

Action list of the Council of Governors of the Royal United Hospitals Bath NHS Foundation Trust
following the meeting held on 7th June 2018

Action No	Details	Agenda Item Number	First Raised	Action by	Progress Update & Status	Lead
CG131	Working Group Actions arising out of feedback Strategy & Business Planning and Membership and Outreach Working Groups to review the STP material that would be produced in order to help the Trust & Governors to communicate to members. September meeting update Material to be produced post October.	CG/17/03/14	March 2017	Dec 2018		S&BPWG & M&OWG Chairs
CG143	CoG Annual Priorities The objective regarding STP to be discussed at a later meeting when more information regarding STPs was available after October.	CG/17/06/24	June 2017	Dec 2018		Council of Governors
CG150	Council of Governors Terms of Reference Produce a draft on what the process and dialogue should encompass for the formal procedure of Non-Executive Directors attending the Council of Governors meetings to provide assurance with the help of the Board of Directors' Secretary.	CG/17/12/09	Dec 2017	Sept 2018	On the agenda as item 10. Closed	Mike Welton, Public Governor
CG153	Council of Governors Terms of Reference Develop a process for the Council of Governors to review their effectiveness for the March meeting.	CG/17/12/09	Dec 2017	Sept 2018	Verbal update to be provided. Closed	Mike Welton, Public Governor / Board of Directors' Secretary

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CG160	<p>Board Monitoring Group Update Reports Pass the following question to the Non-Executive Directors: “Could the Trust investigate whether more detailed metrics were required to measure the discharge process.”</p> <p><i>Update from March Meeting</i> Response will be feedback to the Governors through the Quality Working Group in July.</p>	CG/17/12/19	Dec 2017	March 2018	Feedback provided at the July Quality Working Group and Governors were satisfied with the response from Joanna Hole, Non-Executive Director. Closed	Membership & Governance Manager
CG161	<p>Board Monitoring Group Update Reports Pass the following question to the Non-Executive Directors: “Could the Trust investigate whether more detailed metrics were required to measure Sepsis and AKI.”</p> <p><i>Update from March Meeting</i> Response will be feedback to the Governors through the Quality Working Group in July.</p>	CG/17/12/19	Dec 2017	March 2018	Feedback provided at the July Quality Working Group and Governors were satisfied with the response from Joanna Hole, Non-Executive Director. Closed	Membership & Governance Manager
CG163	<p>Governors as Observers – Assurance Committee Update Ensure that the Quality Working Group seeks assurance that the Trust is taking learning points from complaints.</p> <p><i>Update from March Meeting</i> Response will be feedback to the Governors through the Quality Working Group in July.</p>	CG/17/12/20	Dec 2017	Sept 2018	Feedback provided at the July Quality Working Group and Governors were satisfied with the response from Joanna Hole, Non-Executive Director. Closed	Membership & Governance Manager

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CG169	Public Governor Feedback Ask the Estate and Facilities team to contact the company who provide the transport service with regards to extending the Bus-Stop shelter. Update from June Meeting It is possible to extend the bus shelter but no date has been given for completion.	CG/18/03/13	March 2018	Sept 2018	Update was provided at the June meeting. It is possible to extend the bus shelter but this is not a high priority as it will be removed for the building of the new cancer centre. Closed	Chief Executive
CG171	Working Group Actions arising out of feedback Pick up the concerns raised by staff about the cleanliness of office areas and the toilets for staff.	CG/18/03/15	March 2018	June 2018	See response at appendix 1. Closed	Chair, Quality Working Group
CG175	Governors as Observers – Assurance Committee Update Ask the Non-Executive Directors to provide assurance on how the Trust is complying with the new GDPR legislation.	CG/18/03/20	March 2018	June 2018	Response from Graeme Temblett-Willis, Head of Information Governance and Data Protection Officer circulated to the Governors via email on 11 th July. Closed	Membership & Governance Manager
CG178	Feedback from the Governors Annual Review The Council of Governors would like to have more engagement with the NEDs.	CG/18/06/09	June 2018	Sept 2018	This has been included as part of the Governors engagement policy. Closed	Membership & Governance Manager / Board of Directors' Secretary
CG179	Public Governor Feedback Find out how the volunteers are managed and the process for security and checks as	CG/18/06/11	June 2018	Sept 2018	Response to be provided in due course. Open	Lead for Patient and Carer Experience

