

Report to:	Council of Governors	Agenda item:	18
Date of Meeting:	5 December 2017		

Title of Report:	Governor Membership & Outreach Working Group Update Report
Status:	For Information
Sponsor:	Chris Callow, Public Governor, North Wiltshire (Interim Chair)
Author:	Roxy Poultney, Membership & Governance Manager
Appendices	Appendix 1: Annual Members Meeting Feedback Appendix 2: Public Governor Survey Results Appendix 3: Staff Governor Survey Results

Purpose

To provide the Council of Governors with an update following the Governor Membership & Outreach Working Group meeting held on 13th November 2017.

Background

The report is prepared to inform the Council of Governors on the salient issues discussed and agreed at the Governor Membership & Outreach Working Group.

Business Undertaken

The Working Group received the following updates:

- As at 1st November 2017 RUH Public Membership stood at 11,739 (an increase of 211 since the last report) – during this time Membership had also decreased by 172 members as a result of the dissemination of the summer Insight magazine, the election process, members moving away and unable to be traced, and also members who had passed away.
- The 2017 election results – which have been presented to CoG at agenda item seven.
- Plan for joint Governor and Board of Directors Away Day 2017
- Annual Members Meeting Feedback – working group to discuss feedback in order to shape 2018 Insight “you said, we did” articles
- Review Governor survey results – working group to discuss results and plan 2018/19 engagement with members
- Analysis of the Membership and Engagement Strategy which included:
 - Recruitment and engagement initiatives which would be taking place over the next 3 months.
 - An analysis of the cost of recruitment campaigns against number of members recruited.
 - An overview of the Membership recruitment and engagement activities over the past three months

Author : Roxy Poultney, Membership & Governance Manager	Date: 11 December 2017
Document Approved by: Chris Callow, Public Governor (Interim Chair)	Version:1.1
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Key Decisions

Plan for Joint Governor and Board of Directors Away Day 2017

The working group requested that the draft Strategy and Annual Member Meeting feedback as well as themes from this year's member feedback are circulated to CoG prior to the Away Day on 14th December. It was also agreed that a briefing would be sent to Governors prior to the away day to provide an understanding of the format of the day and the expectations.

Annual Members Meeting Feedback

The working group discussed the themes from the feedback following the AMM in September; the feedback is attached at appendix 1 for your information. It was agreed that Insight magazine articles next year could focus on the following topics:

- Staffing at the RUH (March 2018)
- Update on Discharge (June 2018)
- Parking (September 2018)
- Emergency Department (December 2018)

Review Annual Governor Survey Results

The working group reviewed the Public and Staff Governor Survey results which are attached at appendix 2 and 3 for your information. The survey highlighted a few areas that members may require more information on. It was agreed that the Insight magazine could be used to inform members about:

- How representative the Membership is (March 2018)
- Progress of the RNHRD and Therapies Centre (March 2018)

It was suggested that the feedback could be split by constituency and feedback could then be used to identify topics for future constituency meetings dependent on the location.

As you will see, the feedback is mainly positive, but areas that we would encourage the Council of Governors to get involved in are:

The survey highlighted a few areas that members may require more information on. It was agreed that the Insight magazine could be used to inform members about:

- Keep up the magazine, and perhaps offer visits to the new departments for members.
- Constituency meetings to continue with update reports on the economic situation and how it affects the RUH.
- More regular meetings for members with Governors.
- Members want to feel like they are being listened to and know that we will use their involvement and feedback - more focus groups is a common request.
- Regular updates in Insight on what the Governors have achieved.
- More health tips for the elderly on how to keep out of hospital, or more importantly knowing when to call – we could include things in Insight.

The working group agreed that the Staff Governors profiles needed to be raised and the Staff Governors agreed to write articles for intheweek (the weekly staff newsletter).

Exceptions and Challenges
N/A

Governance and Other Business
Chair of the working group As the previous Chair (Phill Lunt) was no longer a Governor, the working group agreed to appoint a new chair at the next meeting.

Future Business
In line with the Governor Membership & Outreach Working Group work plan.

Recommendations
The Council of Governors is asked to: <ol style="list-style-type: none"> 1. Note the update report 2. Note the annual members feedback 3. Note the Governor Survey feedback

Appendix 1 – AMM Feedback

Member & Governor Working Groups collated feedback

1.	<p>What changes have you seen at the RUH over the last five years?</p> <p>Car Parking</p> <ul style="list-style-type: none"> • Wonderful new Car Parking X2 • Love the new car parks – pay on exit • Parking – does the new car park increase the number of spaces? – New disabled car park smaller? • Car parking improvements for disabled people • New car parking wonderful more integrated/ joined up carpark with Tunbridge Wells etc. • Improved car parking X2 • Parking eye <p>Estates and Facilities</p> <p><u>New Buildings</u></p> <ul style="list-style-type: none"> • Much better buildings and facilities • New pharmacy
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- New buildings for Pharmacy and IT
- New Dyson NICU Centre X2
- Improved buildings (Pharmacy)
- New bereavement suite, pharmacy & IT

Improvements to existing facilities

- Art work around the hospital
- Environment much better
- Ability to invest and improve
- Welcoming facilities by friends in the Atrium
- Corridor much brighter but some outpatients still gloomy
- Installation of PET scanner – very lucky to have it
- It's cleaner
- User friendly hospital X2
- Improved dementia care wards
- Park and Ride from Odd down
- ART – Improvements in general attempt to make corridors look nicer
- Ward improvements e.g. Combe ward
- Building more welcoming – artwork, café, gardens, sculpture (vs e.g. Bristol, more austere) – settles your anxiety
- Better facilities e.g. secure
- Ward Improvements
- General estate of RUH much tidier/cleaner etc.
- Stroke ED improved

Communication

General

- Communication with other hospitals like CT/MRI
- More openness – better communications
- Hospital is becoming more transparent – tell us, involving us
- Research
- Achieving a balance and even a surplus X2
- Good financial position
- Not just about listening and doctors – about you too
- Greater attention to hand hygiene within the hospital

Membership

- Caring for you
- Good Caring for you meetings
- As BANES resident - how you get involved
- More openness, better communication e.g. Caring for you meetings

Discharges

- Home first scheme
- Organisational e.g. discharge to home, better acceptance, Age U.K as part of

discharge team (voluntary organisation)

Staffing

Levels

- Increase in nurse practitioners and numbers of healthcare assistants doing more
- Inconsistencies in care on wards – not sure if this is a change vs five years ago

General

- Cleaners – not as grubby
- Great feedback on porters and cleaners
- Staff attitudes improved
- Patient – Consultant interaction more spontaneous
- Increased energy and activity to sort out problems

Services

Waiting times

- Waiting times when arriving for an appointment has improved
- Shorter waiting time – eye unit
- Very positive attitude to the introduction of the UCC generally. However, issues around responsiveness of 111 (ring back & telephone assessment etc.) long wait (greater than 6 hours) for ring back with the appointment. Told not to attend A&E, but to attend for a UCC appointment – overall wait approximately 10 hours to see a doctor (member may report via pals)
- Much improved waiting times in most areas
- Shorter induction times into A&E

