

## COUNCIL OF GOVERNORS

**Hybrid Council of Governors' meeting in public to be held at 16.00 hours  
on 25 October 2023 in the Conference Room, Academic Centre,  
Milton Keynes University Hospital Campus  
and via Microsoft Teams**

No.	Time	Item	Purpose	Type	Lead
1	16:00	Chair's Welcome and Announcements	Note	Verbal	Chair
2		Apologies To receive apologies for absence	Receive	Verbal	Chair
3		Declarations of Interest Governors are requested to declare any interests they have in items on the agenda.	Note	Verbal	Chair
4		Minutes of the Council of Governors' meeting held on 26 July 2023	Receive and Approve	Page 3	Chair
5		Action Log	Note/ Approve	Page 8	Chair
<b>ASSURANCE and INFORMATION ITEMS</b>					
6	16:05	Chair's Update  a. Reappointment of Haider Husain to a second term as a Non-Executive Director  b. Reappointment of Maxine Taffetani as Healthwatch MK's Representative Governor	Receive and Discuss  Approved – For Noting  For Noting	To Follow  Page 9  Page 10	Chair
7	16:10	Chief Executive's Update	Receive and Discuss	Verbal	Chief Executive
8	16:15	Capital Programme Update (July 2023 to date)	Receive and Discuss	Page 11	Chief Executive
9	16:20	Board Committees Update  - Charitable Funds Committee - Workforce and Development Assurance Committee	Receive and Discuss	Page 14	Committee Chairs

10	16.35	Inclusion and Leadership Council Update	Receive and Discuss	To Follow	Chair
11	16:40	Allyship	Receive and Discuss	To Follow	Head of Employee Relations & Business Partnering
12	16:55	Launch of MyCare Portal	Receive and Discuss	Page 19	Head of I.T. Applications
<b>GOVERNORS' and MEMBERSHIP UPDATE</b>					
13	17:10	Healthwatch Milton Keynes – Council of Governors' Report	Receive and Discuss	Page 24	CEO, Healthwatch Milton Keynes
14	17:20	Lead Governor's Report	Receive and Discuss	Verbal	Lead Governor
15	17:25	Membership and Engagement Manager's Report	Receive and Discuss	Page 28	Chief of Corporate Services
<b>GOVERNANCE</b>					
16	17:35	Terms of Reference	Approve	Page 32	Chair
17		Motions and Questions from Council of Governors	Receive and Discuss	Verbal	Chair
18		Any Other Business	Discuss / Note / Approve	Verbal	Chair
19		Council of Governors Forward Agenda Planner	Receive and Approve	Page 38	Chair
20		<ul style="list-style-type: none"> <li>Date and Time of Next Meeting in Public: 24 January 2023, 16:00</li> </ul>	Note	Verbal	Chair
17:45		Close			

**If you would like to attend this meeting or require further information, please contact:**

**Kwame Mensa-Bonsu, Trust Secretary** Tel: 01908 996234. Email: [kwame.mensa-bonsu@mkuh.nhs.uk](mailto:kwame.mensa-bonsu@mkuh.nhs.uk)

**MILTON KEYNES UNIVERSITY HOSPITAL NHS FOUNDATION TRUST  
COUNCIL OF GOVERNORS' MEETING**

**Minutes of the Council of Governors' meeting held in public at 16.00 hours on  
Wednesday 26 July 2023, in the Conference Room at the Academic Centre and  
via MS Teams**

**Present**

Alison Davis	Chair	(AD)
Andrea Vincent	Public Governor	(AV)
Lesley Bell	Public Governor	(LB)
Kat Jaitly	Public Governor	(KJ)
Emma Isted	Staff Governor	(EI)
Keith McLean	Milton Keynes Council Representative	(KM)
Nicholas Mann	Business Leaders Representative	(NM)
Pirran Salter	Staff Governor	(PS)
Shirley Moon	Public Governor	(SM)
Tom Daffurn	Public Governor	(TD)
William Butler	Public Governor	(WB)
Yolanda Potter	Staff Governor	(YP)

**In Attendance**

Bev Messinger	Non-Executive Director	(BM)
Joe Harrison	Chief Executive Officer	(JH)
Gary Marven	Non-Executive Director	(GM)
Ganesh Baliah	Associate Non-Executive Director	(GB)
Jason Sinclair	Associate Non-Executive Director	(JS)
Lui Straccia	Membership and Engagement Manager	(LS)
Terry Whittle	Director of Finance	(TW)
Yvonne Christley	Chief Nurse & Director of Patient Care	(YC)
Kwame Mensa-Bonsu	Trust Secretary	(KMB)
Timi Achom	Senior Corporate Governance Officer	(TA)
Imelda Ogatis (for item 11)	TB Lead Nurse	(IO)

**1 Welcome and Announcements**

- 1.1 The Chair extended a warm welcome to those attending the meeting, particularly the new Governors, LB, and KJ. She also welcomed the Tuberculosis Lead Nurse IO who was presenting item 11.

**2 Apologies**

- 2.1 Apologies were received from Babs Lisgarten and Claire Hill (Public Governors), and Hany Eldeeb, Tracey Rea and Maxine Taffetani (Staff Governors). Apologies were also received from Kate Jarman (Director of Corporate Affairs), John Blakesley (Deputy Chief Executive Officer), Mark Versallion (Non-Executive Director), Haider Husain (Non-Executive Director) and Precious Zumbika-Lwanga (Associate Non-Executive Director)

### 3 Declarations of Interests

3.1 There were no declarations of interest received in relation to the items on the agenda.

### 4 Minutes from the Council of Governors meeting held on 19 April 2023

4.1 The minutes from 19 April 2023 were approved as an accurate record of the meeting with the following clarification under item 3.1

*“WB declared his membership of the Buckinghamshire, Oxfordshire, and Berkshire West Integrated Care Board (ICB) in respect of Item 15.2”.*

### 5 Matters Arising/Action Log

5.1 The action log was reviewed and updated as follows.

#### **Action No. 18 – Update on the rollout of the MyCare portal**

JH advised that the functionality available within MyCare would be expanded significantly resulting in patients receiving all their test results on the app and as agreed by the Trust’s Clinical Teams, patients would also receive their written diagnostic reports. The logic around this was that patients would have access to all their information to help them manage their care. A clinical delay would be devised to ensure Clinicians would have had a chance to discuss results with patients before they were viewed on MyCare. **Closed**

