

Report to:	Council of Governors	Agenda item:	11
Date of Meeting:	5 December 2018		

Title of Report:	Staff Governor Feedback
Status:	For information
Sponsor:	Staff Governors
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Appendices	Appendix 1: Staff Members (September- December 2018)

Purpose

To provide the Council of Governors with an overview of the work undertaken by the Staff Governors including concerns raised by staff over the last 3 months.

Background

The report is provided to inform the Council of Governors on relevant issues or concerns raised by staff.

Interfacing with membership

Team Meetings

We continue to find that our attendance at the Team meetings is a brilliant way to reach our staff members, introduce ourselves and explain what we do.

Julie Scriven attended Forever Friends team meeting on the 6th November and Darrin King attended Pharmacy team meeting on the 14th November.

Staff Governor Election

We are pleased to announce that Andre Owens has been elected into the Staff Governor role.

Staff issues, ideas and concerns

A number of staff members have raised issues and concerns with the Staff Governors which can be seen at appendix 1.

Recommendations

The staff governors recommend that the Council of Governors note the update report.

Appendix 1 – Staff Member Feedback (September – December 2018)

Estates and Facilities

Date	Meeting Attended	Staff Governor	Feedback	Response
13.11.18	RUH Choir	Julie Scriven	<ul style="list-style-type: none"> • The lack of dedicated rehearsal space. Their old ‘home’, the chapel, is now out of use and is part of the redevelopment for the new Oral Surgery department, and they have been unable to find a new area in which to rehearse regularly (Tuesdays 1-2pm). <ul style="list-style-type: none"> ○ The choir has been part of the RUH for about ten years. Each year the choir performs two concerts, generously supported by another choir, to raise money for the Forever Friends Appeal. During the lead up to Christmas, the choir goes from ward to department, singing Christmas songs and collecting for the appeal. The choir is also invited to take part in the Health and Wellbeing promotions, demonstrating the positive effects of singing with a group of people, and features in the Trust’s handbook for new staff. ○ Despite ongoing discussions with directors, the choir is still unable to find a permanent home, and this has led to a disillusioned staff group with the loss of some valued members, and an impact on the recruitment of new members. ○ The choir voluntarily pays a monthly contribution which pays for our professional musical director (MD). ○ Our MD has full-time commitments with 	N/A

			<p>various musical groups (other choir, school teaching, professional performances) and so the timing of the rehearsal is fixed on Tuesdays 1-2pm. This is also aimed to fit in with those staff who have a fixed lunch break (eg, reception staff) and also clinical staff who aim to attend between clinics.</p> <ul style="list-style-type: none"> ○ Anyone to whom I've mentioned that we previously used the chapel, with no prompting, has asked why we're not using the Spiritual Care Centre (SCC). We were told by the Lead Chaplain there would be a new timetable in place which doesn't include us. I understand that the choir doesn't fit with the vision for the use of the space – a communal space, for the benefit of everyone (patients, relatives and staff 	
06.11.18	Forever Friends Appeal	Julie Scriven	<ul style="list-style-type: none"> • The lack of office space for the team, they are squashed into an area of Wessex house and unable to "grow", they feel that the RUH has not taken on board that to raise more money and increase fund raising targets more people are needed. The Impact is effecting their overall development plans over the next 5 years • Car parking <ul style="list-style-type: none"> ○ They feel as a team that the Board does not fully understand or appreciate the level of stress it is causing staff, particularly on those staff members that have to be on and off site. There have been incidences where cars have been damaged by poor parking and being blocked in. 	N/A

			<ul style="list-style-type: none"> ○ They would like to see a goodwill gesture by the Board for staff, by reducing staff car parking charges whilst all this work is going on, and maybe giving staff a month off paying charges. This they feel would help to improve staff relationships. ○ They would like to see the level of communication improved to staff, and realistically how many staff spaces there are. 	
25.09.18	Car Parking	Mike Coupe	<ul style="list-style-type: none"> • ICU consultants (x3) given tickets while attending emergencies • 1 consultant given ticket while waiting to pick someone up (exceeded the 20 minute free wait!!) & the person she was waiting for, was attending a patient. Fine not waived. • 1 Staff Grade: his wife fined for same thing while waiting to pick him up (he was also delayed in recovery). Simply paid fine as frightened to question it. • ODP fined for 'parking in the wrong place' on a night shift. Intimidated and so paid fine. • Trainee fined for parking in 'wrong place' at a weekend: same applies. • One consultant has had their parking permit removed, as they have a walking route to work within the 1.5 mile limit - even though this route is an unlit rural path (the cotswold way). The safe walking route is longer than 1.5 miles and will add a 45min walk at the start and end of each day. 	<p>Mike attended a meeting with the Head of Parking and Security who provided the following response:</p> <p>The Contract with Parking Eye means the only revenue they get is from fines. However, this is subject to an independent appeals process and regulated by the ombudsman. Generally when appeals go to the ombudsman they are rejected, indicating that Parking Eye are following the rules. However, as part of their contract management discussions, the RUH are asking Parking Eye to soften their communications and approach, to empower staff and patients to appeal if they feel they have been fined inappropriately. Generally appeals are looked on favourably if there is a clinical dimension and it's</p>

				<p>not a repeat offence.</p> <p>If staff are on-call they can ask for an on call permit that allows out-of-hours parking anywhere legal on site – staff or public car parks.</p> <p>The 20 minute slots at the front of the hospital main entrance are heavily policed and will remain so - so don't overstay here.</p> <p>Regarding the 1.5 mile limit for permits (recently there has been an exercise to identify staff's current home addresses, and to remove permits where eligibility cannot be proven) – there is an appeal process, and if the <1.5 mile route takes the staff member via a route considered unsafe (eg Cotswold way, across the unlit centre of Victoria Park) then this will be looked on favourably. There's a regular appeals panel set up to review these.</p>
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