

**Minutes of the Meeting of the Council of Governors held on
Monday 12th October 2021 from 6.00pm, via MS Teams**

Present	Appointing Organisation / Constituency	
Sian Bates	Chairman	SB
Councillor Piers Allen	Appointed Governor, London Borough of Richmond	PA
Richard Allen	Elected Governor, Kingston	RA
Olivia Arney	Associate Member for Young People	OA
Jennifer Bunn	Staff Governor, Management and Administrative Staff	JB
Councillor George Crivelli	Appointed Governor, Wandsworth Borough Council	GC
Michelle Deans	Elected Governor, Kingston	MD
Alison Dicks	Staff Governor, AHP & Clinical Support	AD
Isabelle Donnelly	Elected governor, Richmond	ID
Dr Julia Gale	Appointed Governor, Kingston University	JG
Bonnie Green	Elected Governor, Richmond	BG
CJ Kim	Elected Governor, Elmbridge	CJK
Frances Kitson	Elected Governor, Kingston	FK
Ash Neil-Gallacher	Elected Governor, Kingston	ANG
Catherine Okonkwo	Elected Governor, Rest of Surrey and Greater London	CO
Jack Saltman	Elected Governor, Elmbridge	JS
Geoffrey Shorter	Elected Governor, Merton	GS
Susan Smith	Elected Governor, Richmond	SS
Diane Taboada	Staff Governor, Nursing and Midwifery	DT
Councillor Bruce McDonald	Appointed Governor Elmbridge Borough Council	BM
Councillor Margaret Thompson	Appointed Governor, Royal Borough of Kingston upon Thames	MT
In Attendance		
Dr Nav Chana	Non-Executive Director	NC
Jo Farrar	Chief Executive	JF
Dr Rita Harris	Non-Executive Director/Senior Independent Director	RH
Dame Cathy Warwick	Non-Executive Director	CW
Damien Régent	Non-Executive Director	DR
Sylvia Hamilton	Non-Executive Director	SH
Jonathan Guppy	Non-Executive Director	JG
Dr William Oldfield	Medical Director (item 1)	WO
Sam Armstrong	Director of Corporate Governance	SA
Iscelyn Richards-Tait	Corporate Governance Manager (minutes)	IRT
Tara Ferguson-Jones	Director of Communications	TFJ
Tracy Moore	Director of Operations (item 3)	TM
Dr Annette Pautz	GP and Clinical Lead (item 3)	AP
Rob Aldous	Director, Kingston Hospital Charity (item 8)	RA
Apologies		
Councillor Rowena Bass	Appointed Governor, Royal Borough of Kingston upon Thames	RB
Pravin Menezes	Staff Governor, Medical & Dental Practitioners	PM
James Giles	Elected Governor, Kingston	JGi
Councillor Drew Heffernan	Appointed Governor, Sutton, and Merton Borough Councils	DH
Dr Naz Jivani	Appointed Governor, SW London CCG	NJ
Felicity Merz	Elected governor, Wandsworth	FM
Anne Blanche	Elected Governor, Kingston	AB
Cathy Maker	Elected Governor, Richmond	CM
Raju Pandya	Elected Governor, Kingston	RP
Staff, Stakeholders or Public in Attendance		
Phil Hall	HRCH Non-Executive Director	

