



Royal United Hospitals Bath  
NHS Foundation Trust

# Council of Governors Annual Report

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2019-20





# Introduction

I am delighted to be able to introduce the Annual Report of the RUH Council of Governors for the year April 2019 to March 2020, and I hope that you will find it interesting. However, I am aware that the report is being published 6 months after the year end and it does feel a little strange to present a relatively 'normal' year to you now, when COVID is currently making our work, and indeed all of our lives, very far from normal.

The Council of Governors usually meets in public on a quarterly basis to discuss the progress of the Trust. In addition to this, Governors operate a number of Working Groups which meet regularly throughout the year. These working groups can be regarded as the workhorses of the Council - they are where we take a much more detailed look at individual areas, the service delivery, progress against the Trust strategy and where we assure ourselves that your voice is being heard and that this is reflected in the ongoing plans for the Trust.

The 12 months covered by the report ended just as the COVID-19 pandemic was starting, and this has meant that the manner and pace of our work since March 2020 has necessarily had to change, and there will be no return to the previous ways in the foreseeable future. However, as the NHS moves into the next phase of the COVID response, Governors will be focusing on implementing our 'new normal' which will see us restoring our previous groups and engagement events with members, albeit that we will have to embrace new methods to do so.

March 2020 also marked the end of the first year of the Council working with our (relatively) new Chair, Alison Ryan, and this has given us the opportunity to re-examine our relationship with the Board and to change the way we work so that we can better align our agenda with their work plan. This has enabled us to focus more clearly on the RUH progress towards its overarching Strategic aims:

OUR VISION	
To provide the highest quality of care; delivered by an outstanding team who all live by our values	

OUR GOALS				
Recognised as a listening organisation; patient centred and compassionate	Be an outstanding place to work where staff can flourish	Quality improvement and innovation each and every day	Work together with our partners to strengthen our community	Be a sustainable organisation that is fit for the future

I do believe that this has made our processes more robust, and will enable us to represent you more effectively into the future.

On behalf of the Governors I would like to thank all the staff of the RUH for their hard work and assistance to us, and to mention in particular their extraordinary response to COVID. I would also like to welcome our new Chief Executive, Cara Charles-Barks who joined us in September - we are looking forward to working with her.

Finally, I want to say that, as Governors, we feel very privileged to represent you at the hospital. I would like to thank you for your continuing support and the feedback that you give us - this is invaluable to us in performing our role.

**Amanda Buss**  
Lead Governor

# Your Governors - 2019/20

The Council of Governors (CoG) consists of 21 Governors:

- 11 Public Governors (elected by public members)
- 5 Staff Governors (elected by staff members)
- 5 Stakeholder Governors (appointed from our partner organisations)

If you would like to contact your Governors you can do so through the Membership Office. Contact details can be found on the back page.

## Public Governors



**Amanda Buss**  
City of Bath



**Mike Midgley**  
City of Bath



**Chris Callow**  
North Wiltshire



**Jerry Willmott**  
North Wiltshire



**Anne Martin**  
Mendip



**Michael Welton**  
Mendip



**Helen Rogers**  
North East Somerset



**Melanie Hilton**  
North East Somerset



**Jacek Kownacki**  
North Wiltshire



**Nick Houlton**  
North East Somerset



**James Colquhoun**  
South Wiltshire



**Chris Hardy**  
South Wiltshire



**Gill Little**  
South Wiltshire



**Andrew Simkins**  
Rest of England and Wales

## Staff Governors



**Andrew Owens**  
Associate Audiologist



**Shaun Lomax**  
Business Intelligence Manager



**Julie Scriven**  
Deputy Head of Audiology



**Mike Coupe**  
Consultant Anaesthetist



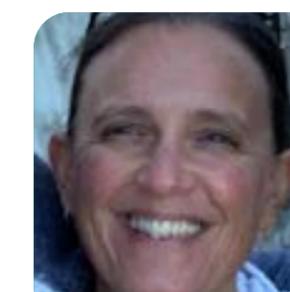
**Darrin King**  
Security Officer



**Sophie Legg**  
Staff Nurse



**Narinder Tegally**  
Lead Chaplain



**Sarah Bond**  
Team Leader and Radiology Governance Lead

## Stakeholder Governors



**Cllr Vic Pritchard**  
BaNES Council



**Cllr Rob Appleyard**  
BaNES Council



**Dr Andrew Girdher**  
Wiltshire CCG



**Dr Ian Orpen**  
BaNES CCG



**Dr Brynn Bird**  
BSW CCG



**Cllr Johnny Kidney**  
Wiltshire Council



**Dr Vivien Gibbs**  
University of the West of England



**Prof Dave Clarke**  
University of the West of England

# Register of Governors

The register of Governors for the period 1 April 2019 to 01 October 2020 is:

