised in relation to the lack of funding and staff available to enable GPs to focus on patients with greater complex needs by utilising other staff members overseeing patients with less complex needs. The Deputy Chief Executive and Chief Medical Officer (BOB ICB) advised that, from a staffing perspective, within the system the BOB ICB placed well. Retaining GPs was good, and there were good numbers of junior qualified staff such as specialist paramedics and supervised advanced nurse practitioners. However, the Council acknowledged the risk due to the volume of practice nurses reaching the age of retirement. A review was on-going as to how the system could encourage the recruitment of nurses. Additionally, it was noted that the system was extremely challenged financially, with only a small amount of growth allocated to GP, Pharmacy and Optometry. It was agreed following recent engagement sessions that a continuous communications and engagement exercise with the general public would be required.

A question was submitted in advance of the Committee in relation to whether there would be increased funding for primary care that would affect the funding of the Trust. The Deputy Chief Executive and Chief Medical Officer (BOB ICB) advised that the strategy focused on improved ways of working as well as strengthened multidisciplinary teams through the use of system-wide resources. It was not anticipated that significant funding would be required. However, the focus would be on how existing funding could be used more effectively. It was not expected that funding would affect the Trust this financial year.

A Governor queried community involvement and engagement as well as the use of technical language in the strategy. The Deputy Chief Executive and Chief Medical Officer (BOB ICB) confirmed extensive engagement had been carried out including events with voluntary groups, Patient Participation Group (PPGs), Health & Wellbeing Boards (H&WB). It was noted that on 20 March 2024 circa 200 system partners and patients would be invited to help shape both quantitative and qualitative metrics including measuring success. Feedback would be provided

on the use of language and ensuring the strategy was understandable to users. In addition, a further piece of engagement and communication would be developed that would bring to life the strategy for users and what this meant with examples. Following this event, information and feedback would be collated over a six week period and developed into a final strategy that would be submitted to the ICB Board for sign off in May 2024.

A question was raised in relation to whether the strategy addressed the on-going increase in demand due to the elderly population living longer. It was noted that the three pillars would aim to limit the demand that was presented to primary and secondary care with a significant piece of work around prevention to assist in reducing conditions and managing long term conditions such as Diabetes.

A discussion was led in relation to the national response to recent challenges faced in accessing Dentistry. The Director of Primary Care, (BOB ICB), advised that Dentistry was a priority for the ICB including the use of flexible commissioning, improved access and oral health in children. A positive improvement had been recognised in access over the last year and the focus for the year ahead would be innovative improvements and programmes of work to reduce demand and improve general oral health.

A governor raised a question in relation to continuity versus access of care, the quality of services received and how this could impact patients. It was also suggested that patients regularly seeing the same GP improved health and confidence in the services provided. The Deputy Chief Executive and Chief Medical Officer (BOB ICB) advised that the strategy aimed to deliver on continuity versus access and provided greater time for GPs to focus patients with long term complex conditions by freeing up time utilising other staff. An incentive for continuity of care was anticipated in the new national contract next year. A further question was raised in relation to how the changes to service could impact user's specifically elderly people and what the plan was to address perceived poor service. It was noted that good public communication and engagement would be required including elevating through importance. Discussions with a hospital in North West London were on-going as they had recently carried out a large engagement exercise on general practice. A further planned engagement exercise would be required to raise awareness on different specialists that the public might see including what a nurse practitioner is. The use of videos would also be considered.

A governor queried why pharmacists and dentists in South Reading had not been consulted about the development of the strategy and contract initiatives. The Deputy Chief Executive and Chief Medical Officer (BOB ICB) advised that contract initiatives were a direct output from the government and therefore the BOB ICB had no part in these. However, the primary care strategy would incorporate any contract initiatives.

A question was raised in relation to the amount of non-integrated Information Technology (IT) systems across the NHS and how the strategy aimed to further develop integration. The Council noted that significant progress had been made in integration including through the Connected Care platform. However, providers were at different levels of digital maturity and some gaps remained. There was a system digital strategy and the Primary Care Strategy was an enabler of this work although it was noted that the work was resource dependent within a resource challenged environment. Progression had been made in mental health, local authority, ambulance and hospital data within the BOB region. However, this did not include pharmacy and dentistry. A second integration was planned for this year with other acute providers including Buckinghamshire Healthcare NHS Trust that was currently still paper based. It was noted that there were interface issues some of which were outside the system. The Committee noted that over the next five years there was a plan to make progress with how the public connected through the NHS application.

A question was raised as to whether GPs had been allocated a certain amount of funding for orthopaedic procedures. It was confirmed that funding was not allocated by procedures or speciality.

A query was raised in relation to whether salaried services were being used to address some of the issues within the dentistry contract. It was noted that dentists were able to use 10% of their contract on sessions. It was noted that this had worked well and the plan would be to increase this to 20%. The vision was to improve urgent access for the general population.

A Governor noted that they had been advised that a commitment had been made to establish a citizen's panel in the BOB region and queried the level of funding that would be allocated to engagement. Confirmation could not be provided at this stage as to the funding as discussions were on-going. The Deputy Chief Executive and Chief Medical Officer (BOB ICB) advised that she was unaware of a commitment to establish a panel.

It was suggested a follow up session would be scheduled following the outcome of the event being held in May 2024.

Action: C Lynch

04/24 Minutes for Approval: 29 November 2023 and Matters Arising Schedule

The minutes of the meeting held on 29 November 2023 were agreed as a correct record and were signed by the Chair. The matters arising schedule was noted. All items had been completed.