Improvements

- Improvement in End of Life Care
- Improvement in Maternity Services
- Oncology treatment can be carried out at home rather than travelling long distances to the RUH
- Excellent physio
- Improved smile – eye outpatients appointments
- Ambulatory care service is amazing
- Outpatient experience excellent
- As an outpatient good and bad experience – need to feel caring is the priority – poor experience, not ‘cared’ for on one occasion in E.D
- Was difficult to get palliative care package – now better (Dorothy House)
- Appointment system
- Cardiac booking

General

- More integrated and joined up organisation
- Recognition of voluntary sector

2. What would an outstanding RUH mean for you?

Car Parking

- On-site parking for staff, the park and ride much improves safety of staff
- Don't charge for parking? – weekly passes not advertised
- Cheap parking noted on appointment letters
- Car parking – who gets fine money? Who sets parking fees?
- Parking – add location signs e.g. A1, A2
- Multi-storey car park

Estates & Facilities

Transport

- Access to the new Min could be a problem – safe drop offs
- Hospital integrated transport and booking system – using group of patients
- Why isn't there a park and ride from Lansdown

General

- More single rooms
- Improve treatment rooms
- Design on toilets improving
- More quiet areas
- Lift situation – out of order
- User friendly machines (visited in last 4-6 weeks)
- Planning new buildings with input from staff and patients (as happened in cancer centre)
- Improved cancer inpatient ward – before cancer centre
- Being able to afford up to date/latest medical equipment
- A clean and safe working hospital both for patients and nursing staff.
- A seriously non-smoking site

Communication

Engagement

- More engagement in patients and staff (e.g. build on the benefits recognised with fifteen steps)
- Information sharing – how to get everyone involved
- Feedback from patients – outpatients, on the spot feedback
- Have the opportunity to feedback (smiley face response like in airport)
- Better information on waiting - display boards
- Carers and family members attending with day surgery patients are given regular updates on patient progress/condition etc.

General

- Culture of openness and transparency (Like the RUH has been to court)
Straightforward apology will do when a mistake is made – staff not blamed when they make a mistake to encourage culture of openness.
- Language – human and approachable
- Communication

Discharges

Community

- Better use of community hospitals for people who do not need the clinical services of the RUH – would free up places in the RUH for new patients
- Frailty Assessments at home
- Quickly in/Quickly out with outstanding care in hospital and at home

General

- More emphasis on discharge and the backdoor at the point of admission
- Further progress in the timely and effective release of people to their homes
- More emphasis on discharge v admissions
- I consider it already outstanding, but was pleased to see discharge being 'joined up' with regard to medication being available at the time and not with a 1.5 hour wait.
- Quickly in, quickly out with caring

Staffing

Levels

- Fully staffed hospital
- Extra beds – no one in corridors and more staff therefore
- More human guides to navigate the hospital
- Improved staffing levels (especially nurses)
- Better phone coverage – main switchboard takes a long time to answer (direct numbers are better at answering)

Behaviours

- Trust values throughout the hospital
- Continue with staff's positive and welcoming attitude – you feel welcome, don't lose that
- Break down barriers – staff are not 'god' – Make information accessible, more support for patients (especially elderly) e.g. do you hear? Do you understand?

Services

Availability

- Improving waiting time in Emergency Department
- Have more outpatients
- Some decentralisation e.g. for minor injuries in Devizes given the distances involved
- Shorter time in A&E

- Continuity of Carer
- Mental Health – adults and children, access to services difficult
- 7 day service – but needs funding
- More responsive – patients and carers need immediate, appropriate advice and they are not concerned with who provides it. Therefore advice and guidance from 111 etc. needs to be more joined up.
- Every decision about a patient made on clinical need, not on the need to free up a bed, or other funding pressures.
- Immediate help needed if GP appointment not able to be made.
- More attention to backlogs

General Improvements

- More emphasis and support on lifestyle and self-management
- Test as improved
- Improve food – make it more appetising
- Simplify and make appointment system for outpatients fit for purpose
- Internal referral (Not A&E - GP – Cardiology)
- Being welcomed as soon as off the road
- Improved A&E services
- Help blind people with food (where it's placed etc.)
- Consistency across wards in terms of practice
- More emphasis/support on health/lifestyle

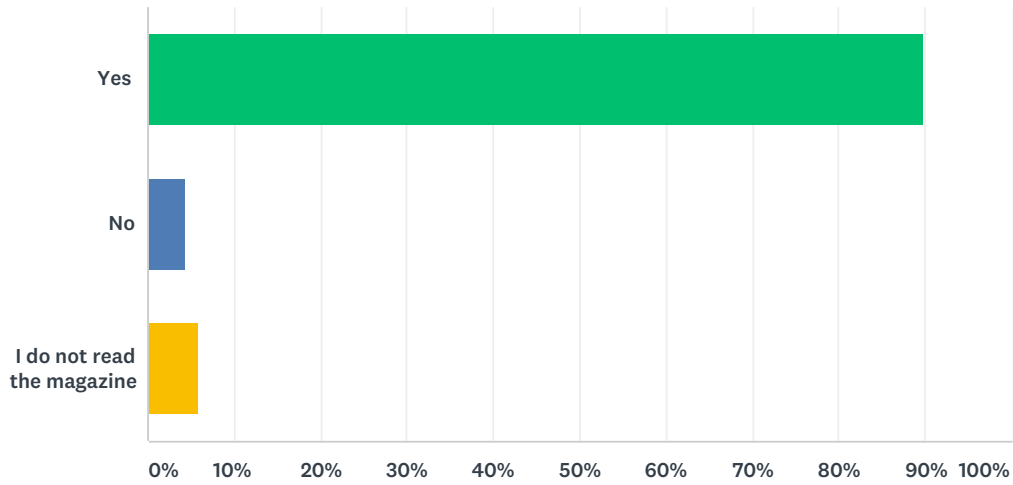
General Comments

- More time for the discussion next time
- Key performance indication very important
- Focus groups on a specific subject
- Consider it to already be outstanding
- Reduce targets – some are unrealistic
- More of the same
- Attention to detail
- Not being under pressure
- Feeling of having time
- Partnership – with patients and external agencies
- Feel valued
- Is it enough to be good? What is outstanding? Why put pressure on staff?
Pressure and government language
- Feel safe
- Experience is everything (not ratings, data etc.) feel as though you matter
- Excellent care for non-life threatening (e.g. gynae) as well as life threatening (e.g. cardiac) quality of life
- Continue to be a research hospital and research and development x2

Appendix 2

Q1 You receive copies of the quarterly Insight magazine by post or email; do you find the magazine informative?

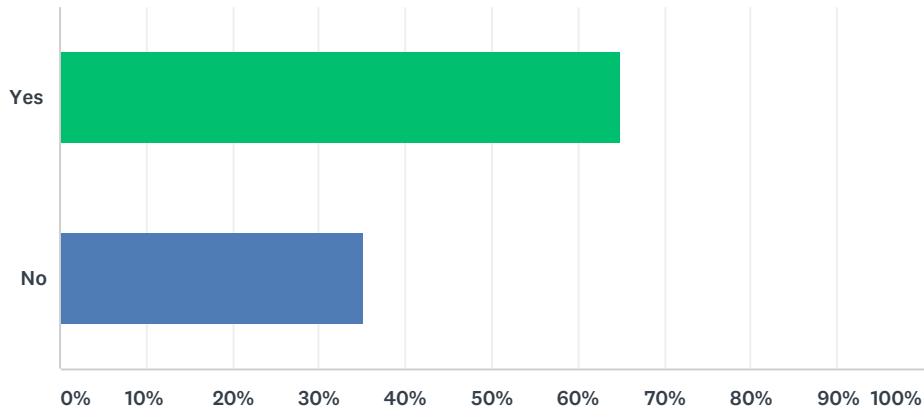
Answered: 462 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	89.83%	415
No	4.33%	20
I do not read the magazine	5.84%	27
TOTAL		462

Q2 Do you know that you are able to contact your RUH Governors via the Membership Office?