1.	Apologies and Welcome	Action
1.1.	SB opened the meeting and welcomed all present and in attendance. She particularly welcomed the newly appointed Medical Director, Dr William Oldfield.	
1.2.	Apologies were noted as above.	
1.3.	Dr Oldfield introduced himself and thanked the Council for the warm welcome. He spoke about how happy he was to have joined the Trust and that he was looking forward to working with the Board and Governors in his tenure as Medical Director.	
2.	Declarations of Interest in Matters on the Agenda	
2.1.	No interests were declared.	
STRATEGY		
3.	Chief Executive's Report	
3.1.	<p>JF highlighted the following from his report, which was taken as read:</p> <p>The hospital continued to be busy with high volumes of patients admitted to the Emergency Department, however the hospital had been able to maintain its elective programme.</p> <p>The Covid-19 booster clinic began 9 October 2021 and was progressing well.</p> <p>Staff away days concluded last week. JF described them as impactful events which generated productive feedback on the challenges staff had faced during the pandemic.</p> <p>The Trust had hosted NHSE Chief Nurse Officer Ruth May and her deputy in September. The visit was positive, and Kingston Hospital Maternity Service was commended.</p> <p>The Council of Governors was informed that Play Specialist Julie Morris was awarded Starlight Play Specialist of the year.</p> <p>The Kingston Hospital Workforce and Organisation Development team was commended at HPMA Excellence in People awards. Kelvin Cheatle, Director of Workforce, received a Lifetime Achievement award.</p>	
3.2.	Tracy Moore and Dr Annette Pautz presented an update to the Council on Primary Care within Kingston and Richmond.	
3.3.	<p>It was noted that the Covid-19 pandemic had galvanised a greater coordinated relationship between primary, secondary and community care, which included mutual aid between neighbouring trusts.</p> <p>The pandemic had promoted rapid changes in the way hospitals assessed and provided medical treatment to patients. Software such as Accurx enabled the Trust to communicate digitally with patients, including the sending and receiving of images. Other measures were implemented such as the identification of vulnerable patients and GP practices opening during bank holidays.</p>	
3.4.	<p>The Trust had overseen the effective roll out of covid-19 vaccine programme.</p> <p>TM reported that Primary Care Networks groups had been established to integrate patient care.</p>	
3.5.	<p>TM informed the Governors of intentions to stabilise the non-elective care position by the end of the financial year.</p> <p>The Trust was analysing activities from the last six months to apply lessons learnt to upcoming challenges such as managing Emergency Department attendances and discharges.</p>	
3.6.	<p>SB thanked TM and AP for the presentation.</p> <p>The Council noted the report.</p>	

4.	Q&A	
4.1.	In response to a question from SS about the increase of patients presenting with minor issues, TM informed the Council that an audit of Urgent and Emergency care was being undertaken to identify reason for this.	
4.2.	GC sought clarification on the Trust's approach to staff who decline vaccinations and unvaccinated patients. JF explained the hospital would work with staff to encourage uptake and continue to assess the associated risks, and that the Trust would await further guidance from NHSE.	
4.3.	BG sought assurances regarding 111 booked appointments. She asked whether there were any risks linked to the changing of 111 provider. In response, TM reassured BG that the provision of an alternative provider in 2022 was expected to enhance the service.	
4.4.	FK asked whether the transition to remote diagnosis and monitoring of patients required a higher level of IT training. AP responded that the new equipment was easy for patients and staff to use. The software was described as intuitive, malleable and user-friendly. Staff had been trained in how to use the equipment.	
4.5.	OA asked whether the Trust provision of mental health services had increased with the demand, particularly amongst young people. In response, information was shared on the SWL approach, including the work of St Georges University Hospitals NHS Foundation Trust to increase their crisis provision, and the Trust's interaction with this programme.	
5.	Chairman's Report	
5.1.	SB provided a verbal report to the Council.	
5.2.	SB noted from the presentation that the focus should not be on furthering the capacity of stretched staff, but transformation, innovation and system working critical to managing the demands.	
5.3.	The Council was informed that SB had spoken to many of the KHFT/HRCH Chair candidate, at their request. She pointed out that she had not been involved in the process for recruitment.	
5.4.	SB noted that this was the last Council of Governors meeting in public for RA and FK as they reached the end of their tenure as Governors in November. She further noted that JG had not stood for re-election. SB thanked RA, FK and JG for their service. She noted FK's recent contributions as the current Lead Governor and the role she was playing in the recruitment of a new Chair in Common. She thanked her for her wisdom, patient focus, dedication, inclusiveness and passion for the hospital.	
6.	Lead Governor's Report	
6.1.	FK thanked SB for her kind words and reflected on her time serving as a Governor and Lead Governor. She acknowledged that there was a lot of ongoing work, and the role remained busy, particularly concerning the appointment of the new Chair in Common. She had enjoyed her time as a Governor and Lead Governors and found it a rewarding experience. She noted the continuous support the Council received from the Board and wished the Trust well in the future.	
7.	Minutes of Last Meeting held on 15 July 2021	
7.1.	The minutes of the previous meeting, held on 15 th July 2021, were approved as an accurate record of the meeting. Action 12.3 Governor Quality Scrutiny Committee Report was delayed but would be circulated following the meeting. The following actions had been completed and were closed: 8.6 Patient feedback <i>Circulate copy of Patient Experience Annual Report 2021</i>	

