

Report to:	Council of Governors	Agenda item:	15
Date of Meeting:	5 December 2017		

Title of Report:	Lead Governor's Update Report & AMM Feedback
Status:	For Information
Board Sponsor:	Chris Callow, Lead Governor
Author:	Chris Callow, Lead Governor
Appendices	None

Introduction
This report is a quarterly report to provide an update to the Council of Governors from the Lead Governor, Chris Callow.

Update Report
<p>Welcome to the new and re-elected Governors, (Amanda Buss, Mike Welton, Helen Rogers, and new Jacek Kownacki, and Chris Hardy). Warm welcome also to the new Staff Governors (Michael, Darrin and Kate) and Cllr Johnny Kidney, Stakeholder Governor, Wiltshire Council.</p> <p>From the Annual Members Meeting, thanks to all of the staff that donated their time on the presentations. We received a lot of good feedback to the two questions, some were complaints, which I will not cover here and there was a feeling that more time was needed for the discussions.</p> <p>To the first, What Changes have you seen at the RUH over the last five years?</p> <ul style="list-style-type: none"> • Parking. Lots of positive feedback on that. • Buildings. There are better buildings and the environment is generally better. The art on display and the cleaner aspect are appreciated. • Communication. Far more openness and more transparency at the RUH. Members also liked the caring for you events and other membership benefits. • Staffing. More nurse practitioners and healthcare assistance doing more and that staff attitude has improved. • Services. Waiting times reduced and improvements in various areas, end of life care, maternity and oncology were mentioned a number of times. <p>To the second question, What would an outstanding RUH mean for you?</p> <ul style="list-style-type: none"> • Parking. Areas the hospital can develop are signage and more communication. • Buildings. More quiet area, toilet design needs improving. Members liked input from staff and patients in the design of the cancer centre, hope that this continues.

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Document Approved by: Roxy Poultney, Membership & Governance Manager	Version: 1.1
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- Communication. Build on the benefits recognised in the fifteen steps challenge. Basically more input from everyone involved. Also create a culture of openness and transparency, straightforward apologies to stop staff being blamed on mistakes.
- Discharges. Better use of facilities outside of the RUH, a quickly in/quickly out with outstanding care.
- Staffing. Improved nurse staffing levels, better phone coverage - main switchboard takes a time to answer. Continue staff positive attitude (don't lose that), break down barriers, staff are not god, improve information accessibility to ensure people understand.
- Services. Lower A&E waiting times and more attention to backlogs. Make meals more appetising! More emphasis and support on health and lifestyle. Continue and develop research hospital and R& D.

Please ensure you read the AMM feedback as we will need to use it to inform the strategy at the Away Day on 14th December.

I will finish on a quote from a member when we asked what offer you replied, "it's not a case of what you can offer members, more what could members help the RUH with".

Recommendations

The Council of Governors is asked to note the report.