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	Amanda Buss, Public Governor stated that she was told that the volunteers were managed through different channels.					Commercial Director
CG180	Board Monitoring Group Update Report Send the Membership and Governance Manager direct questions that the Board Monitoring Group committee feel haven't had the answer to.	CG/18/06/17	June 2018	Sept 2018	Action complete. Closed	Board Monitoring Group
CG181	Governors as Observers – Assurance Committee Update Seek further Board assurance on MRI, equipment failure; whether there is a logging system for equipment and is it reviewed in a timely fashion.	CG/18/06/18	June 2018	Dec 2018	Response to be fed back to the Governors through the Quality Working Group in October. Open	Membership & Governance Manager
CG182	Governors as Observers – Assurance Committee Update Seek assurance from the Board in relation to the Lung Cancer services and the ambition to build new Cancer Centre.	CG/18/06/18	June 2018	Dec 2018	Response to be fed back to the Governors through the Quality Working Group in October. Open	Membership & Governance Manager
CG183	Update Following NHS Providers Governors Conference Suggest an area of interest for M&OWG to be to look at some of the member initiative on the FT showcase stands.	CG/18/06/19	June 2018	Sept 2018	Added to the M&OWG Working Group work plan. Closed	Membership & Governance Manager
CG184	Update Following NHS Providers Governors Conference Deliver a seminar on Amanda's report at the next Council of Governors meeting in September.	CG/18/06/19	June 2018	Sept 2018	On agenda as item 24. Closed	Amanda Buss & Helen Rogers, Public Governors

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CG185	Lead Governors Update Report Consider if they wished to put themselves forward for the role of Lead Governor and submit any expressions of interest and supporting statements to the Membership Office.	CG/18/06/21	June 2018	Sept 2018	Action complete. Closed	All Governors
CG186	Human Resources Business Plan 2017-18 Provide an update on what actions have been taken and any signs of improvement on the prevention and management of violence and aggression.	CG/18/06/23	June 2018	Sept 2018	During 2017/18 Pilot undertaken to deliver training to high risk groups on "Managing Challenging Behaviour and Restraint Training". Very good feedback from sessions and Strategic Workforce Committee agreed in principle to roll out of programme. Unfortunately AWP unable to deliver programme going forward so new provided/way of delivering being explored. Closed	Director of People
CG187	Human Resources Business Plan 2017-18 Provide an update at a future meeting about the actions being taken to understand and address staff bullying and harassment from other members of staff.	CG/18/06/23	June 2018	Sept 2018	As above plus Action Plans being developed departmentally if Staff Survey results highlight this as a risk. There is also work being started with the Health Safety and Security about an approach to the	Director of People

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					staff – patient experiences. Closed	

Appendix 1 – closes action CG171

Response from Timm Schofield, Deputy Hotel Services Manager (26.06.18)

Office cleaning has a different cleaning frequency to that of wards, and as a cleaning risk category is classed as a lower risk compared to wards and theatres. The past several months have seen issue in recruiting cleaning staff to RUH, and as a result we have had to prioritise cleaning on site to the clinical areas. With the outbreak season September 2017 to May 2018, the site team also had to prioritise where cleaning took place in order to ensure bed flow and patients in Emergency Department were moved on to avoid breaches.

We have adjusted our recruitment campaign and methodology, and have had good success, seeing recruits coming into the department now within 5 weeks. As a result, we are slowly increasing our cleaning teams again.

I apologise for the experience some office teams have had of cleaning services, and would ask in future if there are issues they contact Cleaning Services Department immediately who will prioritise and respond their cleaning request and issues.

We shall be looking at office cleaning later this year, part of which will be clarifying the cleaning regime and frequencies for areas – to increase awareness and set expectations of Trust Staff.

Should there be any further questions or clarification required please do not hesitate to contact me.