

Report to:	Council of Governors	Agenda item:	15
Date of Meeting:	5 December 2018		

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

1. 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 one question, we asked the attendees.

“To be recognised as a listening organisation, patient centred and compassionate, what would you suggest we focus over the next 12 months which would make the most difference to realise this goal?”

- Estates & facilities, lots on transport and getting to the RUH
 - Services, a number of areas, mental health, dementia, streamlining for people with multiple conditions.
 - Communication, email/text reminders, better complaint responding, closer interactions with CCG, better follow up.
 - Discharge, streamline process time of departure.
 - Staffing, points raised here have been passed to the staff governors.
 - Other, a number of topics, but a mental health focus for constituency meetings sounds a good idea.
2. Please ensure you read the AMM feedback as we will need to use it to inform the strategy at the Away Day on 11th December.
 3. Interviews for the replacement of the RUH Chairman are in progress. At the time of writing, a number of high calibre candidates will be interviewed.
 4. As always, more attendance at Board meetings, we cannot make everyone attend, but more attendance would be welcome.

Recommendations

The Council of Governors is asked to note the report.