The Chief Nursing Officer announced that the Trust had recently received notification of the outcome of the Care Quality Commission (CQC) maternity inspection. The Trust's CQC status had improved from 'requires improvement' to 'good' in the safe domain. In addition there were no 'must do' actions. The well-led rating was also good and the overall Trust rating remained good. The Trust was in the top 30% for the overall rating of good, as well as 1 of 9 Trusts that had improved from requires improvement to good. It was noted that the final report would be published on 1 March 2024.

05/24 Changes to the Council Membership (Verbal)

The Trust Secretary announced that, since the last meeting, Councillor Bet Ticker who served as a Governor of the Trust for 12 years since June 2011 had recently passed away.

06/24 Chief Executive Update

The Chief Executive gave a presentation and highlighted that access and elective care continued to be challenged despite the Trust's effort in reducing national wait times. It was noted that the national standard for emergency pathways was due to be revised from 95% to 77% due to significant pressure. The Trust continued to work hard to meet its targets with support from the Continuous Quality Improvement (CQI) Improving Together programme and specific focus on optimising patient flow through hospital discharge.

The Trust remained an outlier in relation to Cancer standards with patients waiting over 62 days for diagnosis and treatment. Diagnostic treatment test delays, specifically Endoscopy were the biggest cause for delay. This remained a continued focus for improvement for the Trust.

Violence and aggression towards staff continued to be a significant issue with an increase in reported incidents, specifically in Elderly Care and Paediatrics. The Health and Safety Committee were reviewing ways to ensure a safer environment for staff including increasing security, body worn cameras and the red, yellow and amber warning cards.

The Chief Executive advised that the Trust was due to re-launch its What Matters 2024 campaign, a staff engagement programme that was repeated every three years. This enabled staff and volunteers to directly engage with the Trust and would run for 6 months from March 2024. The results from the recent NHS Staff Survey would be considered as part of the programme.

An update was provided on the development of a new Health Data Institute following the approval of a business case and how the use of electronic data could be used for improved patient care with the University of Reading and Health Innovation Programme.

It was noted that the outcome of the geo technical site wide survey was due in the coming weeks that provided an analysis as to whether the Trust was a viable option for the rebuild of a new hospital and what the cost inflations would be.

The Trust's financial position continued to be challenged with an increase in pay spend and circa £1m to £1.5m additional cost relating to the industrial action. It was noted that the original forecast deficit of £10.05m was now anticipated to be £15m for 2023/24. This would have a direct impact on available cash as well as what the Trust could spend on its capital plan in 2024/25. Recovering this position would become a part of the business plan for 2024/25. The position continued to be challenged for the system.

Concerns were raised in relation to staff safety due to the estate of the Berkshire Cancer Centre. The Chief Executive advised that the Trust was limited to improvements that could be made to this area due to the regulations of a listed building and the challenging financial position, the nature of the department and its co-location. Therefore, it would be extremely difficult to find an alternative location within the Trust. The focus was to continue to be ensured the location was as safe as possible. The Chief Executive would raise this further with Planned Care Group management and the Berkshire Cancer Centre. A response would be included in the Governor question log.

Action: S McManus

A concern was raised in relation to how the public had perceived the Building Berkshire Together criteria survey and its use of terminology that led a Governor to believe the preferred option was to find an alternative site for the new hospital. The Chief Executive confirmed that the Board of Directors preferred option was a new hospital on a new site. As part of the programme the Trust was required to review viable alternative options and as part of this the survey was aimed to hear the public thoughts on what would be important for a new site. The feedback in relation to the language used would be fed back to the Building Berkshire Together team. However, the Governors were asked to support the Trust in ensuring the right message was received by their constituents.

A query was raised in relation to when the Trust expected to receive notification of funding. However, the Trust was not aware of the timescales.

A concern was raised in relation to the number of patients waiting over 62 days for a definitive cancer diagnosis and treatment pathway. The Chief Executive advised that the Trust continued to ensure all referrals were reviewed carefully and risks identified for any individual as well as escalating where required. It was also noted that there had been circa 20% increase in Cancer referrals and although in line with national campaigns this was good, it had an impact on demand and capacity. A number of additional sessions had been organised to reduce the wait as well as prioritising cancer lists where possible and contributing departments causing delay such as diagnostic procedures.

A concern was raised in relation to a procedure provided within Endoscopy that did not operate five days a week. The Chief Executive would review this. The Public Governor, West Berkshire & Borders would provide the details to the Trust Secretary. A response would be sought and included on the Governor Question Log.

Action: C Lynch

07/24 Governors Nominations & Remuneration Committee Minutes: 29 November 2023

The Council received the draft minutes of the meeting held on 29 November 2023.

The Trust Secretary advised that, following review with appointed headhunters, the job description had been updated and would be circulated to the Committee. **Action: C Lynch**

It was anticipated that interviews would be scheduled in 10-12 weeks. However, dates were not yet finalised and would be discussed with panel members and stakeholders.

08/24 Governors Assurance Committee (GAC) Minutes: 19 December 2023 & 24 January 2024

The Council received the draft minutes of the meeting held on 19 December 2023 & 24 January 2024 and approved the terms of reference.

The Chair of the Trust stated that he welcomed the meeting being held virtually.

09/24 Membership Committee Terms of Reference

The Council approved the terms of reference.