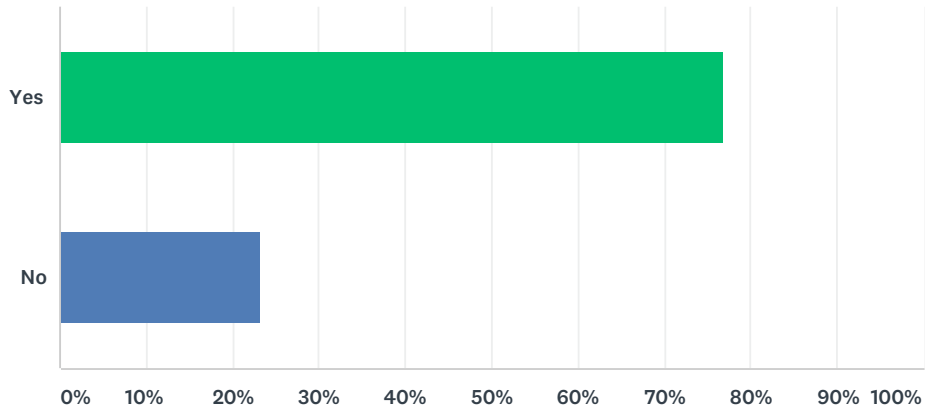
Answered: 462 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	64.94%	300
No	35.06%	162
TOTAL		462

Q3 Do you feel informed about the Trust's plans for the future?

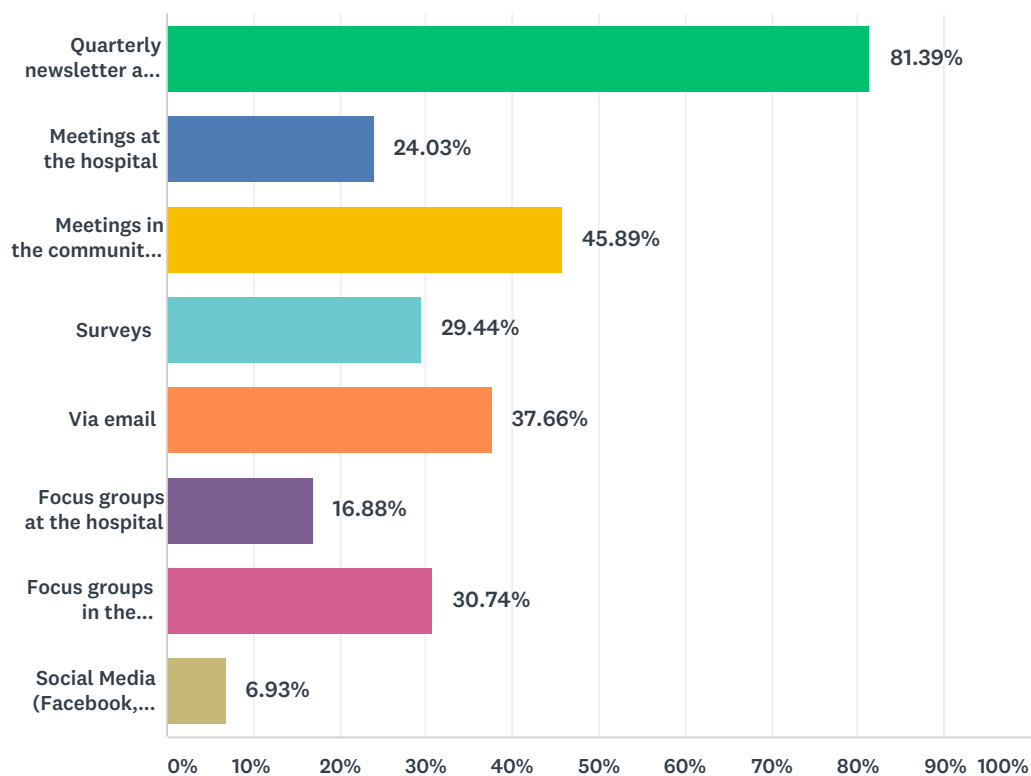
Answered: 462 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	76.84%	355
No	23.16%	107
TOTAL		462

Q4 As an organisation how should we engage with you?

Answered: 462 Skipped: 0



ANSWER CHOICES	RESPONSES	
Quarterly newsletter and magazine	81.39%	376
Meetings at the hospital	24.03%	111
Meetings in the community at a venue close to you	45.89%	212
Surveys	29.44%	136
Via email	37.66%	174
Focus groups at the hospital	16.88%	78
Focus groups in the community at a venue close to you	30.74%	142
Social Media (Facebook, Twitter etc.)	6.93%	32
Total Respondents: 462		

Q5 Do you have any ideas on what Membership could offer you?

Answered: 192 Skipped: 270

#	RESPONSES	DATE
1	A feeling of making an impact demographic material being considered. Latest research on lifestyle etc.	11/3/2017 4:24 PM
2	I'd prefer the money to be spent on healthcare not paper: - this communication could have been sent online and saved postage and printing of £1000s	11/3/2017 4:23 PM
3	I have been a patient at the RUH and couldn't fault it.	11/3/2017 4:21 PM
4	It would be nice to know what the place are for when you change from upper wall road to the RUH and what facilities there will be for parking.	11/3/2017 4:19 PM
5	After 37 years working in the NHS at Bath and Wiltshire it keeps me in touch with developments, progress, information related to fundraising issues and a sense of pride in RUH progress. It would be useful for Mendip rep to have monthly column in local weekly newspaper. It would inform and promote.	11/3/2017 4:18 PM
6	I am happy with it as it is.	11/3/2017 4:15 PM
7	Just being kept in touch via magazine & letters possible visit to new departments.	11/3/2017 4:15 PM
8	Being able to be informed of all news and developments with regard to the RUH and NHS - and perhaps how I can help in some way.	11/3/2017 4:13 PM
9	A) an up to date report on non emergency ambulance transport to and from RUH. B) A survey of RUH clinical outposts.	11/3/2017 4:12 PM
10	Talks at hospital (Caring for you) very good. More on economics/privatisation, especially impact on staff.	11/3/2017 4:11 PM
11	I am already a member, I hear the lottery donates 90 million pounds into healthcare along with numerous other charities heart, cancer etc. yet the health service is being run down. Where is the money going? All the buildings being modernised and new hospitals but poor ground level patient care and waiting lists. More nurses and doctors please.	11/3/2017 4:10 PM
12	Thank you for sending me Insight magazines over the years. Our family has been very well looked after by the RUH over the years.	11/3/2017 4:05 PM
13	Is there a way to make sure Insight always arrives? It doesn't always appear in my inbox.	11/3/2017 4:02 PM
14	Awareness and participation in decision making.	11/3/2017 4:01 PM
15	Yes! I was able to attend one meeting at Shepton Mallet but not since due to mobility problems. But I do appreciate very much all the material sent in the post which is very informative and interesting. Keep sending if you can.	11/3/2017 4:00 PM
16	All seems to be covered very well.	11/3/2017 3:58 PM
17	Free parking for meetings at the hospital. Continue the Caring for you meetings - really good!	11/3/2017 3:58 PM
18	Up to date information and news on the RUH Bath.	11/3/2017 3:56 PM
19	So I can have a say in things that affect me most.	11/3/2017 3:56 PM
20	It's not a case of what you can offer members, more what members can help the RUH with.	11/3/2017 3:54 PM
21	you're doing a splendid job, thank you.	11/3/2017 3:53 PM
22	not sure but read the news letters via my email, if I had any queries, would contact one of the Governors.	11/3/2017 3:52 PM
23	Always interested in nurse training.	11/3/2017 3:51 PM
24	I became a member because of all the care you have given me over the past seven years on my stays in hospital. I rely on news letters to keep me updated as I haven't an email.	11/3/2017 3:51 PM
25	Important information on changes, new schemes and health issues. Knowing about changes before they happen helps.	11/3/2017 3:49 PM
26	Governor meeting local and regular	11/3/2017 3:47 PM
27	A road show taken to strategic towns in the catchment area	11/3/2017 3:46 PM