#### **Action No. 19 – Update on Integrated Care System representation on the Council of Governors**

AD advised that she had received a response from the Integrated Care Board, and they had advised they were not planning on having representation on the Council of Governors. However, there would be a broader engagement with the Governors going forward. **Closed**

#### **Action 22 – An Alzheimer’s Society Awareness session to be arranged for Governors and Non-Executive Directors**

KMB advised a meeting had been arranged in August 2023. Feedback would be provided at the next Council of Governors meeting in October 2023. **Open**

#### **Action 23 – Discussion to be held with Execs on developing closer ties with the Alzheimer's Society**

JH advised there was ongoing work with Emma Livesley (Director of Operations) and Yvonne Christley (Chief Nurse & Director of Patient Care) around ensuring that patients and their relatives were aware of a predicted date of discharge. **Closed**

5.2 The progress made in relation to the actions on the Action Log was **noted**.

### 6 Chair’s Update

6.1 AD highlighted the following items from her report:

- The Annual Staff Award which was held on Thursday 29 June was a successful event with a record breaking 900 nominations received from across all areas of the hospital.
- The 75<sup>th</sup> Anniversary of the founding of the NHS was marked with various events with staff actively participating.
- The Trust had received a Gold Award from the Armed Forces Covenant (the Ministry of Defence Employer Recognition Scheme). This was an excellent achievement for the Trust.

- There was ongoing discussion with Arts for Health Milton Keynes around exploring further partnership working on staff wellbeing and engagement.

The Council **noted** the Chair's update.

## **7 Chief Executive's Update**

- 7.1 JH updated the Council on the following matters.
- 7.2 The most recent Junior Doctor's and Consultants strike had an impact on some of the Trust's services. This included cancellation of some elective procedures. Patients were being rebooked as quickly as possible.
- 7.3 Following a discussion with the Consultant body, a decision was made to cancel the Audit afternoon on Tuesday 25 July 2023 due to the Industrial strikes to enable staff attend to urgent and emergency patients waiting to be seen and treated.
- 7.4 The Endoscopy and Clinical suite at White House opened 12 July 2023 and was fully operational. This service would be supporting primary care around patients accessing services without coming to the hospital site.
- 7.5 Two business cases supporting projects to increase electricity supply to the site and the development of a diagnostic centre had been approved. Regarding the electricity supply business case, JH explained that the expectation was that the Trust would generate up to 15% of electricity usage through solar panels. This was keeping in line with the Trust's target of becoming net carbon zero by the end of the 2030.
- 7.6 In response to YP's query around the diagnostic hubs and whether there were plans in place to support the extra workload in Pathology, JH explained that there was an element of substitution of patients, as patients who would normally have come to the hospital would now have their diagnostics done locally. The impact on Pathology would therefore be minimal.
- 7.7 The Council **noted** the CEO's update.

## **8 Capital Programme Update**

- 8.1 On behalf of JB, JH advised that, in terms of the schemes being developed, the scale of the Trust's 2023/24 Capital Programme continued to exceed the equivalent programmes of almost all of the Trust's local partner hospitals.
- 8.2 The Council **noted** the update.

## **9 Board Committee Update – 2022/23 Quality and Clinical Risk Committee Annual Assurance Report**

- 9.1 BV presented the 2022/23 Quality and Clinical Risk Committee Annual Assurance Report
- 9.2 BV stated that the Patient and Family Experience reports had been received. This provided a quarterly overview of the Trust's patient experience, engagement, feedback, and actions taken to improve the patient and family experience and fed into the Quality Improvement Plan.

- 9.3 There had been a slight increase in complaints received by the Trust during 2021/22 when compared with complaints received in 2020/21. Analysis on causes of complaints indicated an amount of communication failure. There was ongoing work around this.
- 9.4 Highlighting identified risks and concerns, WB queried the issue around the Head and Neck Cancer Pathway. JH explained that the Trust had relationships with tertiary NHS providers for some Cancer services and noted that the Head and Neck Cancer pathway had been with Northampton NHS Hospital for several years. JH stated that the delay was around the need to transfer of a relatively small number of patients from the pressurised Northampton pathway to the Oxford pathway. which had the necessary capacity and processes to accept these patients. JH reassured the Council that patients were being managed appropriately on an individual basis in the meantime.
- 9.5 In response to a question around staff shortages, YC advised that the Trust had made good progress with recruitment and was expected to be fully recruited by September 2023.

9.6 The Council **noted** the Board Committee update

## **10 PLACE (Patient-Led Assessments of the Care Environment) audit update**

- 10.1 The PLACE audit update was reviewed, and the Council requested a narrative around the low scoring of food as feedback had been positive and circulation of the food menu from Francesco Fiore (Catering Manager). A response around whether another PLACE would be taking place in 2023 was also requested.
- 10.2 The Council **noted** the PLACE audit update

## **11 MKUH Tuberculosis (TB) Service**

- 11.1 IO began the presentation by introducing herself as the Lead TB Nurse and advising of the composition of the TB team. She informed the Council of the service's community activities and stated that patients who had been referred for contact tracing were reviewed at the TB clinic which was held once a week in the hospital. Referrals were received from different parts of the country.
- 11.2 The Council **noted** the MKUH Tuberculosis (TB) Service presentation

## **12 Membership and Engagement Manager's Report**

- 12.1 LS presented the report commenting on the positive increase in membership which had gone up to 1,862 with 101 new members since April 2023.
- 12.2 LS reported that Governors Engagement Activities was increasing, and feedback generated in creating new links in the Community was pleasing and positive.
- 12.3 AD thanked the Governors for their ongoing engagement work.
- 12.4 The Council **noted** the Membership and Engagement Manager's Report

## **13 Lead Governor's Report**

- 13.1 No report was submitted.

#### **14 Healthwatch Milton Keynes (MK) – Council of Governors’ Report**

The Council **noted** the Healthwatch Milton Keynes (MK) – Council of Governors’ Report

#### **15 Motions and Questions from Council of Governors**

15.1 There were no motions or questions.

#### **16 Any Other Business**

16.1 AD advised that Haider Husain was up for reappointment for a second term of office as a Non-Executive Director. She requested that the Council of Governors indicate their approval or disapproval by way of email.

**Update 31 July 2023:** 16 out of 20 members indicated their approval for Haider Husain’s reappointment as a Non-Executive Director.

