

Meeting Title	Council of Governors		
Date	20 July 2023	Agenda item	CGo.7.23.6

Matters raised with Governors by members, patients and the public

Presented by	Jacqui Maurice, Head of Corporate Governance		
Author	Jacqui Maurice, Head of Corporate Governance		
Governance responsibility	John Holden, Director of Strategy and Integration		
Purpose of the paper	To support the Council in the delivery of their duties and responsibilities in representing the interests of members and the public.		
Action required	For information		
Previously discussed at/informed by	N/A		
Previously approved at:	Committee/Group	Date	

Situation	
<p>Background</p> <p>On 2 June 2021 a session was held with Governors which covered the role of our Patient Experience team and how Governors might wish to share any other general matters received so that all Governors are sighted on matters that have been raised with Governors.</p> <p>Patient Experience Team</p> <p>The Council noted that where patients and service users have queries the most appropriate action is to direct them to our Patient Experience team (formerly known as PALS). Patients and Service users can contact this service by telephoning on 01274 364810 from Monday to Friday between 9am and 4pm. Messages can be left on the answering machine and they will be answered within two working days. Patients and Service users can also email patient.experience@bthft.nhs.uk or, they can write to Patient Experience, Bradford Teaching Hospitals, Duckworth Lane, Bradford, BD9 6RJ.</p> <p>Our Patient Experience Team seeks to help in a range of ways. These include;</p> <ul style="list-style-type: none"> - hearing any concerns, comments, and compliments a service user has about our Trust - helping service users to identify key issues - helping service users identify how they would like their concerns resolved - liaising with Trust staff on service users behalf or refer them promptly to the most appropriate person - advising and supporting service users if they wish to make a formal complaint and identifying independent advocacy and support <p>Matters raised with Governors by members, patients and the public</p> <p>Since April 2023 the Governors have, on a monthly basis (and with the support of the Corporate Governance Team), hosted internal engagement events for staff, patients and visitors. In June the governor engagement stand was also part of the Trust's 'Thrive Leadership Event Market Place'. On 3 July the governor engagement stand was a part of a 'non-clinical careers event' delivered by the Trust's Widening Participation Team.</p>	

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Key discussions held with Governors at the engagement events

Governors have held conversations with approximately 300 people (staff, patients and visitors to the Trust) over the past three months.

- **General areas covered/observations**

- Explanations on the role of governors and membership
- Explanations on the role of the board of directors
- Raising staff awareness of their membership status
- Discussing the benefits of membership and recruiting new members
- in relation to the Thrive event, 97 staff members put their names forward to join a small consultative group for staff governors
- A number of young people were recruited into membership at the Widening Participation Careers event.

- **Specific areas of discussion**

- The focus required on staff recruitment and retention, particularly in clinical areas, where a large proportion of staff are heading towards retirement age.
- The Trust to continue to raise awareness regarding the menopause and how this affects women in the workplace.
- The positive responses to articles in the staff newsletter, Let's Talk, which celebrate staff champions and the ideas they are pushing forward in helping their services improve.
- A number of personal issues were raised by staff who were then signposted to the appropriate teams / people by our staff governors / members of the corporate governance team.

Staff poll

To support the governor engagement stand at the Thrive event on 6 June a staff poll was launched which ran until from 6 June to 21 June. The aim was to gauge the level of staff knowledge about their role as a staff member, their awareness of staff governors, the most effective channels for communicating with them, and their level of interest in the role of the governor. In summary the poll results provided the following information:

- 60 members of staff completed the survey
- 52% of respondents were from the 'All Other Staff Group', 32% from Nursing and Midwifery and, 10% from Allied Health Professionals and Scientists. There were no respondents from our Medical and Dental Staff group.
- 67% knew that they were a staff member however only 55% knew that there was a staff governor representing them on the Council.
- 32% were interested in finding out more about the role of governors and 18% indicated that they would be interested in putting themselves forward to be a governor.
- 90% confirmed that 'global email' was their main method of receiving information about the Trust.

The outcomes from this poll will be shared with the Membership Plan Delivery Group where it will be used to inform membership engagement activities aimed at staff.

During the period April 2023 to July 2023 no other matters have been raised with Governors by members, patients and the public.

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Recommendation/s
Governors are asked to note the report.