	<p>8.8 Volunteering and Governors Circulate Laura Shalev-Greene's email address to the Governors</p> <p>9.2 Trust Site Development Circulate Trust Site Development slides</p>	
PRESENTATION		
8.	Trust Charity	
8.1.	RA gave a presentation to the Governors on the Kingston Hospital Charity. The presentation focused on previous and upcoming projects which included the 2017 digital identity relaunch, involvement with the end PJ paralysis campaign, increasing volunteers and funding a fourth hydro-pool for the benefit of maternity services.	
8.2.	The Governors were asked to consider ways in which they could support the Charity and whether they could help fundraising efforts by arranging organisational introductions.	
8.3.	OA asked whether local schools had been contacted for inclusion in fundraising campaigns. RA confirmed that the Charity was in the process of contacting local schools concerning Christmas funding, and this would create an opportunity to discuss further fundraising options.	
8.4.	ANG suggested raising the profile of the charity by advertising on buses operating on local routes. RA thanked ANG for the suggestion, which would be further considered. The Council noted the report.	
COMMITTEE REPORTS		
9.	Governors Quality Scrutiny Committee	
9.1.	<p>BG presented the Governor Quality Scrutiny Committee report to the Governors. The paper was taken as read with the following amendments concerning the report from the Equality, Diversity and Inclusion Committee were noted:</p> <ul style="list-style-type: none"> - The patient story should have stated that the access to an interpreter was delayed, rather than absent; - There was a report updating the work the Learning Disability practitioner had been doing on the National Information Flag project, which should ensure people who needed reasonable adjustments would be flagged on the patient information system from the outset. 	
9.2.	Key points from the committee report for noting included a deep dive into maternity services, an update on quality priorities and the Emergency Department patient survey.	
9.3.	BG provided an update in her role as a patient partner member of the Outpatient Transformation Board and the Admin Change Management Board.	
10.	Membership Recruitment and Engagement Committee	
10.1.	The Membership Recruitment and Engagement Committee report was taken as read.	
GOVERNANCE		
11.	Results of Lead Governor and Deputy Lead governor Elections	
11.1.	<p>SA confirmed the outcome of the Lead Governor and Deputy Lead Governor elections. It was noted that Cathy Maker was elected unopposed as Lead Governor, and Bonnie Green was declared elected as Deputy Lead Governor. Both elected Governors would take up their posts from 20 November 2021.</p> <p>It was noted that BG was facing re-election as a Governor at the upcoming Governor elections.</p>	
12.	Update on Governor Elections	

12.1.	SA provided details of the election timetable and promotion events. The Governors were informed that five seats were uncontested and duly elected for the Kingston public constituency (4) and the staff constituency (1).	
12.2.	Both the public constituency for Richmond and Elmbridge would be contested ballots, with results expected by 20 th November 2021.	
12.3.	No nominations were received for Sutton, and therefore the seat would remain vacant. SA reported that he would review the constitution and undertake work to resolve this vacancy as there had been no nominations last year as well.	
13.	Governor Desk Arrangements	
13.1.	SA noted keenness of Governors to reinstate the Governor Desks. The paper provided an update taking into consideration guidance from NHSE and advice from the Chief Nurse and IPC Lead.	
13.2.	Governors interested in being involved in this programme were asked to email SA. It was hoped that following on from a risk assessment, the sessions would begin from November 2021.	
13.3.	BG thanked SA for the update, and it was agreed that experienced Governors would be paired with Governors who had not previously participated.	
14.	Trust Media and Social Media Policy	
14.1.	The paper was taken as read with the following key points highlighted: TFJ reminded the members of the guidance on managing media attention, social media connected to the Trust and conduct during purdah periods and VIP visits. She added that with personal social media accounts, Governors and staff should add 'All views are my own' to their account profile. Any instances of the media asking a Governor for comment, should be directed to the Communications team in the first instance. The Council noted the policy.	
15.	Update on Chair Recruitment	
15.1.	The paper was taken as read and noted. Those governors interested in participating in the stakeholder event were asked to email SA.	
16.	Council of Governors Forward Plan	
16.1.	The forward plan was noted.	
17.	Any Other Business RA reflected on his time as a Governor, and cited great improvements in care, particularly the diabetics service. He conveyed his personal thanks to the Chief Executive Officer, Chief Operating Officer and Director of Workforce & Organisational Development, and the Chair.	
18.	Questions from members of the public There were no questions from members of the public. The meeting was closed at 7.50pm.	