2017 Governor Survey

28	Listening to people and able to put questions which could be interesting.	11/3/2017 3:45 PM
29	Better understanding of the aims/future plans of the RUH and a feeling that as a member your thoughts and opinions could be heard and listened to.	11/3/2017 3:44 PM
30	Keeping patients aware of new treatments becoming available and being open to using such	11/3/2017 3:42 PM
31	An insight into what is going on at the RUH and how it is run.	11/3/2017 3:41 PM
32	I think you do a good job	11/3/2017 3:40 PM
33	One to one interviews with Mendip Governor to report discharge of patients without adequate community support.	11/3/2017 3:38 PM
34	Updated current information on all aspects of the hospital. I really enjoy all the Caring for you seminars.	11/3/2017 3:37 PM
35	I find the magazine very informative. Although I cannot attend the meetings etc. I know you all work very hard for the benefit of us.	11/3/2017 3:36 PM
36	Information on ways of helping staff & patients periodically rather than consistently as we (Mr & Mrs) are away from Bath for times in Spring and Autumn	11/3/2017 3:34 PM
37	Focus groups would bring the RUH closer to its users	11/3/2017 3:32 PM
38	Insight into how the NHS works - so as a user one is better prepared when it comes to dealing with what is a less than transparent organisation.	11/3/2017 3:28 PM
39	More detailed consultation/information on new policies/expenditure/investment etc.	11/3/2017 3:27 PM
40	it should keep members informed of what's going on at RUH - good and bad	11/3/2017 3:26 PM
41	Provides up to date information on all aspects of the RUH intentions for the future.	11/3/2017 3:25 PM
42	Some information and meeting on neuropathy	11/3/2017 3:24 PM
43	Information on on-going plans for the hospital and the opportunity to be involved.	11/3/2017 3:23 PM
44	I am just interested on what goes on behind the scenes. The magazine is very informative.	11/3/2017 3:21 PM
45	Opportunities to oppose the privatisation of the NHS	11/3/2017 3:20 PM
46	Not really interested	11/3/2017 3:19 PM
47	In passing - many of us oldies are not on 'the net' so have to rely on you and your literature as such, as now. Many thanks.	11/3/2017 3:19 PM
48	I am not actively involved but I do read the insight magazine.	11/3/2017 3:16 PM
49	Annual update on RUH via email.	11/3/2017 3:14 PM
50	The ability to contribute to the community even more than I already do as I am already a community champion	11/3/2017 3:11 PM
51	Not at the moment, as I have hydrocephalus but hope to return to a normal life in the future	11/3/2017 3:10 PM
52	None at the moment, as I have hydrocephalus but hope to return to a normal life in the future	11/3/2017 3:08 PM
53	None at the moment, as I have hydrocephalus but hope to return to a normal life in the future	11/3/2017 3:08 PM
54	None at the moment, as I have Hydrocephalus but hope to return to a normal life in the future.	11/3/2017 3:06 PM
55	Yes, it is clear that membership could offer me the opportunity to attend meetings and learn what the Trust has planned to carry out in 2017-18. In particular mental health services	11/3/2017 3:04 PM
56	A) Knowledge, particularly some medical and legal. B) Financial Wizardry C) Understanding of the problems of the elderly. D) Please no yes men or women. - member changed the question to what membership could offer the RUH on his/her behalf.	11/3/2017 3:01 PM
57	Updates on the availability of medical care, more updates on the availability of medical care e.g. hospital attendance, hospital stays, social provision and home care provision etc. Better links with national organisations, after care etc.	11/3/2017 2:55 PM
58	A chance to keep up with the ever changing NHS and to influence it	11/3/2017 2:53 PM
59	Transport	11/3/2017 2:51 PM
60	Opportunities for feedback after visits to clinics - as outpatient and inpatient.	11/3/2017 2:50 PM
61	I became a member to support the Trust application and my main involvement is through the arts at the heart programme.	11/3/2017 2:48 PM