NAME	CONSTITUENCY	TERM OF OFFICE ENDS
<b>PUBLIC GOVERNORS</b>		
Amanda Buss	City of Bath	31 October 2020
Mike Midgley	City of Bath	31 October 2022
Anne Martin	Somerset (Mendip)	31 October 2022
Michael Welton	Somerset (Mendip)	31 October 2020
Jacek Kownacki	North Wiltshire	31 October 2020
Chris Callow	North Wiltshire	31 October 2019
Jerry Willmott	North Wiltshire	15 January 2020
Helen Rogers	North East Somerset	31 October 2020
Nick Houlton	North East Somerset	31 October 2019
Melanie Hilton	North East Somerset	31 October 2022
Chris Hardy	South Wiltshire	31 October 2020
James Colquhoun	South Wiltshire	31 October 2019
Gill Little	South Wiltshire	31 October 2022
Andrew Simkins	Rest of England & Wales	31 October 2020

<b>STAFF GOVERNORS</b>		
Darrin King	Staff	31 October 2020
Mike Coupe	Staff	31 October 2020
Sarah Bond	Staff	31 October 2022
Narinder Tegally	Staff	31 October 2022
Sophie Legg	Staff	31 October 2020
Shaun Lomax	Staff	31 October 2019
Julie Scriven	Staff	31 October 2019
Andrew Owens	Staff	September 2019

<b>STAKEHOLDER GOVERNORS (APPOINTED)</b>		
Cllr Rob Appleyard	BaNES Council	30 April 2022
Cllr Vic Pritchard	BaNES Council	May 2019
Cllr Johnny Kidney	Wiltshire Council	September 2023
Dr Brynn Bird	BSW CCG	31 March 2023
Dr Ian Orpen	BaNES CCG	31 March 2020
Dr Andrew Girdher	Wiltshire CCG	September 2020
Dr Vivien Gibbs	Uni of the West of England	June 2020
Prof Dave Clarke	Uni of the West of England	31 March 2021

# Council of Governors



The Council of Governors operates within the statutory framework provided for Foundation Trust (FT) hospitals such as the RUH. It contributes to the formation and monitoring of the Trust's vision, values and priorities. It has a crucial relationship with the Board of Directors; the role of the Council of Governors is based on the following public duties:

- To hold Non-Executive Directors to account for the performance of the Board of Directors. and;
- To represent the interests of RUH members and our local communities.

Our meetings are held every 3 months, usually in public, and the relevant minutes/documents are available on the RUH website. In the course of our meetings, which are attended by some of the Directors, we receive reports on the Trust's current performance, its strategic plans and the challenges it continues to face. We have the opportunity to question the Trust's senior staff and comment on the responses we have heard. In particular, we focus on measures being planned to improve quality and performance where patient experience is being seen as less than satisfactory.

Often a seminar is held after the meeting for Governors to receive an in-depth explanation of an aspect of Trust policy or practice. At least twice a year, a joint seminar is also held with the Trust's Non-Executive Directors, providing an opportunity for Governors to obtain assurance from them as they describe their activities.