The Chair advised that the proposal to have a membership stand at the Reading site would be revisited. The Trust Secretary noted that discussions were on-going. However, due to an on-going review in the main reception area on level 2 and the patient buggy service turn point it was not guaranteed that it would be possible in this space. **Action: C Lynch**

The Committee would also revisit the proposal for a governor photographs at the next Committee. **Action: C Lynch**

10/24 Governor Question Log

The Trust Secretary provided an update of the log since the last meeting. Governors were reminded that questions should be submitted to the Trust Secretary and a response would be provided within 30 working days.

The Committee noted that, going forward the log would be archived by financial year. However, previous versions would remain available to access via Workvivo and the Trust website.

The Trust Secretary would ensure that the name of the governor who raised the question would be included on the log going forward.

The Committee agreed that questions submitted should be succinct and once received not altered.

It was agreed that the response provided in relation to the operating hours of the patient buggy transport service would be revisited as the Council was not satisfied with the response provided. **Action: C Lynch**

11/24 Date of Next Meeting

It was agreed that the next meeting would take place on Wednesday 29 May 2024 at 17.00.

SIGNED:

DATE:

Agenda Item 4

Date	Minute Ref	Subject	Matter Arising	Owner	Update
28 February 2024	03/24	Questions from the Public – Primary Care Strategy	It was suggested a follow up session would be scheduled following the outcome of the event being held in May 2024.	C Lynch	In-Progress: Date to be confirmed
28 February 2024	06/24	Chief Executive Update	Concerns were raised in relation to staff safety due to the estate of the Berkshire Cancer Centre. The Chief Executive advised that the Trust was limited to improvements that could be made to this area due to the regulations of a listed building and the challenging financial position, the nature of the department and its co-location. Therefore, it would be extremely difficult to find an alternative location within the Trust. The focus was to continue to be ensured the location was as safe as possible. The Chief Executive would raise this further with Planned Care Group management and the Berkshire Cancer Centre. A response would be included in the Governor question log.	S McManus	Completed: Response added to the Governor question log.
28 February 2024	06/24	Chief Executive Update	A concern was raised in relation to a procedure provided within Endoscopy that did not operate five days a week. The Chief Executive would review this. The Public Governor, West Berkshire & Borders would provide the details to the Trust Secretary. A response would be sought and included on the Governor Question Log.	C Lynch	Information provided by the Public Governor, West Berkshire & Borders to clarify that service related to Gastroenterology Physiology which is a specialist service within the Endoscopy department. Endoscopy services do operate 5 days a week.
28 February 2024	07/24	Governors Nominations & Remuneration Committee Minutes: 29 November 2023	The Trust Secretary advised that, following review with appointed headhunters, the job description had been updated and would be circulated to the Committee.	C Lynch	Completed.

Agenda Item 4

28 February 2024	09/24	Membership Committee Terms of Reference	<p>The Chair advised that the proposal to have a membership stand at the Reading site would be revisited. The Trust Secretary noted that discussions were on-going. However, due to an on-going review in the main reception area on level 2 and the patient buggy service turn point it was not guaranteed that it would be possible in this space.</p> <p>The Committee would also revisit the proposal for a governor photographs at the next Committee.</p>	C Lynch C Lynch	<p>This has been discussed at the Membership Committee in April 2024. Minutes are on the agenda.</p> <p>This has been discussed at the Membership Committee in April 2024. Minutes are on the agenda.</p>
28 February 2024	10/24	Governor Question Log	It was agreed that the response provided in relation to the operating hours of the patient buggy transport service would be revisited as the Council was not satisfied with the response provided.	C Lynch	On-going.

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 made 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: 29 November 2024

Approved by the Council:

Minutes

Membership Committee

Thursday 15 February 2024

17.30 – 19.00

Video Conference Call

Present

Mr. Richard Havelock	(Volunteer Governor, Chair)
Mr. Jonathan Barker	(Public Governor, Reading)
Mr. Martyn Cooper	(Public Governor, West Berkshire & Borders)
Cllr. Deborah Edwards	(Partner Governor, Reading Borough Council)
Mr Douglas Findlay	(Public Governor, Wokingham)
Dr. Paul Jenkins	(Partner Governor, University of Reading)
Mr Benedict Krauze	(Public Governor, Wokingham)
Dr. Sunila Lobo	(Public Governor, Reading) (Lead Governor)
Mr. William Murdoch	(Public Governor, Southern Oxfordshire)
Mrs. Beth Rowland	(Public Governor, Wokingham)
Mrs Miranda Walcott	(Public Governor, Integrated Care Board)
Mr. Paul Williams	(Public Governor, Reading)

In attendance

Miss. Kerrie Brent	(Interim Corporate Governance Officer)
Mrs. Caroline Lynch	(Trust Secretary)

Apologies

Mr. John Bagshaw	(Public Governor, West Berkshire & Borders)
Mr. Darren Browne	(Partner Governor, Autism Berkshire)
Dr. Tom Duncan	(Staff Governor, Medical & Dental)
Mrs. Alice Gostomski	(Public Governor, West Berkshire & Borders)
Mr. Andrew Haydon	(Staff Governor, Nursing & Midwifery)
Mr. Clive Jones	(Public Governor, Wokingham)
Mr Tom Lister	(Staff Governor: Allied Health Professionals/Scientific)
Cllr. Alan Macro	(Partner Governor, West Berkshire Council)
Mr. Adrian Mather	(Partner Governor, Wokingham Borough Council)
Mrs. Sally Moore	(Staff Governor: Admin/Management)
Mr. James Mugo	(Public Governor, Reading)
Mr. Graham Sims	(Trust Chair)

01/24 Minutes for Approval: 16 October 2023 and Matters Arising Schedule

The minutes of the meeting held on 16 October 2023 were approved as a correct record.