2017 Governor Survey

62	It would be good to have feedback on what the Governors have achieved in the last year, without increasing workload/paper work.	11/3/2017 2:47 PM
63	To receive information re the effective performance of the RUH. As an excellent hospital working in conjunction with social services re patient care.	11/3/2017 2:45 PM
64	The age precludes me from the meetings so the magazine is of interest for me.	11/3/2017 2:42 PM
65	Sorry as I am into my 90's and housebound I am unable to partake of any of the above.	11/3/2017 2:41 PM
66	I would like to say how much I appreciate your magazine by post keeping me updated, not being as active as I once was. Thank you.	11/3/2017 2:40 PM
67	Avoiding facebook and twitter etc.	11/3/2017 2:38 PM
68	The Trust should be to inform on change, challenges and provide metrics on performance. Also to canvas the review on new ideas. Meetings unless extremely well run, tend to be of limited use.	11/3/2017 2:36 PM
69	A letter page from members, I am not able to manage social media through various health conditions. However I feel a more personal account in letter form would be welcome. Sharing experiences can help	11/3/2017 2:31 PM
70	As I do not drive in the dark it would be helpful if times could be earlier.	11/3/2017 2:28 PM
71	Information on future plans	11/3/2017 2:27 PM
72	Maybe some tips on gaining confidence to be more involved i.e. as a Governor or any other spokes person. The Insight magazine gives amazing information to the amazing work and future plans for us all in the NHS. Thank you so much.	11/3/2017 2:24 PM
73	As a member I would just like the hospital to stay NHS.	11/3/2017 2:22 PM
74	A voice within the community	11/3/2017 2:18 PM
75	Disabled - unable to attend meetings	11/3/2017 2:17 PM
76	I'm worried about the fate of our beloved Min. Can we not keep it for some hospital purpose? rightly it belongs to the people of the Bath area. Could we please have repeats of all talks/demos etc. that have taken place at the hospital in the past. I'm sure I'm not the only one who has unfortunately had to decline attending these, my reason being serious family illness. Even the talk I suggested (Ophthalmology) I couldn't be there. So repeats, thank you.	11/3/2017 2:16 PM
77	As a fairly regular patient at the RUH and bearing in mind others of similar age - more information about transport facilities (willing to pay the cost) & achievements of hospitals coping with demand etc.	11/3/2017 2:11 PM
78	I just want to counter privatisation (I was once a consultant in administrative charge of a speciality - not at RUH)	11/3/2017 2:08 PM
79	I am happy as I am.	11/3/2017 2:06 PM
80	Not at the present time	11/3/2017 12:07 PM
81	Information on development, facilities, transport (buses and parking) outreach services, quality and standard of services, fundraising.	11/3/2017 11:58 AM
82	Just carry on what you are doing!	11/3/2017 11:56 AM
83	I have attended evening meetings on dementia and resuscitation which I found very informative and valuable. I have difficulty accessing other courses due to high numbers. Availability of certain product offers by email.	11/3/2017 11:55 AM
84	At 84 I'm recently widowed but have a lot to thank the RUH for as both my husband and I have life saving ops at your hospital, but physically I cannot do a lot now due to age problem.	11/3/2017 11:52 AM
85	Insight into the workings and aspirations of the RUH	11/3/2017 11:50 AM
86	Meetings during daylight hours as I cannot drive at night. I do not use facebook or twitter.	11/3/2017 11:49 AM
87	A voice for current and future developments at RUH - please introduce a park & ride bus service from Newbridge park & ride to and from the RUH.	11/3/2017 11:48 AM
88	I am satisfied with items ticked at Q4	11/3/2017 11:46 AM
89	I enjoy reading members case histories in the magazine but get frustrated when they are clearly suffering through possibly incorrect treatment. More success stories, like mine!	11/3/2017 11:44 AM
90	Keep up to date with future plans and contribute. Attend regular meetings at the hospital of interest and topical. All of the above are really important, thank you!	11/3/2017 11:43 AM

2017 Governor Survey

91	'Insight' already provides progress reports on future plans and projects.	11/3/2017 11:41 AM
92	How can we older people save NHS time and still present problems that may be important.	11/3/2017 11:40 AM
93	An understanding of what services are available and also future plans for RUH	11/3/2017 11:39 AM
94	Is private healthcare available at RUH? Dyson Cancer Research Unit - how far advanced is this unit and when will it be operational and what funds do we need to raise? Suggestions of how I could be of practical help welcome.	11/3/2017 11:38 AM
95	Yes I am 89 and registered blind with a pacemaker and bowel cancer etc. so The RUH have looked after me very well.	11/3/2017 11:36 AM
96	Information on updates on developments proposed for and by the trust.	11/3/2017 11:34 AM
97	I enjoy the information you send and I have learned from it. A friend comes with me and she felt it's a real asset (we all learn)	11/3/2017 11:33 AM
98	Ability to contact Governors over future plans and when help is required for certain individuals. A clearer idea of Trust plans not confused with other incidents.	11/3/2017 11:31 AM
99	It would seem all is in hand	11/3/2017 11:28 AM
100	I am most impressed by you hard work to keep in touch with your public but as I am now 88 I will retire. Thank you.	11/3/2017 11:27 AM
101	No ideas but I really enjoy reading the magazine.	11/3/2017 11:25 AM
102	Not really, I am limited in my mobility but could walk with a stick to masonic hall, keynsham. I have no transport to rarely go out at night. I could vote for a Governor and keep in touch as about (Q4)	11/3/2017 11:23 AM
103	benefit from up to date information on the RUH changes, policies etc. and have a voice if necessary	11/3/2017 11:19 AM
104	I have very little idea of what membership means in the terms of what it could offer for me and what I can offer.	11/3/2017 11:17 AM
105	No	11/3/2017 11:16 AM
106	Information to the future of the hospital and what it offers.	11/3/2017 11:15 AM
107	Not really	11/3/2017 11:14 AM
108	No	11/3/2017 11:14 AM
109	What I'd really appreciate is cheaper, easier transport to the hospital, from my front door and accommodating any four wheeled walker.	11/3/2017 11:13 AM
110	Not currently	11/3/2017 11:12 AM
111	I have been a patient at The Min for a number of years, when RUH & The Min combined those of us at The Min were encouraged to become members in order to hear plans etc. for The Min. So far there has been very little information on what is going to happen to The Min, where is the RUH, transport etc. etc.	11/3/2017 11:11 AM
112	No. I'm 87 and one of the last members of my organisation which gets smaller by the year.	11/3/2017 11:08 AM
113	A say in future changes to service and/or building development to house new equipment and facilities.	11/3/2017 11:06 AM
114	Please stop sending me the magazine and remove my details from your list. The changes made to hospital security have made meetings of the pain clinic support group impossible!	11/3/2017 11:05 AM
115	Keeping me up to date with new ideas and proposed improvements for patient care and facilities. Having a say about changes.	11/3/2017 10:57 AM
116	Progress reports on building developments & staff - patient ratio against best practice guidelines and trend up, stable or down.	11/3/2017 10:56 AM
117	Entitlement to healthcare	11/3/2017 10:55 AM
118	As I am 88 years old my active interest is questionable but both my son and his wife are approaching their retirement date after 40 years of service and they will keep me in touch.	11/3/2017 10:54 AM
119	They already keep me informed with the magazine	11/3/2017 10:52 AM
120	Despite some critical revisions I have always found the hospital excellent as have many of my friends - keep up the good work.	11/3/2017 10:51 AM
121	Express opinions through Governors which may/could lead to improvements to facilities, policies and procedures at RUH making it more effective in the delivery of health care in the community.	11/3/2017 10:50 AM