16.2 KM highlighted the MK CAN event which was being rolled out by the Milton Keynes Food Bank. The organisers were looking for organisations to support their target of 10 kilometres lines of cans, which would be around 132,000 cans. More information was available on the MK Food Bank website.

#### **17 Council of Governors Forward Agenda Planner**

17.1 The Council **noted** the forward agenda planner.

#### **18 Date and Time of Next Meeting**

18.1 Wednesday 09 October 2023 at 16:00.

**Council of Governors Action Log**

Action No.	Date added to log	Agenda Item No.	Subject	Action	Owner	Completion Date	Update	Status Open/Closed
21	15-Feb-23	15.2	Draft Council of Governors Terms of Reference	An appendix to be added to the Terms of Reference detailing how attendance would be monitored and non-attendance managed, cross-referenced to the Trust Constitution	Kwame Mensa-Bonsu	25-Oct-23	The updated Terms of Reference and the relevant appendix will be submitted for review and approval in October 2023.	Completed
22	18-Apr-23	10.5	Community Presentation - Alzheimer's Society	An Alzheimer's Society Awareness session to be arranged for Governors and Non-Executive Directors	Kwame Mensa-Bonsu/ Alison Davis	25-Oct-23	A meeting had been arranged in August 2023. Feedback would be provided at the next Council of Governors meeting in October 2023	Open



## **Report for Council of Governors supporting the appointment of Haider Husain for a second term of office:-**

I would like to request the Council of Governors re-appoint Haider Husain for a second term of office. I detail below my reasons and observations for supporting his reappointment.

Despite joining the Trust just as lockdown began in 2020, Haider fully engaged with the limited induction that was available and worked with his 'buddy' NED to gain an understanding of the hospital and his role as a Non-Executive.

Having worked with Haider since early 2021, he has met the requirements and expectations of the role, including: -

- Demonstrating the Trust values and Nolan Principles in interactions with colleagues and stakeholders
- Providing positive and constructive challenge at Board and other meetings, always focused on outcomes that benefit patients, staff and the local community
- Building strong working relationships with Board colleagues and being part of and very supportive of the team
- Contributing to the Equality, Diversity and Inclusion agenda, engaging with staff, and sharing ideas and experience that have contributed to the improvements achieved thus far.

Haider has brought significant IT expertise, particularly in the health sphere, which he shares freely. He regularly identifies areas of innovation, whether national or international that contribute to Trust discussions. He also brings other NHS experience from his involvement in Buckinghamshire, Oxfordshire and Berkshire West Integrated Care System (BOB), and the Medicines and Healthcare Products Regulatory Authority (MHRA). His commercial and business understanding is particularly helpful in strategic discussions.

With the easing of covid restrictions, Haider has participated in visits and in person meetings as required and his approachable manner is appreciated by those with whom he interacts.

I would like to recommend Haider to the CoG for another three-year appointment.

**Alison Davis**  
Chair



Kwame Mensa-Bonsu  
Company Secretary  
Milton Keynes University Hospital NHS Foundation Trust

Dear Kwame,

Healthwatch Milton Keynes holds an appointed Governor post on the Milton Keynes University Hospital NHS Foundation Trust Council of Governors. The appointed Governor for Healthwatch Milton Keynes is Maxine Taffetani, Chief Executive Officer.

The current term of representation ends of 28<sup>th</sup> August. The Board of Trustees hereby nominate Maxine Taffetani, Chief Executive Officer of Healthwatch Milton Keynes to continue representation as appointed Governor for Healthwatch Milton Keynes and seek endorsement of the appointment from the Council of Governors.

Yours sincerely,

Carol Older  
Chair of the Board of Trustees  
Healthwatch Milton Keynes



<b>Meeting Title</b>	Council of Governors	<b>Date:</b> 25 October 2023
<b>Report Title</b>	Capital Programme Board: 25 October 2023	<b>Agenda Item Number:</b> 8
<b>Lead Director</b>	John Blakesley, Deputy Chief Executive	
<b>Report Author</b>	David Waller, Head of Capital Projects	

<b>Introduction</b>	Progress of each project summarised in the key points and key milestones, issues, and risks for each project. The programme for each project has been reviewed by the Capital Programme Board (CPB) membership.		
<b>Key Messages to Note</b>	Refer to Project Status in 'Strategic & BAU Capital Project Dashboard' July 2023  <b>Programme Risks</b> Key Issues and Project risks were reviewed. Significant risks are as follows:  <b>Lloyds Court CDC</b> <ul style="list-style-type: none"> <li>Progressing, cost challenges, value engineering in process</li> </ul> <b>Phase 2 Decarbonisation (part grant funded)</b> <ul style="list-style-type: none"> <li>Cost challenges, scope review, rigid spend/carbon saving criteria for grant fund.</li> </ul> <b>Milton Mouse/ PAU</b> <ul style="list-style-type: none"> <li>Scope to be finalised, timescales tight for completion within FY</li> </ul> <b>NHP</b> <ul style="list-style-type: none"> <li>Progressing, no immediate significant risk</li> </ul> <b>MSCP1</b> <ul style="list-style-type: none"> <li>Agreement of funding required to MSCP 1 to address deterioration of top deck finish and internal finishes. All remedial works will be at cost to trust.</li> </ul> <b>Urology Investigation Unit</b> <ul style="list-style-type: none"> <li>Program risk if Business Case approval delayed.</li> </ul>		
<b>Recommendation</b> <i>(Tick the relevant box(es))</i>	<b>For Information</b> <input type="checkbox"/>	<b>For Approval</b> <input type="checkbox"/>	<b>For Review</b> <input checked="" type="checkbox"/>

<b>Strategic Objectives Links</b> <i>(Please delete the objectives that are not relevant to the report)</i>	<ol style="list-style-type: none"> <li>1. Keeping you safe in our hospital</li> <li>2. Improving your experience of care</li> <li>9. Expanding and improving your environment</li> <li>10. Innovating and investing in the future of your hospital</li> </ol>
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<b>Report History</b>	The Capital Programme Board reports to the Executive Directors and Trust Executive Committee in order that both committees are updated on the progress of the major schemes identified within the BAU Capital Programme.
<b>Next Steps</b>	Minutes are reported to the Executive Directors and Trust Management Board each month.
<b>Appendices/Attachments</b>	Capital Programme Board: Appendix A: Strategic & BAU Capital Project Dashboard - July 2023