The Committee noted the matters arising update. All actions were either included on the agenda or completed.

02/24 Membership Update

The Trust Secretary advised that the current membership was 10,722; an increase of 284 members compared with figures from October 2023. Five members were between the age group of 0-16 and one between the age group of 17-21. However, membership remained underrepresented below the age of 30.

The Chair reminded the Committee that it was the responsibility of the Governors to recruit new members and forms were available on request from the Corporate Governance team. The Trust Secretary advised that the requirements for Trust's Annual Report had increased for 2024/25 in relation to membership including specific requirements focused on Equality, Diversity and Inclusion and under-represented categories. A Governor suggested approaching the Parent Carer Forums across Berkshire West to engage and recruit younger members. The Trust Secretary would discuss further with the Partner Governor, Integrated Care Board.

Action: C Lynch

It was agreed that whilst it would not be possible to attend community events with the Meet PEET team due to the sensitive nature of visits, forms would be provided to the team to encourage people to sign up as a member of the Trust during their visits. In addition, the Trust Secretary had contacted Patricia Bennett, Community Worker to discuss holding a membership event at South Reading Community Hub and Governors would be invited to host this.

Action: C Lynch

The Trust Secretary noted that although the Trust was unable to attend the recent Speech and Language Therapy Fair at the University of Reading due to staff shortages, a slot had been allocated specifically for membership at the Trust's Introduction to Medicine Day on 6 March 2024 and Governors were asked to nominate themselves to provide a talk to students on the benefits of signing up as a member. The Public Governor, West Berkshire & Borders nominated himself.

Action: K Brent

The Trust Secretary highlighted that a meeting had been held with the Trust's Widening Participation Officer and a list of dates for forthcoming career and other events taking place in local schools was awaited. Governors would be able to attend some of these events to increase Trust membership in the 16-29 age group as well as in under-represented categories.

The Committee noted that since the last meeting four editions of the monthly Pulse magazine had been distributed to membership. Each edition received circa 40% click opens. The next issue was due to be circulated in February 2024. The Trust Secretary noted the schedule for Governor articles for 2024/25 and asked that Governors agree to the schedule. However, if they did not wish to participate to let the team know.

Action: Governors

03/24 Membership Events

The Trust Secretary introduced the report and sought feedback on the proposed list of events for 2024/25 as well as priorities over the next 12-18 months. The Committee agreed the proposed list of events for 2024/25 with no changes suggested.

It was noted that Governors were requested to provide support at Charity events including Reading Half Marathon and Walk for Wards. Discussions were on-going with the Charity team to request a membership stand at the Walk for Wards event.

A Governor advised that an event was to be organised by Wokingham Borough Council in Woodley, and the topic related to mental health. Further details of the event would be submitted to the Trust Secretary.

Action: B Rowland

04/24 Governor Training and Development

The Trust Secretary provided an overview of the proposed training and development plans for 2024/25. Governors were asked to provide feedback as well as agree priorities for the next 12-18 months. In addition, a list of proposed tours had been suggested to raise understanding and knowledge of Trust services. The Committee agreed the proposed list of events for 2024/25 with no changes suggested.

05/24 Membership Strategy Review

The Trust Secretary advised that the Membership Strategy was due to be refreshed. A report would be submitted to the next meeting including a review over the last three years and setting the objectives going forward. Governors would be asked to provide feedback on the draft refreshed strategy at the next meeting.

Action: K Brent

06/24 Reflections of the Meeting

The Trust Secretary led the discussion.

The Trust Secretary highlighted that previously Governors had been asked to provide a list of their individual connections with community groups. This would raise awareness amongst Governors. It was agreed that the Corporate Governance team would repeat this exercise.

Action: K Brent

07/24 Date of the Next Meeting

It was agreed that the next meeting would take place on Thursday, 11 April 2024 at 17.30

SIGNED:

DATE:

Minutes

Membership Committee

Thursday 11 April 2024

17.30 – 18.50

Video Conference Call

Present

Mr. Richard Havelock	(Volunteer Governor, Chair)
Mr. Jonathan Barker	(Public Governor, Reading)
Cllr. Deborah Edwards	(Partner Governor, Reading Borough Council)
Dr. Sunila Lobo	(Public Governor, Reading) (Lead Governor)
Mrs Miranda Walcott	(Public Governor, Integrated Care Board)
Mr. Paul Williams	(Public Governor, Reading)
Mr. John Bagshaw	(Public Governor, West Berkshire & Borders)
Mrs. Sally Moore	(Staff Governor: Admin/Management)
Mr. James Mugo	(Public Governor, Reading)

In attendance

Miss. Kerrie Brent	(Interim Corporate Governance Officer)
Mrs. Caroline Lynch	(Trust Secretary)
Mr. Niall Norbury	(Campaigns and Marketing Manager) (for minute 08/24)

Apologies

Mr. Darren Browne	(Partner Governor, Autism Berkshire)
Mr. Martyn Cooper	(Public Governor, West Berkshire & Borders)
Dr. Tom Duncan	(Staff Governor, Medical & Dental)
Mr Douglas Findlay	(Public Governor, Wokingham)
Mrs. Alice Gostomski	(Public Governor, West Berkshire & Borders)
Mr. Andrew Haydon	(Staff Governor, Nursing & Midwifery)
Dr. Paul Jenkins	(Partner Governor, University of Reading)
Mr. Clive Jones	(Public Governor, Wokingham)
Mr Benedict Krauze	(Public Governor, Wokingham)
Mr Tom Lister	(Staff Governor: Allied Health Professionals/Scientific)
Cllr. Alan Macro	(Partner Governor, West Berkshire Council)
Mr. Adrian Mather	(Partner Governor, Wokingham Borough Council)
Mr. William Murdoch	(Public Governor, Southern Oxfordshire)
Mrs. Beth Rowland	(Public Governor, Wokingham)

08/24 New Trust Website

The Campaigns and Marketing Manager provided a visual overview of the new Trust Website that was due to go-live on 17 April 2024.