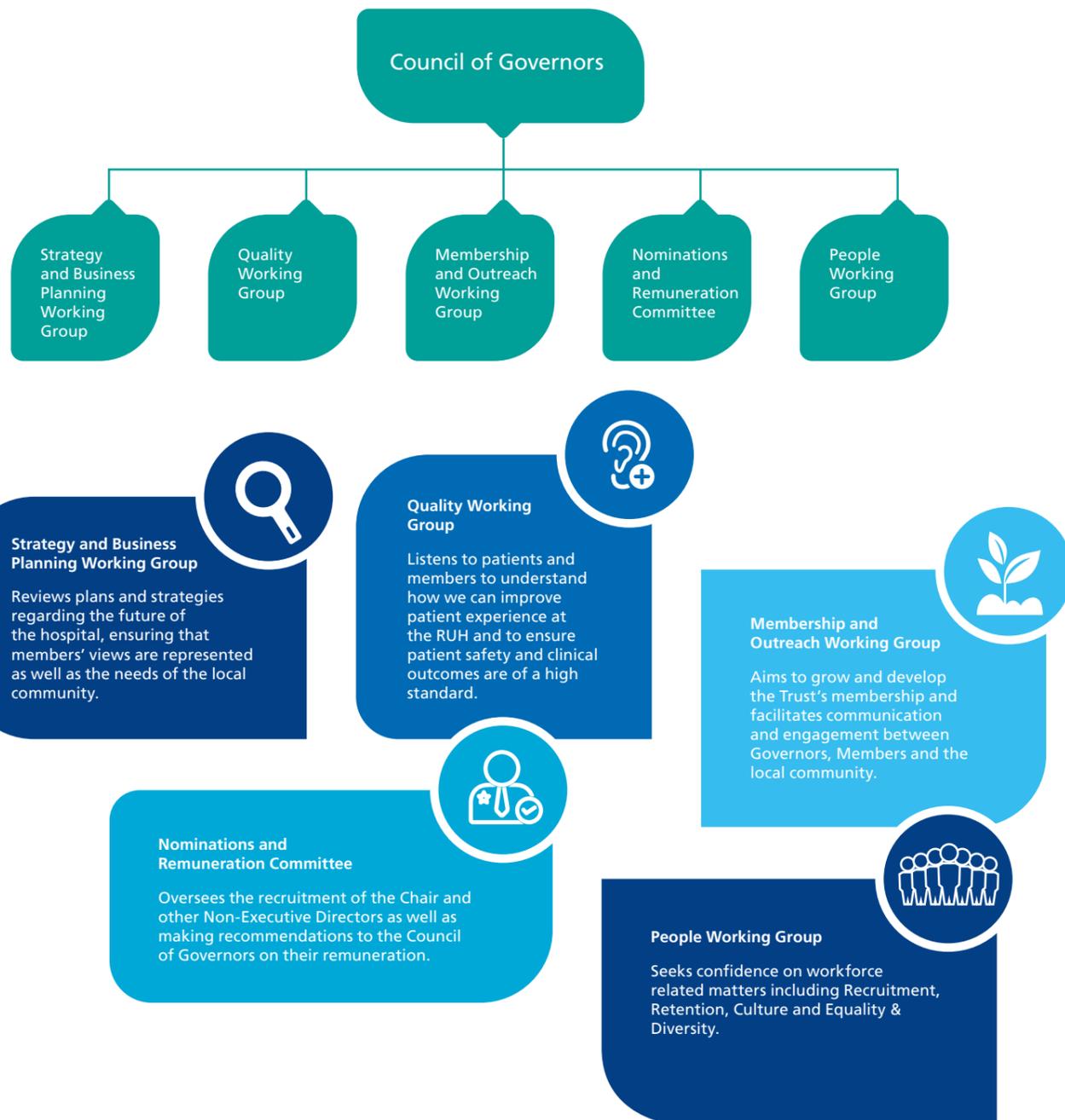
Over the course of 2019-20, representatives of the Council of Governors were formally involved in the following:

- Participated in the recruitment and appointment process for two new Non-Executive Directors and made a recommendation to appoint Anna Mealings & Sumita Hutchison to the Council of Governors' for approval.
- In December 2019, it was agreed that the Council of Governors would establish a People Working Group to ensure that members' views relating to staff engagement and experience were considered and addressed.
- Approved the extension of Jeremy Boss's, Non-Executive Director's term until February 2023;
- Engaging in Governor and Members' Forums meetings held across the region where more than 150 members were in attendance.
- In February 2020, approved the recruitment process to appoint a Non-Executive Director with a clinical background.
- Staff Governors continued to engage with staff by attending team meetings across the Trust
- Engaging with members by gathering feedback as part of the Governor focus groups at the Trust's Annual General Meeting in September 2019 where over 150 members attended.
- Being available at 4 Caring for You events where more than 300 members of the public were present

# Governor Working Groups

In partnership with our Council of Governors, our Governors have established five smaller working groups and a committee that conduct detailed reviews of areas of key importance to the hospital. The Council of Governors has also established an informal Board Monitoring Group shown below.

Governor working groups are supported by the Deputy Head of Corporate Governance, and also seek assurance from the Non-Executive Directors, to help improve accountability and enable feedback to be escalated to the Board where appropriate.