✓ **Strategic Business Cases (Live)**

Project Name	Short Status Description	Project Timeline ⓘ	Project Le...	Delivery Vehicle	Status	RAG Rating
Radiotherapy	OUH have not confirmed that the procurement of the CT and the LINAC will remain with them. This has slightly changed the scope of the project to remove some of the fit out of these rooms. The remainder of the project remains on programme and is currently on budget.	Nov 15, '22 - Aug 31, '24	MC +2	ADMK	Approved	On Track
Community CDC - Lloyd Court	GMP has been received by ASHE - we are working on reducing the costs to align with the projected Stage 3 budget. Recommendations will be made to the execs once confirmed. The lease and glazing replacement agreed. The remaining programme risk item is the landlord vacating the mgmt suite prior to anticipated start date.	Apr 1, '23 - Mar 29, '24	MC +2	ADMK	Approved	Programme/Finance Risk
New Hospital Programme	A second data gathering questionnaire has been completed and submitted to the national team. We have supported the national team in the development of their SOC template. We have been advised we are in a good position to move the the next stage of delivery as the programme develops is integrated timeline.	Jun 7, '23 - Nov 30, '28	RG	MKUH	In Progress	Programme/Finance Risk
Ph2 Decarb (Salix)	A paper has been submitted to EDs with the Stage 4 cost information and the impact on carbon savings, grant value and revenue costs implications. We are now awaiting change control from Salix prior to commencing works.	Feb 1, '23 - Mar 31, '24	PE	ADMK	Approved	Programme/Finance Risk
Oak House Ward Capacity	Concept stage development of the wards is ongoing with the design team to ensure the building form, location, fire strategy and flow. We will have a concept plan and cost later in the month. This programme has been extended slightly.	Jun 1, '23 - Feb 28, '25	RG	ADMK	In Progress	On Track
Chemotherapy Car Park Expansion	A paper has been provided to execs to outline the feasibility options and budget costs.	May 18, '23 - Mar 31, '25	MC RG	ADMK	In Progress	Programme/Finance Risk
Imaging Centre	Morgan Sindall have presented that Trust with a PCSA for the project. This has been reviewed by the team and the recommendation to proceed. This will allow us to submit our shortform business case to the national team for review.	Sep 1, '23 - May 31, '24	RG MO	MKUH	In Progress	On Track
HV Cable Upgrade	Revised quotes are being sought from our statutory supplier. C&B are providing a quotation to write a shortform Business Case for this work.	Sep 1, '23 - Feb 29, '24	PE	MKUH	In Progress	On Track
MSCP 3	GT have provided a quotation for the works to develop the project to a Stage 4 Business Case to support an enabling works fee bid.	Jul 1, '23 - Mar 30, '24	MO	MKUH	In Progress	On Track

Estates Business Cases (Live)

<input type="checkbox"/>	Item		Project Name	Short Status Summary	↔↔	Project Lead	Status	Project Timeline	Risk
<input type="checkbox"/>	> BC2022041 <span>4</span>		Phase 2 Breast Unit develop work	Final snagging items being completed			Work in Progress	1 Apr - 31 Oct	None
<input type="checkbox"/>	BC2022121		Pathology Autoclave Replacement	Tender being reviewed. Enabling works to commencing October.			Tender	Jun 27, '23 - Mar 29, '24	Overrun YE
<input type="checkbox"/>	BC2023008		Mortuary Chiller replacement	Work commenced Sept with a planned completion end of Octob...			Work in Progress	10 May - 31 Oct	None
<input type="checkbox"/>	> BC2023009 <span>1</span>		Pathology Cooling replacement	Main works completed 22.09.23 - BMS connections to complete.			Work in Progress	10 May - 31 Oct	None
<input type="checkbox"/>	BC2023018		Ward 16 Bathroom Refurbishment	Tender released.			Tender	Aug 9, '23 - Jan 31, '24	None
<input type="checkbox"/>	BC2023019		Refurbishment and Upgrade of L&C Passenger Lift	Tender process at evaluation stage			Tender	May 26, '23 - Feb 29, '24	None
<input type="checkbox"/>	BC2023032		LED Lighting	Orders ready to place			Orders Raised	Oct 1, '23 - Jan 31, '24	None
<input type="checkbox"/>	BC2023050		Ward Bay refurbishments (Ward 7)	Start date being agreed with the Ward			Orders Raised	Aug 9, '23 - Jan 31, '24	None
<input type="checkbox"/>	BC2023066		ED Main Reception Reconfiguration	Business Case approved, design work underway			Detailed Design	Oct 13, '23 - Feb 29, '24	None
<input type="checkbox"/>	BC2023037		Urology Investigation Unit	Tender responses being reviewed			Tender	Oct 17, '23 - Mar 31, '24	Overrun YE
<input type="checkbox"/>	BC2023092		MRI Relocation to Whitehouse - Design, Planning & ...	Costings and Feasibilities being obtained.			Approved	17 Oct - 30 Nov	None

<b>Meeting Title</b>	<b>Council of Governors</b>	<b>Date: October 2023</b>
<b>Report Title</b>	<b>Annual Assurance Report – Charitable Funds Committee</b>	<b>Agenda Item Number: 9</b>
<b>Non- Executive Director</b>	Haider Husain, Non-Executive Director	
<b>Report Author</b>	Kwame Mensa-Bonsu, Trust Secretary	

### Key Messages to Note

Key activity throughout the year:

#### **Annual Review (Financial Year)**

This provides a summary of the activities of the Charitable Funds Committee between April 2022 and March 2023.

#### **1. Charity Finance Report**

The Committee received a report in April 2022 which indicated that at the end 2021/22, the Charity had received £451k against plan, resulting in an adverse variance of £17k. The Charity's expenditure, on the other hand, was more than planned, resulting in a £35k adverse variance.

The Committee was informed in September 2022 that, as of June 2022, the Charity had received donations amounting to £95k. The Committee noted that donations receipt represented a negative variance of £9.3k because income had fluctuated throughout the year, and that the Charity's strategy was being refocused to mitigate the impact of the current inflationary pressures on donations.

The report to the Committee in December 2022 indicated that income from donations and grants continued to be slightly less than projected due to the impact of the national cost of living crisis. The report also noted that there was also increased competition from other charities on a local, regional, and national level. The report also informed the December 2022 meeting that fundraising from major donors and corporates bodies was progressing well in line with the Charity's refocused strategy.