A question was raised in relation to the accessibility of the website via the use of mobile phones as it was noted that the current website format was not mobile friendly. The Committee noted that the new website had been designed specifically for mobiles phones, tablets and computers.

A Governor queried whether the date of publication of documents could be added to provide assurance that the information was the most up to date as well as support the improvement of the Google ranking as the current website could not be easily found. The Campaigns and Marketing Manager would feedback the need for dated documents to the teams. It was noted that several integration tools had been implemented to boost the Google ranking as this was a priority for the new website. It was queried how the success would be measured. It was noted that there would be a monitored reduction in bounce rates, increased website traffic as well as an increased web standard and positive feedback via the feedback function. The Campaigns and Marketing Manager would circulate the current statistics for information.

Action: N Norbury

The Partner Governor, Integrated Care Board queried whether the development of the website had considered and engaged Children and Young People and neurodivergent people. The Campaigns and Marketing Manager advised that a number of stakeholders had been engaged including Children and Young People and Neurodiversity groups, Patient Leaders, staff and those responsible for pages and information. In addition, features and tools had been added to support the user accessibility as well as a feedback function. The new website enabled the Trust to make changes and additions and therefore would be reviewed regularly.

A Governor raised a question in relation to the information available for the Patient Advice and Liaison Service (PALS). The Campaigns and Marketing Manager advised that the PALS and Call4Concern service details would be easily accessible via the 'Contact Us' section and were also included in many sections of the website.

The Trust Secretary raised a question in relation to whether the Corporate Governance team would be provided with training to enable them to quickly update their sections of the website. The Campaigns and Marketing Manager advised that training would be provided as well as on-going assistance.

The Committee discussed Governor biographies that were due to be updated over the next month. Some members of the Committee requested that their photos should be published on the Trust website. The Trust Secretary highlighted that some Governors may not want their photos on the website and, previously, a Governor had stepped down specifically because of this reason. It was agreed that the Corporate Governance team would circulate all Governor biographies to be updated together with a request as to whether Governors were willing to have their photos published. The Committee noted that there would be a cost implication associated with this and would need to be considered considering the Trust's current financial situation.

Action: C Lynch

The Corporate Governance Officer highlighted that the main round of Governor elections were due to be launched on 2 June 2024 and, as a result, there would be changes to the register of Governors. Therefore, the timing of the photos would need to be aligned with this.

The Committee agreed that a recommendation would be submitted the Council to approve the request for any Governor that wished to have their photograph be published on the website.

Action: R Havelock

A Governor also raised the issue of Governor photographs being added to the Main Reception on Craven Road. The Trust Secretary advised that the Board photographs had been relocated from this area. The Staff Governor, Administration and Management, advised that works had been carried out to improve the main reception area at Reading site. It was noted that the Chief Executive Officer had commissioned the team with improving the entrance space to the hospital with the promotion of the Trust Values and health promotional messages. It was noted that there was limited wall space available in this area.

The Committee noted that additional information had been added to the website to encourage attendance at minor injuries, urgent care centre and the use of the 111 service to help reduce the pressure on the Emergency Department.

The Staff Governor, Administration and Management, confirmed that the current website would run in parallel to the new website during go-live.

The Corporate Governance Officer would provide the membership form QR code for the website and this would be made available to Governors on request. **Action: K Brent**

09/23 Member Issues and Feedback

No member issues and feedback was noted.

10/24 Minutes for Approval: 15 February 2024 and Matters Arising Schedule

The minutes of the meeting held on 15 February 2024 were approved as a correct record.

The Committee noted the matters arising update. All actions were either included on the agenda or completed.

11/24 Membership Update

The Corporate Governance Officer advised that the current membership was 10,732; an increase of 10 members compared with figures from February 2024. However, membership remained underrepresented below the age of 30.

A Governor queried attendance at the Trust's Introduction to Medicine Day. The Corporate Governance Officer advised that the nominated Governor had become unwell the day before the event and no other Governors had nominated themselves when requested at the last meeting. It was noted that this also applied to the two months that there had not been a Governor article in the membership magazine. It was agreed that, going forward, at least two Governor nominations would be sought for each event. The Trust Secretary highlighted the need for Governors to volunteer for these events.

A Governor queried how the Trust was measuring success in relation to the underrepresentation of people below the age of 30. The Trust Secretary advised that a number of targeted events and recruitment plans had been organised or were in development as well as the recruitment of a Corporate Governance Officer with specific duties to membership. The Trust Secretary highlighted that the Corporate Governance team had signed up to attend two Activate Learning Career Fair's; one at Reading College and one at Bracknell and Wokingham College during April 2024. Governors were asked to nominate themselves to attend the event to sign up new members. It was agreed that two Governors would be selected for each event. **Action: All Governors**

The Trust Secretary would circulate an email request for nominations. **Action: C Lynch**

In addition, two further events were in the process of being finalised; one at Health Innovation Partnership Inequalities event at the University of Reading; and the other related to a membership talk at Reading u3a. Governors would be asked to nominate themselves to attend the events once confirmed. **Action: C Lynch**

Governors were reminded of the upcoming Reading Half Marathon on Sunday 14 April 2024 and were asked to attend to provide support to the circa 50 members of staff running on behalf of the Royal Berks Charity. Details of the meeting place would be circulated to all governors. **Action: C Lynch**

The Committee noted that since the last meeting two editions of the monthly Pulse magazine had been distributed to membership. Each edition received circa 40% click opens. The next issue was due to be circulated in April 2024. In addition, work was on-going to improve the content included in the magazines including increasing ways for members to engage.