2017 Governor Survey

122	Think membership is very good. Reporting back on concerns is obviously most important, especially if concerns are raised by individual members. Thank you for the info given in the magazine.	11/3/2017 10:47 AM
123	I am housebound and am a long term patient of the RNRHD in Bath.	11/3/2017 10:41 AM
124	I would like to receive a newsletter/magazine via email at clarke59@ymail.com, can this be arranged?	11/3/2017 10:37 AM
125	The RUH hospitals are not my local hospitals. My only visit annually for an appointment with the rheumatology consultant as I am diagnosed with Raynauds & SCLE Ro Derma. I am a member of SRUK and receive their magazine. We also have a small group who meet occasionally in a members house.	11/3/2017 10:20 AM
126	Information on the hospital's problems, one dealing with the overcomplicated administration & targets. Thoughts on more 'hands-on' training for nursing staff.	11/3/2017 10:16 AM
127	Parking advice in the magazine, cheaper tea/coffee, careers advice in magazine.	11/3/2017 10:13 AM
128	Vouchers for the restaurant or a free coffee, i.e. 10% off a meal etc. (2) carers meetings.	11/3/2017 10:12 AM
129	I am approaching 90, I am just interested to receive the magazine, thank you.	11/3/2017 10:11 AM
130	No because I am too hold to help, sorry.	11/3/2017 10:09 AM
131	I have only just become a member so I am not able to comment just yet. I am sure focus groups would be interesting.	11/3/2017 10:09 AM
132	Hopefully to have a voice, if that is the case I would like to take this opportunity to mention parking at the RUH. For such a great hospital, and I have been a patient several times, but have to worry about being fined when you are a patient or visitor if unacceptable. I would like to see a change.	11/3/2017 10:03 AM
133	Having only just become a member, no.	11/3/2017 9:58 AM
134	No sorry have no idea	11/3/2017 9:52 AM
135	I was approached to become a member whilst visiting my daughter who had just given birth (my daughter is a staff member - radiotherapist) I hold the RUH in high esteem and it would be my hospital of choice but I am never offered it as a resident of South Gloucester. I therefore doubt my use as a member.	11/3/2017 9:51 AM
136	I am quite happy with the present situation, thank you.	11/3/2017 9:49 AM
137	Tours of the wards and a talk on some of the equipment used by the staff	11/3/2017 9:46 AM
138	With regards to parking or the RUH compound, it would be a good act of generosity to have parking fees reduced.	11/3/2017 9:45 AM
139	I am grateful to keep up to date via the insight magazine as I live too far away to attend meetings however, a penfriends group would be great to share experiences via post/phone. No internet unfortunately.	11/3/2017 9:43 AM
140	Too preoccupied at present for new ideas.	11/3/2017 9:41 AM
141	Where we could help with projects.	11/3/2017 9:38 AM
142	Information on health issues e.g. lectures on updates of research etc. Volunteer opportunities - advice on health insurance? Info on exercise facilities in the area, particularly for older people.	11/3/2017 9:37 AM
143	It seems to run smoothly at present	11/3/2017 9:35 AM
144	Not really, perhaps we could be informed on this.	11/3/2017 9:34 AM
145	Useful updates on plans as the hospital develops. Somewhere to express views or to get answers through the Governors, rather than write directly to the hospital about a particular query.	11/3/2017 9:33 AM
146	Parking at the RUH as applied by parking eye	11/3/2017 9:32 AM
147	A chance to speak out as a patient/client. I should like to see a major change in the car parking costs for a profit making company.	11/3/2017 9:31 AM
148	Sainsbury's Trowbridge has 2 hours free parking & no tickets! May I suggest 1 hour free parking & no tickets! Many people have suffered ridiculous fines & I'm in the process of contesting mine. We don't want threats of going to court simply because we are attending a hospital!	11/3/2017 9:30 AM
149	Opportunities to learn about the hospitals work and to contribute to its better operating	11/3/2017 9:26 AM
150	I have been to several meetings and have found the information that I have been given is most interesting and enlightening.	11/1/2017 4:34 PM

2017 Governor Survey

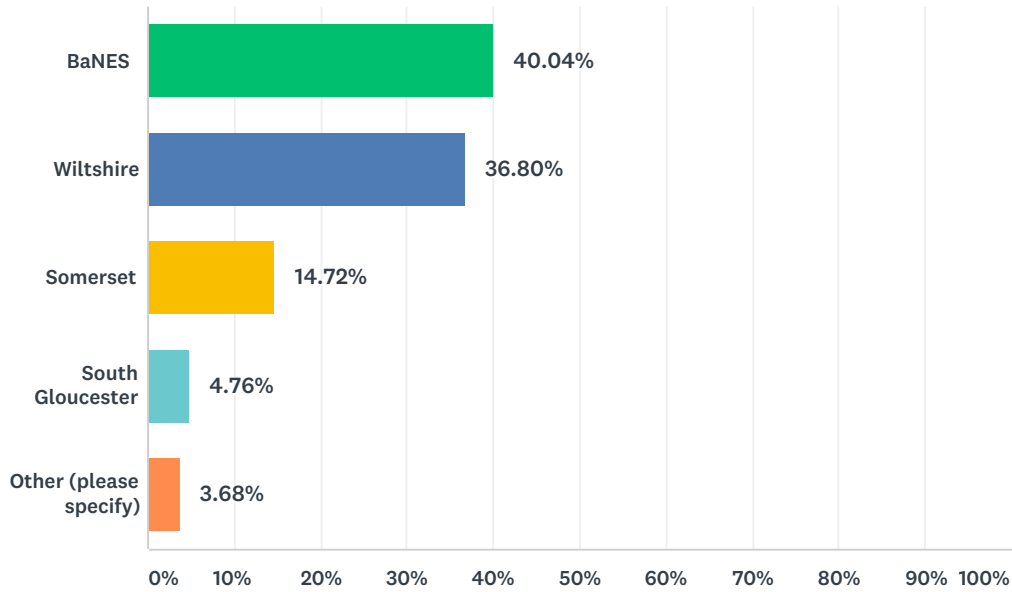
151	A voice in shaping policy, trying to get the patient's viewpoint over, especially for those rural areas. A chance to get consultants to listen to patients.	11/1/2017 4:31 PM
152	Plans for the future, current activities, RUH site parking - resolution	11/1/2017 4:29 PM
153	More information about the RUH Trust and the fact that I can contact my local representative if I have a concern regarding the RUH	11/1/2017 4:27 PM
154	My husband was in and out of the RUH for the last five years of his life and I felt I was a part of the hospital so that was why I became a member. Sadly as I am 92 I find volunteering work difficult because of transport as I no longer drive.	11/1/2017 4:26 PM
155	Information and interaction, a voice to participate	11/1/2017 4:20 PM
156	Not currently	9/12/2017 6:40 PM
157	The opportunity to hear about and, possibly, contribute to future plans for NHS/RUH	9/5/2017 8:34 AM
158	As the RUH is not my local hospital, I feel very distant from it (RNHRD patient).	9/4/2017 10:00 PM
159	Keeps me informed of what happens at ruh	9/2/2017 12:48 PM
160	I am currently a member of the Readers Panel which is very interesting but unfortunately does not need a regular input from me which I expected.	8/29/2017 10:01 AM
161	yes	8/25/2017 11:17 AM
162	I don't really understand the concept of membership or the benefits of it; in my view the way it has been communicated has not been effective or engaging; how representative is it of the people that are served by the RUH?	8/24/2017 12:25 PM
163	A chance to have an input into policy.	8/24/2017 6:35 AM
164	No	8/23/2017 1:36 PM
165	Keeping us up to date.	8/23/2017 11:06 AM
166	Being informed on changes.	8/23/2017 10:42 AM
167	Greater understanding of how the Trust are sorting out problems of local services,bed blocking,carparking etc	8/22/2017 3:47 PM
168	A chance to make genuine improvements to the patient experience: e.g. offer patients pre-meds before day-surgery so they don't have to cry in the anaesthetic room because finding veins is so difficult; offer women sedation before outpatient gynae surgery; close the curtains around dead patients on wards; improve the grim ward environments ...	8/22/2017 8:53 AM
169	No	8/21/2017 4:23 PM
170	No	8/21/2017 1:30 PM
171	No	8/21/2017 12:42 PM
172	A voice to sort out the new RUH Hospital Car Parking system as its not automated enough and very confusing to users. Not fit for purpose!	8/21/2017 7:47 AM
173	No	8/20/2017 1:54 PM
174	Information about the hospital as we live so far from it	8/20/2017 1:43 PM
175	Not really. I joined feeling that I ought to be involved, but am still not particularly aware of what is going on.	8/20/2017 10:38 AM
176	A chance for me to have my say	8/20/2017 9:00 AM
177	01011456	8/19/2017 6:30 PM
178	01011457	8/19/2017 6:28 PM
179	Influence over the development of the Trust's Plans	8/19/2017 4:17 PM
180	Feedback avenues to help make the hospital better run.	8/19/2017 2:24 PM
181	Means of making suggestions changes or additions to medical procedures	8/19/2017 1:12 PM
182	Not really	8/19/2017 12:10 PM
183	Not really. But it is nice to feel involved.	8/19/2017 10:47 AM
184	An insight of what's happening at the RUH	8/19/2017 10:02 AM