The Finance Report in February 2023 stated that there continued to be significant downward pressure on donations and grants in 2022/23, while, unusually, no legacies had been received during the year. It was noted that usually 10% of the Charity's income would have been from legacies, and mitigation steps were being taken against a continuing decline in 2023/24 by working on improving the grant and charitable trust pipeline and providing excellent donor stewardship.

#### **2. Radiotherapy Fundraising Appeal Strategy**

The Committee was updated on the yet-to-be launched Radiotherapy Fundraising Appeal and the strategy underpinning it. The aim of the Appeal is to raise over £500k to provide a wellbeing care hub at the hospital's brand-new Radiotherapy Centre which is scheduled to be opened in the spring of 2024. The Committee expressed concern that the current inflationary pressures would negatively impact on the Charity's ability to achieve the Appeal's 500k+ target.

The Appeal was launched in April 2023.

### **3. Meaningful Activities Facilitator (MAF)**

The Committee received a report on the MAF. The MAF has had a significant positive impact on patients that have been visited since the Hospital Charity-funded role was introduced. The Facilitator have assisted with connectivity, continuity, reduced the risk of deconditioning, wellbeing, socialisation, positive patient experience, and more.

In December 2022, the Committee was informed of steps to develop a business case which would support turning the MAF role into a substantive one. The MAF role has been supported by the Charity since its inception.

### **4. Arts for Health MK**

The Committee was informed in an April 2022 report that a national portfolio application to the Arts Council of England which has helped focus on the long-term strategy of the Arts for Health MK. The report also highlighted the principal activities planned under the Arts for Health portfolio for 2022 to 2024.

The September 2022 report to the Committee, highlighted plans to shift Arts for Health from focusing solely on hospital wall art to also focusing on patients' and staff wellbeing, by funding projects such as Creative Courtyards. The Creative Courtyards contains at least one sculpture from the Milton Keynes University Hospital Art Collection, situated amongst green spaces, creative planting schemes, and seated areas offering space for quiet reflection.

In February 2023, the Arts for Health MK report stated that opportunities were being explored for Trust staff and the community in Milton Keynes to get involved with creative projects. These projects included a Sensory Garden and a plan to commission professional artists to make art/paintings for the blank wall space in the Trust's Eaglestone restaurant.

### **5. 2021/22 Charity Annual Accounts**

The Committee approved the 2021/22 Charity Annual Accounts for submission to the Charity Commission in December 2022.

### **6. Terms of Reference**

The Committee reviewed and updated its Terms of Reference in December 2022 and recommended it for approval by the Trust Board of Directors.

#### **A. Risks/concerns (Current or Emerging) identified**

##### **1. Radiotherapy Fundraising Appeal**

There was a serious risk of the Radiotherapy Appeal not achieving its £500k+ target because of the current inflationary pressures.

##### **2. Charity Income**

The Charity sources of income from grants, donations and fundraising has been significantly depressed through 2021/22 due to the current inflationary pressure.

<b>Meeting Title</b>	<b>Council of Governors</b>	<b>Date: October 2023</b>
<b>Report Title</b>	<b>Annual Assurance Report – Workforce and Development Assurance Committee</b>	<b>Agenda Item Number: 9</b>
<b>Non- Executive Director</b>	Bev Messinger, Non-Executive Director	
<b>Report Author</b>	Kwame Mensa-Bonsu, Trust Secretary	

### Key Messages to Note

Key activity throughout the year:

#### **Annual Review (Financial Year)**

This provides a summary of the activities of the Workforce and Development Assurance Committee between April 2022 and March 2023.

#### **1. Resourcing and Workforce Update**

The Committee received a report in April 2022 which provided an update on the impact of Covid vaccination status on recruitment – the need for successful candidates for roles to declare their vaccination status had added a complex layer to the recruitment process and increased the ‘time to hire’ by about 1 month on average. The aim was to reduce the ‘time to hire’ period to ensure that successful candidates did not accept roles at other NHS providers with much shorter ‘times to hire’.

The Committee was informed in August 2022 that the sickness absence rate remained high, due primarily to Covid, and this was expected to continue into 2023.

In October 2022 Workforce report to the Committee indicated that there was a high vacancy rate in the Additional Professional, Scientific, and Technical group, particularly in the Pharmacy Department. This was mainly due to the challenge of competing with the more lucrative and flexible working environments provided by the private sector. The Workforce team was implementing actions to improve retention and the culture in the affected areas.

In January 2023, the Committee noted that:

- a. ‘Time to Hire’ had improved from 72 days to 48 days across medical and general recruitment due to increased staffing and service improvements.
- b. The vacancy rate remained high for Additional Professional Scientific and Technical Staff, with many vacancies within the Pharmacy Department. Pharmacy, Therapies, and the Hospital Sterilisation and Decontamination Unit (HSDU) were focused on improving recruitment and retention and increasing their attraction through Open Days. Pharmacy had also made cultural changes, such as reviewing exit data and looking for ways to improve leadership support. Improvements were expected due to improvement actions being implemented around recruitment and retention.
- c. Sickness absence rates had declined as the impact of the Covid virus receded.



## 2. Vacancies and Recruitment

In August 2022, the Committee was informed that the Trust was successfully reducing vacancy rates in a challenging environment and was taking steps to sustain this success. A marketing and media agency had been commissioned to commence a new recruitment drive from September 2023.

## 3. Employee Relations and Equality, Diversity and Inclusion

In April 2022 the Committee was informed of the growing number of grievance cases to pre-Covid levels, with no specific trends developing. The Committee was informed that the Equality, Diversity and Inclusion (EDI) team had commenced planning for a neurodiversity awareness campaign. There was an accompanying training programme for managers on how to identify and implement reasonable adjustments for staff living with conditions such as autism, ADHD and dyslexia.

Disciplinary cases, on the other hand, was declining due to several steps undertaken to aid the development of a fair and just learning culture. These steps included the offer of a first written warning, instead of a formal disciplinary process at the first instance, and this had resulted in a reduction of disciplinary cases.

The Committee received the 'Pay Gender' report in August 2022, which stated that the median wage gap had continued to decrease. The report also noted that there was still a higher number of male employees in the highest paid quartile than women, adding that that considerable work had been done to ensure fair recruiting at the consultant level to increase the number of females in those positions. An action plan, to track the progress of the improvement actions, would be developed collaboratively with stakeholders such as the Women's Network in the Trust.