The Committee discussed the breakdown of membership figures. It was recommended that the next report would include a comparison from 2020 to 2024 would be provided at the next meeting. **Action: K Brent**

12/24 Preparations for Annual General Meeting

The Trust Secretary highlighted that preparations for the Annual General Meeting scheduled for Wednesday 18 September 2024 had commenced. It was anticipated that venue would be at the Clinical Skills Suite at the University of Reading. Discussions were ongoing to ascertain if tours of the simulation suite would be possible at the event. A number of stands had been confirmed for the meeting including; Research and Innovation, Building Berkshire Together and the Royal Berks Charity.

13/24 Membership Strategy Review

The Trust Secretary provided an overview of the progress against the Membership Strategy Objectives 2022/24.

The Trust Secretary advised that the Membership Strategy was due to be refreshed. A draft Membership Strategy 2025-2028 would be circulated and Governors would be asked to provide feedback ahead of the next meeting.

A Governor suggested approaching the Youth Governor to support and attend events targeted at recruiting younger members.

The Committee noted that the Integrated Care Board (ICB) had recently provided contacts for groups for Young People in both Reading and Wokingham to support getting the youth voice to governors and signing up new members.

The Corporate Governance Officer would approach the Royal Berks Charity to attend the upcoming Sikh event on 5 May 2024. **Action: K Brent**

A Governor advised that an event had been organised on 26 June 2024 by Mortimer PPG, and the topic related to Diabetes that included two speakers from the Trust. Further details of the event would be submitted to the Trust Secretary. **Action: J Bagshaw**

14/24 Council of Governor Objectives

The Trust Secretary provided an update on progress against the Council of Governors Objectives for 2022/23.

In addition, The Trust Secretary provided an overview of the proposed draft objectives for 2024/25 and Governors were asked to provide feedback.

A Governor queried whether the amount of objectives proposed would be achievable and suggested a review of what objectives were statutory and therefore required and those that the Council of Governors had proposed in addition. The Trust Secretary advised that a number of objectives would be achievable. However, acknowledged that progression of the 2022/23 objectives had proved challenging due to staffing issues. It was agreed that the Trust Secretary would provide a revised report highlighting the comparison for review. **Action: C Lynch**

A suggestion was made that there was a specific objective that focused on communication as a high priority.

15/24 Reflections of the Meeting

The Corporate Governance Officer led the discussion.

16/23 Date of the Next Meeting

It was agreed that the next meeting would take place on Tuesday, 16 July 2024 at 17.30.

SIGNED:

DATE:

Minutes

Governors Assurance Committee

Wednesday 24 April 2024

17.00 – 19.00

Video Conference Call

Present

Dr. Sunila Lobo	(Public Governor, Reading) (Chair)
Mr. John Bagshaw	(Public Governor, West Berkshire & Borders)
Mr. Jonathan Barker	(Public Governor, Reading)
Mr. Darren Browne	(Partner Governor, Autism Berkshire)
Mr. Martyn Cooper	(Public Governor, West Berkshire & Borders)
Mr. Thomas Duncan	(Staff Governor: Medical/Dental)
Cllr. Deborah Edwards	(Partner Governor, Reading Borough Council)
Mr. Douglas Findlay	(Public Governor, Wokingham)
Mr. Richard Havelock	(Volunteer Governor)
Dr. Paul Jenkins	(Partner Governor, University of Reading)
Mr. Benedict Krause	(Public Governor, Wokingham)
Mr. Thomas Lister	(Staff Governor: Allied Health Professionals/Scientific)
Mr. James Mugo	(Public Governor, Reading)
Mr. William Murdoch	(Public Governor, Southern Oxfordshire)
Mr. Paul Williams	(Public Governor, Reading)
Ms. Miranda Walcott	(Partner Governor, Integrated Care Board - SEND)

In attendance

Dr. Bal Bahia	(Non-Executive Director)
Mrs. Priya Hunt	(Non-Executive Director)
Mrs. Caroline Lynch	(Trust Secretary)
Mrs. Helen Mackenzie	(Non-Executive Director)
Mr. Mike McEnaney	(Non-Executive Director)
Mr. Mike O'Donovan	(Non-Executive Director)
Mr. Graham Sims	(Chair)
Prof. Parveen Yaqoob	(Non-Executive Director)

Apologies

Mrs. Alice Gostomski	(Public Governor, West Berkshire & Borders)
Mr. Andrew Haydon	(Staff Governor, Nursing/Midwifery) (Chair)
Mr. Clive Jones	(Public Governor, Wokingham)
Cllr. Alan Macro	(Partner Governor: West Berkshire Council)
Cllr. Adrian Mather	(Partner Governor, Wokingham Borough Council)
Ms. Sally Moore	(Staff Governor: Admin/Management)
Mrs. Beth Rowland	(Public Governor, Wokingham)
Mr. Dhian Singh	(Youth Governor)

There were no declarations of interests.