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185	Having been a patient in RUH some 15 times and ended up wheel chair bound as an amputee I believe I could be of use to the governors and directors and the ex patients in the community to voice their opinions. Furthermore I would also be able to promote the extraordinary and loving care of The staff to future patients who are maybe concerned about hospitalisation This would give me great satisfaction.	8/18/2017 2:03 PM
186	More higher seated chairs in the waiting areas, for people who are less agile/disabled. Especially the main entrance atrium. Better quality wheelchairs, or at least ones that are more maneuverable.	8/16/2017 4:41 PM
187	The chance to be involved in the running of the hospital and hopefully improve the experience of visiting the hospital as a patient.	8/16/2017 8:36 AM
188	More input as to how the service is delivered locally.	8/15/2017 10:19 PM
189	Not really nowadays . I am disabled and evening meetings are out of question and also access to venues. I am a patient at the hospital, as is my daughter and granddaughter, so I do keep up with and observe what is good practice or not. I have written in when I thought there was room for improvement. Mostly all is well. Thanks to all concerned	8/15/2017 8:16 PM
190	Just keep up the good work that is being done now!	8/15/2017 7:22 PM
191	News on research being carried out. More information on what is required to improve the services RUH are already providing.	8/15/2017 5:15 PM
192	The opportunity to put forward ideas for an improved service	8/15/2017 11:51 AM

Q6 Do you live in:

Answered: 462 Skipped: 0

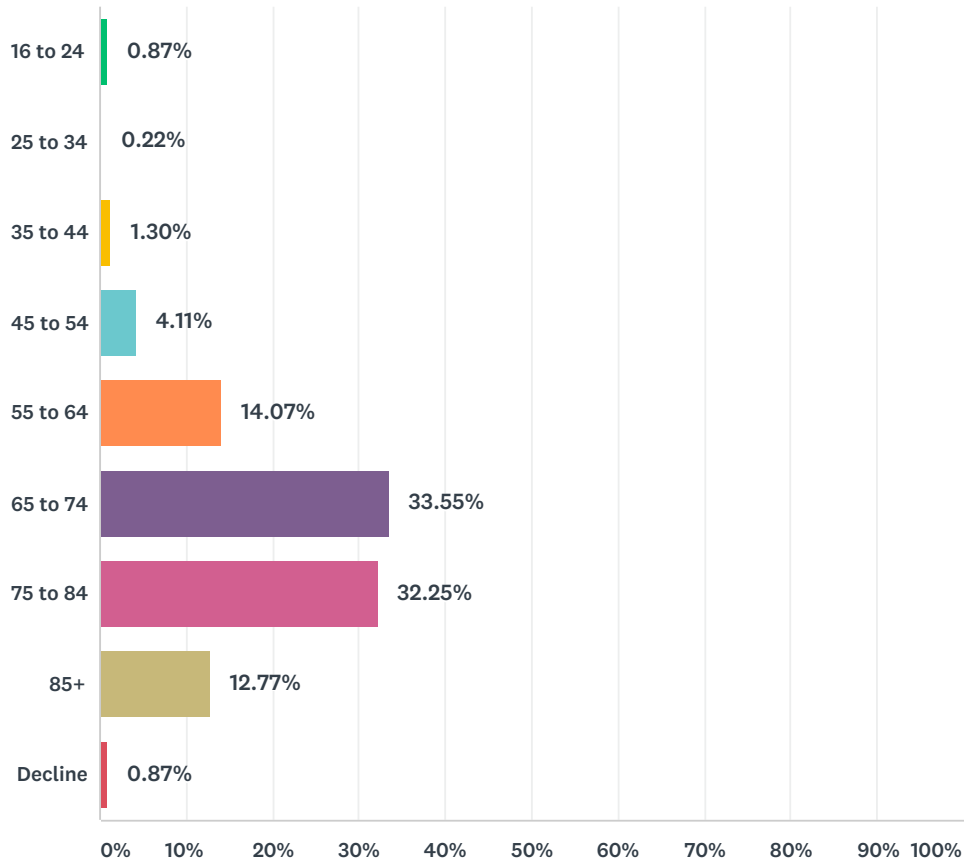


ANSWER CHOICES	RESPONSES	
BaNES	40.04%	185
Wiltshire	36.80%	170
Somerset	14.72%	68
South Gloucester	4.76%	22
Other (please specify)	3.68%	17
TOTAL		462

#	OTHER (PLEASE SPECIFY)	DATE
1	Surrey	11/3/2017 4:19 PM
2	Suffolk	11/3/2017 4:04 PM
3	No response	11/3/2017 2:44 PM
4	Dorset	11/3/2017 2:26 PM
5	North Norfolk	11/3/2017 2:21 PM
6	North Norfolk	11/3/2017 2:21 PM
7	Bristol	11/3/2017 11:55 AM
8	Gloucestershire	11/3/2017 11:29 AM
9	Bristol	11/3/2017 10:41 AM
10	Worcestershire	11/3/2017 10:20 AM
11	Bristol	11/3/2017 10:04 AM
12	Not specified	11/3/2017 9:59 AM
13	North Devon	11/3/2017 9:46 AM
14	Hampshire	11/3/2017 9:43 AM
15	London	9/4/2017 10:00 PM
16	Devon	8/19/2017 10:02 AM

Q7 Are you:

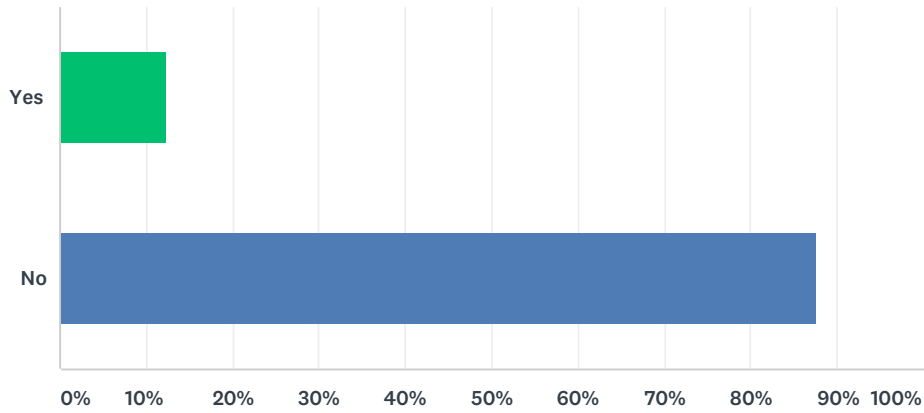
Answered: 462 Skipped: 0



ANSWER CHOICES	RESPONSES	
16 to 24	0.87%	4
25 to 34	0.22%	1
35 to 44	1.30%	6
45 to 54	4.11%	19
55 to 64	14.07%	65
65 to 74	33.55%	155
75 to 84	32.25%	149
85+	12.77%	59
Decline	0.87%	4
TOTAL		462

Q1 Have you had any contact or communication with the Staff Governors in the past 12 months?