# Link with the Board of Directors

The Council of Governors holds the Non-Executive Directors to account for the performance of the Board. This increases the level of local accountability in public services.

The Council of Governors is required to advise the Board of Directors regarding future plans and strategies and the monitoring of performance against the Trust's strategic direction. Governors have contact with members and the public at events such as constituency meetings, Caring For You, the Annual General Meeting and through other engagement activities. Through these they have an opportunity to listen to members and the public and to represent their views on a wide range of matters relating to the Trust's forward plans, priorities and strategies.

The Board of Directors uses a variety of methods to ensure that they take account of, and understand, the views expressed by Governors and members. The Council of Governors is chaired by the Chair of the Trust and these meetings are attended by the Chief Executive. Non-Executive Directors are invited to attend meetings and other Directors attend to report on items relating to their responsibilities. Non-Executive Directors take part in a programme of seminars in order to provide further information on the work of their Committees. The Governor working groups have 'link NEDs' who are available to answer any further reassurance questions Governors may have. During the next financial year, it is expected that Non-Executive Directors will join the working groups to observe and offer additional assurance and support where required.



# Strategy and Business Planning Annual Report

## Introduction

This working group ensures that Governors are able to contribute to the business planning process which the Trust undertakes each year. It is important that we are able to have input into and influence the strategic direction and long term vision of the organisation. This is also an opportunity to feed in the views of our members as appropriate. This report is intended to give a flavour of how this has been achieved over the past year.

## The Working Group is made up of:

**Helen Rogers**  
Public Governor,  
North East Somerset (Chair)

**Amanda Buss**  
Public Governor, City of Bath

**Mike Midgley**  
Public Governor, City of Bath

**Mike Coupe**  
Staff Governor

**Anne Martin**  
Public Governor, Mendip

**Joss Foster**  
Director of Strategy

**Fiona Bird**  
Head of Business  
Development

**Jonathan Bamford**  
Head of Strategic  
Transformation

**Roxy Milbourne**  
Deputy Head of  
Corporate Governance

## Activity

Each year the working group agrees its work plan. The key focus of activity is on the Business and Strategic plans. Our agenda is made up of items that are delegated by the Council of Governors, to which we are accountable, items for information and items on which we have required assurance.

The working group meets four times a year.

## Monitoring activity

There continues to be significant corporate projects being undertaken by the Trust each year. The working group has focused on a number of projects including the Private Patients Policy (including activity and plans), Maternity Services Review, winter planning and the re-development of the Atrium.

In addition to this, the working group has received updates relating to financial information and targets to ensure it has oversight of key areas that impact on the Trust's financial position and planning.

We review, contribute to and approve the strategic plan for the forthcoming year and review progress. We have also had the opportunity to seek and receive assurance from the Non-Executive Directors that the Trust is on track to achieve its strategic objectives including financial targets.

## Key decisions and activities

The working group has sought assurance in a number of ways; these have included written questions and responses from Non-Executive Directors, supported by the Chair and data from the Director of Estates and Facilities. The working group continue to use a tracking system so that queries around assurance can be logged and monitored throughout the year. This also gives the group a valuable oversight in relation to the type of queries that Governors were raising.

As part of providing Governors with assurance that the Trust's non-NHS work does not significantly interfere with its principal purpose, the working group continues to receive information on the work ongoing to increase non-NHS income, in particular from private patients.

In the last year, the working group have sought and received assurance on a wide range of strategy and business related issues including:

- Trust priorities for 2019/20;
- Enabling Services Strategy – community clinics review;
- Digital Technology Strategy;
- E-rostering;
- Acute Hospitals Alliance & BSW STP;
- E-observations and patient flow;
- Urgent Treatment Centre;
- Telephone system;
- Financial Plan

## Public views

The Trust continues to use its well established mechanisms for taking Members' views into account. As part of this issues that specifically relate to strategy and business planning can be delegated to us by the Council of Governors. The Working Group then monitors and discusses feedback themes to ensure member views are incorporated into the Business Plan.

## Future work

In preparation for the next year the group will align its work plan to the Trust's True North priorities. We will also continue to ensure that the views of members are heard – and are taken into account when we discuss the Trust's strategic and business plans.