10/24 Minutes for Approval: 24 January 2024 and Matters Arising Schedule

The minutes of the meeting held on 24 January 2024 were agreed as a correct record and would be signed by the Chair. The Committee noted the matters arising schedule.

11/24 Member Issues and Feedback

A Governor raised an issue of a patient who was scheduled for a shoulder operation and had received a letter indicating that they would not be able to perform their daily activities following the surgery that had caused some anxiety. It was queried whether the Trust provided sufficient guidance and information to patients on where support could be obtained following procedures. It was agreed that the Governor in question would submit a formal question to the Trust Secretary and a response would be sought and added to the Governor question log.

Action: J Bagshaw

A Governor raised the issue of long waits for Dermatology appointments specifically in relation to non-melanoma skin carcinomas. The Committee noted that the Trust was aware of the significant pressure on the department and was focused on improving this as well as prioritising patients by clinical need and recruiting to establishment. Patients were advised to contact the relevant Clinical Administration Team (CAT) or their General Practice (GP) if they had concerns. It was agreed that the Governor in question would submit a formal question to the Trust Secretary and a response would be sought and added to the Governor question log.

Action: S Lobo

A Governor queried whether elderly patients were being discharged due to an increase in Covid-19 cases. The Chair of the Trust advised that there was no increase in Covid-19 cases and that this was not the case.

The Chair of the Trust suggested that Governors should provide assurance when speaking to their constituencies that, although, the overall position remained challenged nationally; the Trust continued to prioritise patients by clinical need and had been evidenced to have the shortest waiting lists in the country.

A Governor highlighted that they had recently had a positive experience when being referred to the Dermatology department and were seen within two weeks

A Governor raised an issue in relation to the waiting times for an MRI scan following a patient who was sent home and advised there would be a two week wait for a scan. The Committee noted that MRI scan waiting times at the Trust were the shortest in the country and patients would be assessed and prioritised by clinical need. The Trust Secretary highlighted that an e-mail link had also been circulated to Governors for waiting time statistics. A Governor raised a question in relation to understanding the data provided. The Trust Secretary advised that statistics were provided by speciality and not individual procedures and that there was a three month delay in reported statistics. The Governor in question queried how patients could understand the waiting times when making a decision to go private. The Trust Secretary advised that patients could contact the relevant CAT team for an estimated wait time.

The Committee noted that a review was on-going to assess the infrastructure at the University of Reading for the use of the MRI scanner that was based there.

A Governor highlighted that their GP had identified a significant amount of appointments scheduled related to patients requesting for updates and reassurance that they are still on waiting lists. The Governor in question queried whether information was provided to patients on

how to contact the CAT as well as information on how to best manage their condition in the interim. The Trust Secretary advised that information on how to contact the CAT was available on all letters received from the hospital.

A Governor raised a question as to whether the Trust monitored patients who were on waiting lists for harm incurred by waits. The Committee noted that monthly data was provided on long wait patients with clear targets to reduce the number of patients waiting over 52 weeks. It was also noted that patients often cancelled appointments and therefore this could result in further delays.

The Committee noted that the Integrated Performance Report (IPR) submitted to each public Board meeting and this provided information in relation to there were very few patients waiting outside of the national targets provided by NHS England. It was also noted that the new Trust website provided detailed specialities including CAT contact information and 'live' waiting times in the Emergency Department.

A Governor queried what the impact on the CATs was and how much time had been consumed to answer queries on waiting times. The Trust Secretary advised that the CATs had specific metrics for continuous monitoring and that all calls were recorded via a system that could identify statistics such as an increase in calls.

A Governor raised specific concerns in relation to primary care processes specifically relating to their GP. It was suggested that the Governor contacted the GP in question to discuss directly.

Governors noted that feedback on the new Trust website could be submitted to the Trust Secretary.

12/24 Board Sub-Committee Key Issues (Group Discussions)

The Committee formed two breakout groups, to discuss items from recent Board sub-committees.

Feedback from the discussions included:

- A discussion was held in relation to staff appraisals and whether feedback was sought from trade unions or other staff associations on appraisals. It was concluded that this was not a part of the current appraisal process.
- A discussion was held in relation to the trust wide Improving Together departmental huddles.
- Governors received assurance on the on-going work to collect non-NHS debt that was £8.6m as at 31 January 2024 including overseas debt.
- A discussion was held in relation to leadership behaviours and the process for reporting poor behaviour from leaders. Assurance was received that staff were able to raise any concerns with their line managers or through internal processes and that this was also monitored through the appraisal process and as part of feedback provided in the annual staff survey. However, it was agreed that a further review of whether staff feel able to challenge poor behaviour would be discussed at the next People Committee.
- Assurance was received on mentoring and coaching including a focus on reverse mentoring.