At the August 2022 meeting, the Committee was informed of a 5% reduction in the number of formal grievance cases. With reference to the increments reported in April 2022, the reduction was due to actions implemented to improve employee relations including:

- a. A new grievance policy, which allowed grievances to be classified early to ensure they were managed appropriately.
- b. A shift toward mediation before the filing of a formal case had also helped reduce the number of cases that progressed.

## 4. Staff Health and Wellbeing Report (SHWB)

An April 2022 report to the Committee highlighted the increased health and wellbeing support for staff, while a support group for long-Covid sufferers had been established. The staffing body, after the Covid pandemic was exhausted and needed all the support necessary to help individuals to recover. The evidence of this exhaustion was the significantly increased referrals to Occupational Health over 2021/22.

In October 2022 the Committee was informed of the recruitment of SWHB Physiotherapist, which completed the SWHB team. This would ensure that the turnaround time for management referrals, which remained high, improved significantly.

## 5. 2021 NHS Staff Survey

In April 2022 the Committee the report on the 2021 Staff Survey which indicated that 42% of the 4000-staffing body had completed the survey questionnaire, from the 37% who had completed the survey in 2020. The Trust scored above average on all elements of the People Promise, 4th top for engagement and 9th for morale out of 125 comparator sites. The Committee also noted that the Trust continued to score highly on bullying and harassment but notably, 53% of people felt able to report their experiences. The actions being undertaken to reduce all forms of bullying and harassment would continue to be implemented. Other actions being implemented to support staff who had reported exhaustion would also continue.

The Committee received an update in August 2022, which set out the post NHS Staff Survey improvement actions. The report advised that the Human Resources Business Partners (HRBPs) were leading the staff engagements to discuss the findings from the Survey results, while the Chief Medical Officer, Chief Executive and the Chief People Officer were doing focused work with the Maternity Unit concerning the future of the Continuity of Carer model. There were plans to hold listening events with employees who wanted to discuss issues that negatively affected them.

## **6. Apprenticeship Levy**

In October 2022, the Committee received a report which stated that the high spending rate re the Apprenticeship Levy was likely to continue because enrolment in apprenticeship programmes had increased significantly. Significant numbers of staff members across the Trust had been encouraged to enrol in schemes for qualifications ranging from entry-level to master's level.

## **7. Freedom to Speak Up (FTSU) Annual Report**

The Committee noted that the Covid pandemic had forced the closure of the FTSU Guardian office which had significantly impacted on Guardians' activities in 2020, while the post pandemic operational pressures had limited activities in 2021. The Annual Report stated that 21 concerns had been raised in 2021, with some involving elements of bullying and harassment and patient safety. Most cases had been dealt with by line managers with some HR support and to the satisfaction of most of the complainants.

## **8. Terms of Reference**

The Committee reviewed and updated its Terms of Reference in August 2022 and recommended it for approval by the Trust Board of Directors.

The screenshot shows the MyCARE: MK Patient Portal login page. At the top, it features the NHS logo and the text 'Milton Keynes University Hospital NHS Foundation Trust'. Below this is the 'MyCARE: MK' logo. A light blue banner contains the text: 'Why not join us as a member of MKUH, to help us improve our hospital? To sign up, it's free, please click here.' The main heading is 'Welcome to your Patient Portal' followed by 'Choose how you log in:'. There are two columns of options. The left column is titled 'Use your NHS login account' and includes the text 'You can use your NHS login account if you are a user of this service.' with a blue button labeled 'Continue to NHS login'. The right column is titled 'Use your email address' and includes the text 'You can register for a Patient Portal account, and then log in using the email address you register with.' with a blue button labeled 'Register with email'. Below these is a white button labeled 'Log in with email'. At the bottom, a note states: 'You will only be able to use this service if you are a registered patient of this hospital.'

## MyCARE update October 2023

Ian Fabbro & Jacqui Page

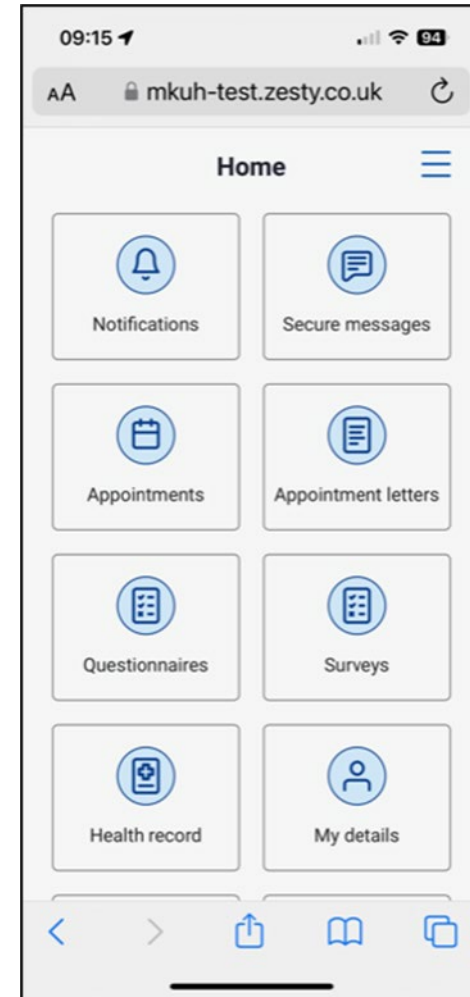
# Functions available in MyCARE

## New functionality available since late July 2023

- Messaging between clinicians and patients
- Patient questionnaires to be completed prior to appointments, for example Pre-Operative Questionnaire
- Results and reporting