**Helen Rogers - August 2020**  
Strategy and Business Planning  
Working Group (Chair)

# Quality Working Group Annual Report

## Introduction

This working group ensures that Governors are able to gain assurance from the Trust in order to help Governors hold the Non-Executive Directors (NEDs) to account for the performance of the Board. This is achieved by questioning the presenters as well as developing further assurance questions for NEDs. By gaining an understanding of the Trust's Quality priorities, the group is able to fulfil its main objective, to identify any issues affecting the quality of care provided and which encompasses all aspects of patient experience, patient safety and clinical outcomes.

This report gives a brief synopsis of the work undertaken by the group over the last year.

## The Working Group is made up of:

**Chris Hardy**  
Public Governor,  
South Wiltshire (Chair)

**Amanda Buss**  
Public Governor,  
City of Bath

**Gill Little**  
Public Governor,  
South Wiltshire

**Anne Martin**  
Public Governor, Mendip

**Roxy Milbourne**  
Deputy Head of  
Corporate Governance

**Lisa Cheek**  
Director of Nursing and  
Midwifery (or Deputy)

## Activity

Each year the working group agrees its work plan. The main focus of activity is always on the Trust's progress against its Quality priorities. In addition to this, the working group also advises the Council of Governors in the setting of the Trust's future Quality Accounts priorities; and ensures that member's views on Quality related issues are properly considered and addressed. The agenda for the Group meetings consists of a number of standing items, which ensure the group has oversight of areas such as:

- Influencing the annual Quality Accounts Priorities
- The Trust's progress against its own Quality Accounts Priorities for the year
- The Trust's performance against national targets
- Updates of the Improving Together programme
- Care Quality Commission (CQC) and other monitoring reports, the Trust's action plans, and progress against them (when required)
- Items delegated by the Council of Governors (CoG) and Board Monitoring Group, which routinely consist of areas or topics highlighted by other Governors and members

In addition to this, the working group has had the opportunity to consider an array of reports, surveys and data focusing on the Quality and Operational Board of Directors reports as well as the Trust's performance scorecard. The attendance of the Director of Nursing and Midwifery enables the group to seek assurance on any issues that arise from them, in addition to which the group can seek assurance from the Non-Executive Directors that the Trust is achieving its quality priorities and objectives, and/or action plans to resolve any unmet targets.

The working group met four times this year and have made the decision to meet six times a year in future.

## Key Decisions, Monitoring and Assurance Activities

The working group had the opportunity to consider all the reports which are produced either by the Trust itself, or by the monitoring bodies who assess the Trust against national standards. In the last year, the group have reviewed the following:

- Progress made against the four 2019/20 Quality Accounts:
  - Continuity of carer
  - Improvement in the early recognition of deteriorating patients
  - Development of the Frailty Assessment Unit
  - Improving patient and carer experience
- Items delegated by the Council of Governors for assurance:
  - Monitor performance on the delivery of all cancer targets
  - Sepsis screening and recruitment to the team
  - The effect on patient care and experience due to the deteriorating 6 week wait statistics and understand the improvement trajectory
- Update on the progress of reducing the wait time for diagnostic tests
- Improving Together update
- Terms of Reference
- Undertaking Self-Assessment to make any necessary improvement

In January 2020, the working group had the opportunity to contribute to and comment on this year's Quality Accounts (QAs) and has ensured that feedback from members on last year's QAs has been used to inform the 2020-21 process. The working group suggested the following QAs priorities and these were endorsed by the RUH:

- Continuity of Carer
- Development of Frailty Assessment Unit
- 24/7 Critical Care Outreach
- Working with volunteers to improve patient and staff experience

As well as endorsing the QA priorities, the working group is also required to select a 'local indicator' whereby the external auditors are asked to examine data used

by the hospital. In January 2020, the working group debated the possible indicators and chose Emergency readmissions within 28 days of discharge from hospital. The auditors suggested that organisationally the Trust would gain more useful information, and have a better opportunity for learning, by auditing against the emergency readmissions. The local indicator was endorsed by the Council of Governors.

In addition, the group has sought further assurance from the Non-Executive Directors on the electronic observations of sepsis. The group did not feel the initial response was satisfactory but were assured by further clarification.

### Public views

The Council of Governors and Trust have a well-established mechanism for ensuring that members', service users and the public views are taken into account. All feedback is identified by Governors, collated, and common themes are discussed by the Council of Governors. Issues that relate to the Quality of services and patient care are then delegated to the Quality Working Group.