- Governors received assurance that the Trust was responding to and making progress in relation to Equality, Diversity and Inclusion including the rollout of Trust-wide training programmes such as Oliver McGowan.
- A discussion was held in relation to the on-going issue of smoking on-site and the Governors were assured that that in support of the NHS no smoking pledge signed by the Trust this remained an area of focus for the Board. Governors also noted the on-going work to support pregnant women accessing smoke cessation programmes.
- Governors received assurance on the 'good' rating for maternity services following an announced inspection in November 2023 and noted that the aspiring position remained 'outstanding'.
- A discussion was held in relation to waiting times and performance specifically for Endoscopy and the need to improve 'did not attend' (DNA) rates and the various reasons for not attending.
- Governors received assurance that, although there had been an overall reduction in income for the Royal Berks Charity, as part of efforts to improve this, progress had been made for the unrestricting of several restricted funds and a letter from the Chair of the Trust had been sent to 50 local companies and retailers in and around Berkshire to encourage donations.
- A discussion was held in relation to South Central Ambulance Service (SCAS) and assurance was provided that the priority assessment and judgement of the patient determined what hospital they was admitted to.
- A discussion was held in relation to the Trust's financial position and the on-going challenge for 2024/25 and how the Trust had budgeted and planned to manage that noting the delay in receiving guidelines.
- Governors received assurance that discussions were on-going to secure a location at West Berkshire Community Hospital for the procured MRI scanners. However, noted that there was likely to be an associated cost implication.
- Governors received assurance on the good results received in the 2023 Staff Survey and the actions to address the Gender Pay Gap increase.

13/24 Reflections of the Meeting

The Chair led a discussion.

14/24 Date of Next Meeting

It was agreed that the next meeting would be held on Wednesday 26 June 2024 at 17.00

SIGNED:

DATE:

Title:	Governor Question Log
Agenda item no:	9
Meeting:	Council of Governors
Date:	29 May 2024
Presented by:	Caroline Lynch, Trust Secretary
Prepared by:	Kerrie Brent, 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?	
Assurance	
Information	The Council of Governors is asked to note the report.
Discussion/input	
Decision/approval	

1 Background

- 1.1 The Governor Question Log was created in 2016 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 Process of the Governor Question Log

- 3.1 As agreed by the Council of Governors in 2016 Governor questions should be directed to the Trust Secretary. Questions would then be logged on the form and a response provided within 30 working days.
- 3.2 The log would be submitted as a standing item to each Council meeting and made available to Governors via the Trust website and Workvivo.

4 Changes since the last meeting

- 4.1 All questions submitted to the Trust Secretary since the last meeting are included in appendix 1.

5 Attachments

Appendix 1 – Governor Question Log

Governor Questions Log

No.	Date	Governor	Query	Response
173	22 February 2024	John Bagshaw	Cancellation of appointments by RBH is sometimes very late, even to the point that a patient is already at the hospital. Is there a Service Level Agreement for a minimum notice period?	The Trust does not have a Service Level Agreement for the cancellation of appointments. However, we ensure that we do everything to avoid any cancellations especially those at short notice. Occasionally, for factors outside of our control including sickness the Trust does unfortunately have to postpone appointments at short notice.
174	28 February 2024	Alice Gostomski	The response provided in relation to the operating hours of the patient buggy transport service would be revisited as the Council was not satisfied with the response provided.	In-Progress
	8 March 2024	Sunila Lobo	Staff in the Berkshire Cancer Centre are working in small offices that are overcrowded with consequent health and other risks, including fire safety. What is the Trust doing to address this risk?	Over the last few years we have seen an increase in our CNS staff due to service improvements and increasing demand, this set against our rather challenging estate has highlighted this issue. The Care Group Board are aware and have been working with the teams to find some solutions. Currently we are looking to bench out the offices to utilise the space more effectively and are asking teams to look at different ways of working including hot desking or remote working to reduce numbers of staff in the rooms at any one time. We have spoken to our fire safety officer and they will be undertaking an evacuation test. The management team have previously requested some occupational health assessments for individual team members but not one for the environment as a whole which we are currently seeking. They have also involved the space utilisation team, estates, fire safety team but we recognise this remains a challenging problem across the Trust. Once we have the fire safety review and Occupational Health review we will meet with the Berkshire Cancer Centre team to review how we can move forward on any advice and

				solutions.
175	15 March 2024	Sunila Lobo	Further to the BBC article on waiting lists where we are on top of the table of shortest waiting lists it mentioned that significant progress was being made with that and steps were being taken to reduce variation, including writing to those patients who had waited over 40 weeks to offer them treatment at other hospitals. Given there are RBH patients waiting 52 weeks/a year for elective surgery. Is the offer for treatment at other hospitals made to them?	Patients can of course still choose to be referred to other providers at the point at which their GP refers them. For context, only a very small number of those patients waiting over 52 weeks are actually waiting for surgery (most are waiting for a first outpatient appointment), and typically those patients are unlikely to be able to be operated on at other local facilities owing to complexity. Waiting times are unlikely to be shorter at neighbouring NHS hospitals.
	25 April 2024	Sunila Lobo	<p>The community have heard about 10 month waits for non-melanoma skin carcinomas, which is forcing frightened patients to private treatment. Can Governors seek assurance that Dermatology is taking appropriate action to reassure patients and have set targets to reduce waits towards reducing potential deterioration of patients' conditions?</p> <p>RBH's 4 hours or less waiting times at A&E are at 69% of the targeted 76/78%. There is evidence that A&E waits of 5 hours or more can lead to significant deterioration or even death. What percentage of waits at A&E are 5 hours and more? Can Governors seek assurance that RBH will be taking action</p>	In-Progress

			<p>to achieve its waiting time target and by when is this hoped to be achieved?</p> <p>In a National long-term plan, a target of reducing the stillbirth rate by 50% by 2025 was set. Can Governors seek assurance on the actions taken or to be taken to achieve this target?</p>	
	TBC	Benedict Krauze	<p>What is the Trust's process for keeping patients informed as to their date for surgery including support for managing their condition whilst they are waiting e.g. pain management? Are they provided with a contact number that they can call to get an update rather than going to their GP.</p> <p>Also, what specialities are covered by Health Coaches.</p>	In-Progress