## Other functionality

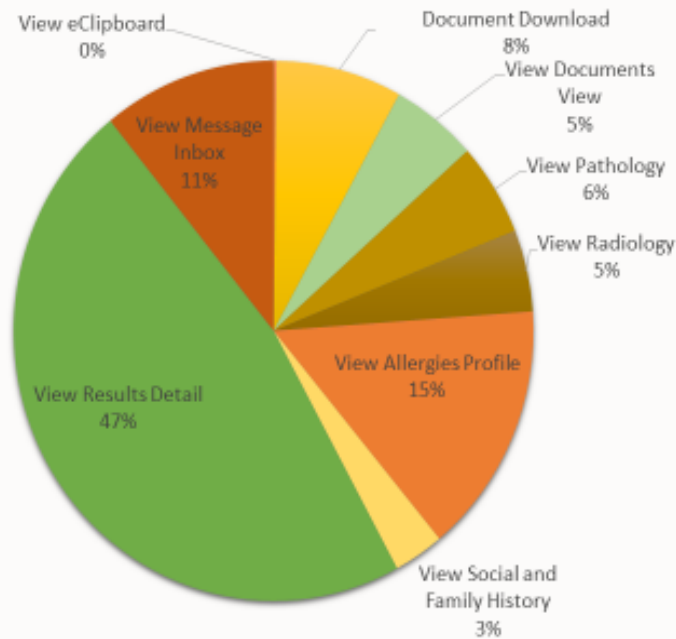
- Appointment management
  - confirming and changing appointments
- Choosing paperless preferences
- Receiving appointment letters and clinical correspondence letters through the portal
- Patient leaflets available through the portal
- Text reminders for appointments
- Inpatient Discharge summaries
- Patient surveys including Friends & Family



# Statistics

- Patients using the My CARE patient portal
  - **159,570** patients have registered for the MyCARE patient portal from February 2018
  - In recent months over **2,800** patients per month have registered for the patient portal
  - Over **75%** of patients have opted to be paperless
  - Since going live with PPUK in late July over **26,300** patients have logged on to the HealthLife portal to view and use the new functionality

## Portal Usage (HealtheLife)



Data Between 25.7.23 – 30.9.23

The materials in this presentation pertain to Oracle Health, Oracle, Oracle Cerner, and Cerner. Envida which are all wholly-owned subsidiaries of Oracle Corporation. Nothing in this presentation should be taken as indicating that any decisions regarding the integration of any EMAQ, Cerner and/or Envida entities have been made where an integration has not already occurred.

*PPUK provides quick and easy access to test results*

- Data refers to instances and not unique patients
- Areas of most access:
  - View Results Detail
  - View Allergies Profile
  - View Message Inbox

Aspects of Portal Used	Instances of Use
View eClipboard	1,107
Document Download	46,238
View Documents View	31,632
View Pathology*	32,850
View Radiology*	28,797
View Allergies Profile	89,226
View Social and Family History	18,493
View Results Detail**	277,447
View Message Inbox	63,777

\*Textual reports  
\*\*Numeric values



Milton Keynes University Hospital NHS Foundation Trust

## **Future functionality**

- Development of further patient questionnaires
- Waiting List validation
- Video appointments within the patient portal

## **Any Questions?**

## Healthwatch Milton Keynes

# Report to the Milton Keynes University Hospital Council of Governors

September 2023

### September Trust Board Papers Report

The Healthwatch Milton Keynes staff and volunteers considered the papers of the Trust Board meeting held in September and asked that the Council of Governors consider the following comments and considerations in relation to Patient Experience when holding the Non-Exec Directors to account.

**Elective Care Priorities – Self Certification by Trust Board (Page 17 of the Trust Board Pack).** Healthwatch Milton Keynes welcomes continued focus by the trust on reducing elective care waiting times and the self-certification document was informative.

**Section 3. Outpatient follow-ups point e:** outlines that the Board has identified transformation priorities for models such as group outpatient follow up appointments, one-stop shops, and pathway redesign focused on maximising clinical value and minimising unnecessary touchpoints for patients, utilising the wider workforce to maximise clinical capacity. Healthwatch Milton Keynes support this approach to an extent but would welcome further information about how these group sessions would work in practice and have concerns about how patients are given opportunities to confidentially discuss any personal health and care concerns outside of group settings, and how they are supported to do so.

### **Serious Incident and Learning report (page 26 of the Trust Board pack)**

**Incidents in 2022 and 2023 – Choking and Aspiration:** Sets out that each incident was investigated – one with a SAFE review under the new Patient Safety Incident Response Framework – with action plans for specific wards. Healthwatch Milton Keynes' Deputy CEO recently undertook visits to several wards to speak to patients about their admission and discharge experiences. During this visit the staff member observed several situations of concern of choking/aspiration.



Healthwatch Milton Keynes will be sharing this information with the trust and welcome the implementation of the Eating and Drinking at Risk programme pilot, which begins in September across all inpatient medical and surgical wards.

### ***Incidents in 2022 and 2023 – Shared Learning from Incidents point 2: Falls:***

highlights a ‘Spotlight on Safety’ message to staff about patient falls risks outlining four prompts to staff to consider the safety of the environment, that patients are able to get help safely and how teams in the hospital and those providing transport can communicate falls risks affectively. During the same visit to MKUH mentioned above, the Healthwatch MK visitor was specifically researching the role of falls in preventing hospital admissions and conversations with patients highlighted a lack of knowledge and awareness within patients of their own falls risks. Healthwatch Milton Keynes will share this information with the Trust and recommend that a fifth advice point to staff is to ensure that patients and families are fully informed about falls risks and how to stay safe.

### **Partnership working between MKUH and HWMK**

MKUH’s Associate Chief Nurse contacted HWMK to introduce the ward accreditation programme commencing in October at MKUH. Ward Accreditation is the assessment of the quality and safety of care delivered within wards and departments, informing their strengths and challenges allowing them to celebrate success and develop plans for standards that require improvement. HWMK have been welcomed on a steering group to agree on the standards and assessment tools. Our team is looking forward to helping the hospital shape this programme.

### **Experiences shared with Healthwatch Milton Keynes**

One patient contacted us to share their experience and views of MKUH as a place to visit "It is generally well signed with relevant, site signage and some, health posters in relevant areas. The entrance/exit points and corridors are very accessible. The hospital supports good hygiene with lots of hand gels and hand washing areas available. I find the reception service polite and efficient. The staff there are approachable and non-judgmental".

\*\*\*

Another patient called us to share that they received a welcoming and approachable from the receptionist at main reception. They were then directed to

another other part of the building for another service with a smile. There was no queue, and they were seen promptly.

\*\*\*

HWMK heard from a profoundly deaf resident who was contacted via telephone by the hospital with information about a telephone appointment that had been set up for them at the neurology clinic. The patient was supported by family at home at the time of the call. The patient's family member explained that telephone appointments are unsuitable for the patient. Although the staff member called back to offer a face-to-face appointment, the patient was frustrated that the information was given by a further phone call. The patient was quite angry about what happened as they have been actively participating in patient engagement and consultations about supporting accessibility for people with hearing difficulties for many years through the MK Hard of Hearing Group.