### Future work

Throughout the next year, the Quality Working Group will continue to monitor the Trust's performance in relation to Quality issues, as well as focusing on the Quality Accounts priorities. The group will ensure that members' views are taken into account when Quality Priorities are agreed. The group will also be aligning its work plan to the Trust's True North Priorities to ensure that it is contributing to the strategic direction of the Trust.

**Chris Hardy - August 2020**  
Quality Working Group  
(Chair)



# Membership and Outreach Working Group Annual Report

## Introduction

The working group supports the Trust's Membership aim to ensure that the public is at the heart of everything we do by creating a representative membership and engaging them in the development and transformation of their health services.

## The Working Group is made up of:

**Mike Midgley (Chair)**  
Public Governor,  
City of Bath

**Michael Welton**  
Public Governor, Mendip

**Jacek Kownacki**  
Public Governor,  
North Wiltshire

**Gill Little**  
Public Governor,  
South Wiltshire

**Darrin King**  
Staff Governor

**Joss Foster**  
Director of Strategy

**Roxy Milbourne**  
Deputy Head of Corporate  
Governance

**Lucy Kearney**  
Marketing &  
Communications Lead

## Activity

Each year the working group agrees its work plan. The main focus of activity is on the Public and Staff Membership Development Strategy which has the following objectives:

- To maintain an engaged and supportive membership, representative of the public and stakeholders in our area.
- To inform members of the health landscape and provide them with the information to access services and make the best health choices.
- To enable members to influence the services the Trust offers them and hold the Board to account for the delivery of those services.
- To develop the infrastructure and processes to enable efficient and effective dialogue between the Trust Board and its members.
- To develop a rapport with non-members and relevant community groups.

Our agenda is made up of items that are delegated by the Council of Governors, to which we are accountable, items for information and items on which we have required assurance. The working group meets four times a year.

### Monitoring activity

The working group has reviewed and updated the Public & Staff Membership, Development and Engagement Strategy Objectives and Action Plan 2019-20. The working group reviews the Membership demographics annually each May and have taken a decision to monitor the membership engagement analysis annually alongside this over the next year.

### Key decisions, activities and public views

The voice of our members is key and with that in mind, we have ensured that as many constituencies as possible have held a Governor and Members' Forum during 2019-20. Unfortunately a number of these meetings were cancelled due to purdah and we were prevented from re-organising these due to the COVID-19 pandemic. Over 150 members attended our Governor and Members' Forums that we have held in the following areas:

CONSTITUENCY	TOPIC	DATE	TOTAL ATTENDEES
Mendip	Healthy Ageing	October 2019	25
North Wiltshire			
City of Bath	Digital and Technological Developments at the RUH	June 2019	28
South Wiltshire	Emergency Department Working Together	June 2019	20
	Healthy Ageing	October 2019	23
North East Somerset	Pharmacy - Fit for my Future	September 2019	33

As well as the Governor and Members' Forums as a way of sourcing member feedback, in September 2019, the working group developed the '2019 Public and Staff Governor survey' to which 75 members responded. This was a much lower response rate than the 2018 survey and the working group made the decision to update this process by sending out more specific surveys at intervals throughout the year going forward.

A constituency wide election began in September 2019 and Governors were successfully elected into all 7 vacancies. 13.94% of the public membership voted and 17.12% of the staff membership voted which was 4.22% up from the last constituency wide election in 2017.

Staff Governors have worked hard to engage with staff members and have sourced feedback which is presented at every Council of Governors meeting.

The working group approved the question for the Annual Members Meeting which took place in September 2019. The working group have ensured that all of the feedback gathered at this meeting was analysed.

In September 2019 the Deputy Head of Corporate Governance began to work with students at Wiltshire College to produce a video to promote membership both in outpatient areas of the hospital and on social media. The working group has reviewed the videos throughout the process and have now selected 4 videos that will be used across the Trust.

### Assurance

In March 2019, the Council of Governors asked the working group to seek assurance on the Trust's intention to improve communication with patients, particularly those with a communication difficulty. The working group received a presentation on this in May 2019 from the Lead for Patient and Carer Experience and were due to receive a further update in May 2020 which unfortunately had to be postponed due to the pandemic.

In November 2019, the working group sought assurance from the Non-Executive Directors on the negative feedback in relation to the car parking facilities on site. They received assurance on this from Nigel Sullivan, Non-Executive Director who informed them of the long term actions that the Board of Directors was taking to rectify this issue.