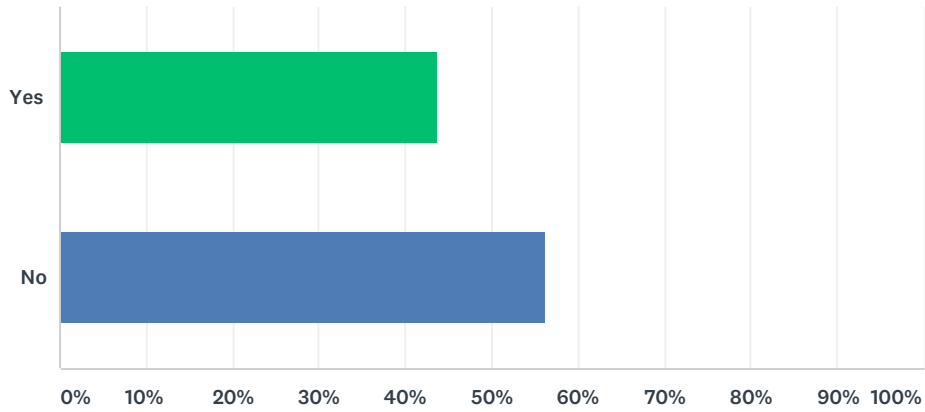
Answered: 89 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	12.36%	11
No	87.64%	78
TOTAL		89

Q2 Do you feel informed about the Trust's plans for the future?

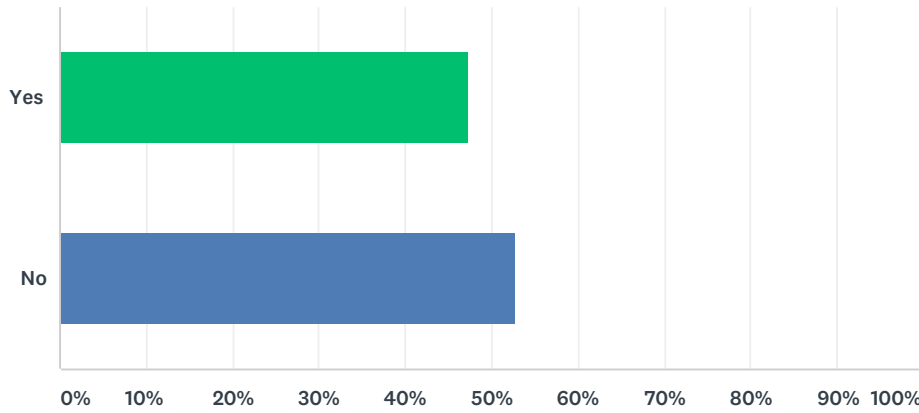
Answered: 89 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	43.82%	39
No	56.18%	50
TOTAL		89

Q3 Do you read the Staff Governor updates in the @RUHBath magazine?

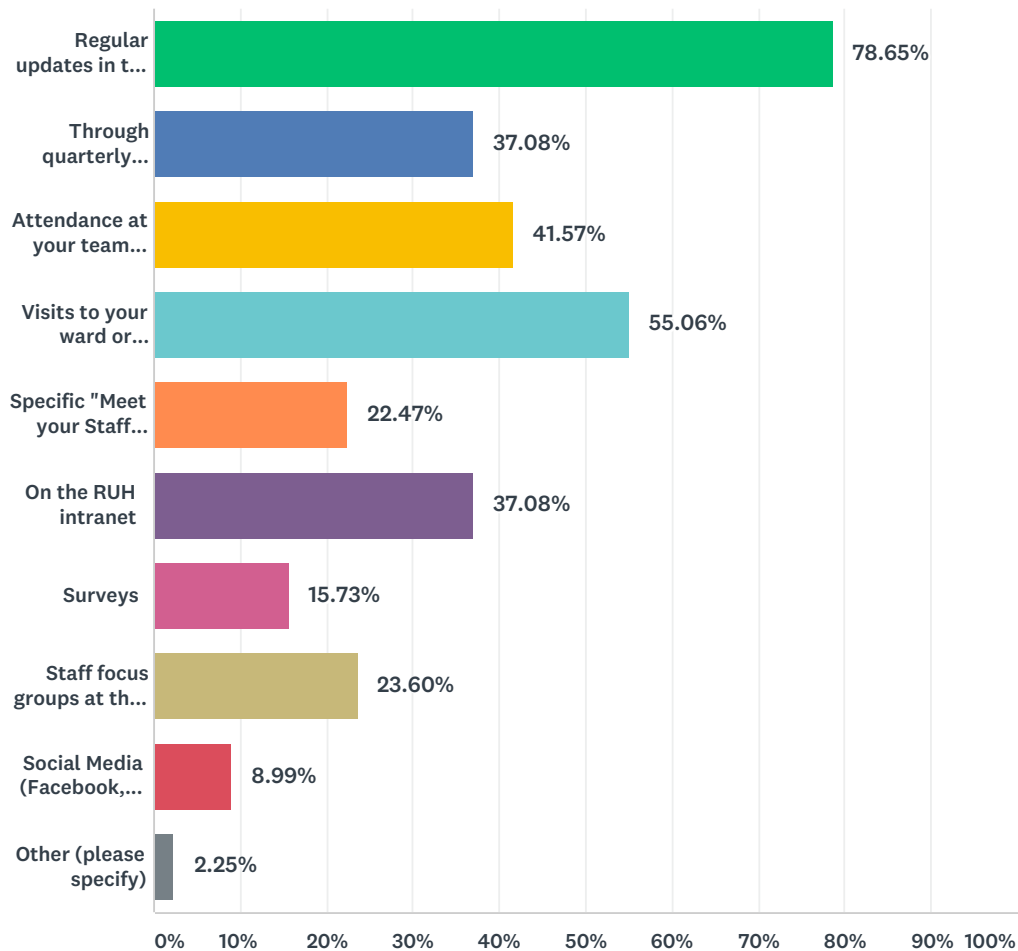
Answered: 89 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	47.19%	42
No	52.81%	47
TOTAL		89

Q4 As Staff Governors, how should we engage with you?

Answered: 89 Skipped: 0



ANSWER CHOICES	RESPONSES	
Regular updates in the weekly staff email in the week	78.65%	70
Through quarterly updates in @RUHBath	37.08%	33
Attendance at your team meetings	41.57%	37
Visits to your ward or department	55.06%	49
Specific "Meet your Staff Governor" events	22.47%	20
On the RUH intranet	37.08%	33
Surveys	15.73%	14
Staff focus groups at the hospital	23.60%	21
Social Media (Facebook, Twitter etc.)	8.99%	8
Other (please specify)	2.25%	2
Total Respondents: 89		

#	OTHER (PLEASE SPECIFY)	DATE
1	Tea and cake to listen to peoples concerns (private) and drop ins	10/31/2017 4:02 PM
2	not really that interested	8/20/2017 3:56 PM

Q5 Please indicate your staff group:

Answered: 89 Skipped: 0