### Future work

Throughout the next year the group will continue to ensure that the public is at the heart of everything we do by maintaining a representative membership and aiming to increase engagement and recruitment amongst our members and the public. Work on this was postponed due to the COVID-19 pandemic and the working group will be looking to develop virtual engagement tools that can be implemented to maintain and grow the Trust's links with the local community. The group will also be aligning its work plan to the True North Priorities to ensure that it continues to contribute to the strategic direction of the Trust.

**Mike Midgley**  
Membership and Outreach  
Working Group (Chair)  
August 2020

# Making a Difference

## You can make a Difference - by being a member of the RUH Foundation Trust

One of the key functions of a Governors is to represent the views and interests of RUH members and patients, and to make sure that your experience is considered by the Board in all the key decisions that are taken. It is therefore very important to us that we obtain as much feedback from you as possible, and we are committed to listening to as many of our members as we can.



If you're not already a member, simply click the button below to complete our online membership form.

If you are not already a member, please do consider becoming one - and encourage your family and friends to join too. Membership of the RUH is free, carries no obligations and is an easy way of having your say and keeping in touch with the hospital. Once you join, you will receive regular communications from us, including a quarterly magazine and the annual report and you will also be invited to interesting events that we organise for the public: Caring for You events and Constituency meetings where you can meet your local Governors and a member of the Board. Members can also vote in Governor elections and/or put themselves forward as candidates.

As the hospital, and in particular the Council of Governors, negotiate the continuing presence of COVID-19, it is going to be more important than ever that we keep in touch with you, that we are aware of your experience at the hospital and that we ensure that communication is very much a 2-way process between the hospital and the membership. For this reason, your membership will be particularly valuable to us in the year ahead and we encourage you to discuss your experience with us.

Finally, the Council of Governors is extremely grateful to Roxy Milbourne, Emily McConnell and Abby Strange for their hard work and support to us during the last year. They have provided the Governors with invaluable assistance and support.

**Amanda Buss**  
Lead Governor

# Become a member today



## I would like to become a member of the Royal United Hospitals Bath NHS Foundation Trust

Title: \_\_\_\_\_ First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_ Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Date of birth: / / Gender:  Male  Female  Other

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

By submitting this form I agree to be a member of the NHS Foundation Trust and be bound by the rules of the organisation. These rules are subject to legislation and the agreement of written constitution. Full details can be found on our website, [www.ruh.nhs.uk/membership](http://www.ruh.nhs.uk/membership)



## I am interested in

- Cancer services  Outpatients  Long term conditions  Women & Children's services
- Urgent care (emergencies)  Older people's services  Other, please specify: \_\_\_\_\_



## I would like to

- Keep in touch; receive our quarterly magazine
- Get involved; be invited to take part in surveys or events to help us improve our services
- Work with the NHS Foundation Trust; consider becoming a future Governor



## About me

### What do you consider to be your ethnic group?

Prefer not to disclose

**White**

English, Welsh, Scottish, Northern Irish and British  Irish  Gypsy, Irish traveller

Other White background: \_\_\_\_\_

**Black/Black British**

Caribbean  African  Other Black background: \_\_\_\_\_

**Asian**

Pakistani  Indian  Bangladeshi  Chinese  Other Asian background: \_\_\_\_\_

**Mixed**

White & Black African  White & Black Caribbean  White & Asian

Other Mixed background: \_\_\_\_\_

**Other Ethnic Groups**

Arab  Other Ethnic group: \_\_\_\_\_

The Foundation Trust is required to keep a register of our members' name and constituency. Your details will be held on an electronic management system and will be used by the RUH to provide you with information about the work of the Foundation Trust.

The information you provide remains confidential and will be held and managed in accordance with the Data Protection Act (2018). The electronic management system is maintained by a third party company called MES, part of the ERS Group and their Privacy Policy can be found at [www.membra.co.uk/privacy-policy/#summary](http://www.membra.co.uk/privacy-policy/#summary)

**Contact us at the Membership Office:**

**Email:** [RUHmembership@nhs.net](mailto:RUHmembership@nhs.net)

**Telephone:** 01225 826288 / 821262

**Webpage:** [www.ruh.nhs.uk/membership](http://www.ruh.nhs.uk/membership)

**Royal United Hospitals Bath**  
NHS Foundation Trust  
Combe Park  
Bath BA1 3NG