Speaking more generally, about health services in MK the patient emphasised their frustration that each time they are asked to feedback their experiences and ideas, although they are informed that their input has been noted and assured systems will be put in place to accommodate their contact and communication needs, nothing changes. The resident told us that they had lost count of how many separate points of contact with the NHS, e.g., GP, Hospital, Outpatients, MRI Scanning, specialist spinal clinic, etc. where they've had to repeatedly tell staff that they're deaf and cannot be contacted by phone nor manage phone appointments. After each incident, the resident said that they are always informed that a reference about their deafness is made on whatever system the healthcare provider is using at the time but that inevitably, future attempts to contact them is made by phone and, if that call is unanswered, they drop out of the loop and must go through the entire referral process again. "So many deaf and hard of hearing people are in this situation. Apologies are not good enough; this should NOT be continuing to happen full stop!" They have asked for pressure on the local NHS providers to fix the system.

Similarly, a local resident wanted to share this video of her experience as a deaf person trying to get support with communications when visiting the hospital: [NHS BSL & Speech - YouTube](#)

### **Communication with patients**

Healthwatch Milton Keynes has published several reports evidencing Milton Keynes residents' challenges with accessible communications and their health care journeys. Most recently we highlighted these experiences in a report which

informed Rev. Lloyd Denny's Independent Review of health inequalities in Bedfordshire, Luton and Milton Keynes known as The Denny Review. This review and a set of recommendations was published on 12<sup>th</sup> September. The whole suite of reports is available on the [BLMK Health and Care Partnership website](#).

[The Milton Keynes report](#) highlights common communication experiences that compound health inequalities, and these can be found on page 16 of our report. This can provide insight to Governors about experiences of communication barriers. The Integrated Care Board states that "Our ambition is clear: the findings of the Denny Review findings must be well understood across BLMK, and recommendations taken forward, with partners, to support people from all backgrounds to live longer lives in good health".

\*\*\*

We have several other contacts from residents this quarter to share their experiences of discharge, communications between the hospital and GPs regarding referrals for care, and quality of care during a stay at the hospital.

**Membership & Engagement Manager's Report**  
**Council of Governors**  
**25 October 2023**

**Author: Lui Straccia**

**Key highlights / summary: Update on the progress of Membership & Governor Engagement**

**New MKUH Governors**

Since the last Council of Governors meeting, the CoG has welcomed new Governors Rachel Medill MBE, Dianna Moylan, Councillor Ken Rowe and Andy Hobbs who have joined the CoG. 24 of the 25 seats on the CoG are now filled, meaning we are at the highest number of Governors on the CoG in recent years.

**Annual Members' Meeting**

Trust members and members of the public were invited to a stalls session in the foyer of the Academic Centre, with teams represented including R&D, Patient & Family Experience, Strategic Estates and MK Hospital Charity, before the AMM in the Lecture Theatre earlier this month. There were many questions following the presentations from attendees, including from Governors, members and local people, demonstrating an increase in engagement and keenness for dialogue with the Trust. Thoughts have already turned to next year's event which is likely to tie in with the Trust's 40<sup>th</sup> birthday celebrations.

**Membership – 1,947**

Whilst membership sign-up has increased due to event attendance, we are also beginning to see increased sign-ups online by MKUH patients via their bedside QR codes which take users through to the Trust website. A new, recent link on the MyCare Patient Portal is also encouraging new members to sign up, and this is expected to continue to support further increased sign-ups by patients in future.

**Governor activity (please see attached table)**

Governor engagement activity has involved ethnic minorities and religions, with a visit to the MK Synagogue and attendance at the Murugan Temple Community Event in September, and Seventh Day Adventist Church in connection with Black Maternal Mental Health. Schools engagement is also becoming more of a focus, with attendance at Radcliffe School's Sixth Form Speed Interviewing Event, and several more planned. Several newsletters have been sent to the membership, including election information and updates on the latest CoG and Trust Board meetings, and there will another one in the coming

weeks on new Governors and Governor blogs. Several press releases and social media posts were also published to promote Governor elections and the AMM.

Regarding staff engagement, the next Staff Governors Newsletter is due to go out this month and Staff Governors are planning fresh engagement activities including possibly Meet-the-Governor stalls at lunchtime, induction 'tea break' meeting opportunities, ward and department visits, and Governor surgeries / webinars.

Looking ahead, activities will include the Over-55s Fair on 3 November 2023, which is organised by the city's MPs, and a presentation by Governor Andrea Vincent at the Parishes Forum on 7 December 2023 to promote membership, Governors and their roles, and the Trust's community engagement work.

## **Engagement Board**

The Trust held its second Engagement Board (EB) in September, attended by internal teams and individuals across MKUH. The EB is supporting numerous community engagement strands such as coordination of schools engagement across teams, working closely with the Trust's Apprenticeships Team which carries out significant schools outreach work. The EB is also supporting Patient & Family Experience activity, including supporting the team's priority for increased feedback from ethnic minorities across the city's communities (including a possible focus group at the local Gurdwara, and supporting the Cancer Centre's feedback response rates).

The EB is seeking to support partnership working in relation to the YMCA's Hospital Navigators Scheme and contributions of local charity MK Act in the Emergency Department, while it is exploring support for the Trust's Discharge team with homeless patients. The Trust is also exploring a partnership arrangement with the Spinal Injuries Association. Work is also happening to attend the local Disability Advisory Group to establish regular attendance at their four-monthly meetings. And the EB is actively working to also support community engagement around development of the Trust's estate, for all of the city's communities, and this includes a meeting scheduled with local councillors about the Trust's development plans.

The EB will establish a long-term plan for its workstreams and internal communications for staff, so they understand what the EB is about and have access to the information it is making available and the activity happening within and outside the Trust.

**MKUH Governor engagement activity July-October 2023**

Shirley Moon	<ul style="list-style-type: none"> <li>• Blog: A Year as an MKUH Governor</li> </ul>	<ul style="list-style-type: none"> <li>• 21 September</li> </ul>
	<ul style="list-style-type: none"> <li>• Arts for Health Cook Book launch, with second blog</li> </ul>	<ul style="list-style-type: none"> <li>• October</li> </ul>
	<ul style="list-style-type: none"> <li>• AMM</li> </ul>	<ul style="list-style-type: none"> <li>• 9 October</li> </ul>
Andrea Vincent	<ul style="list-style-type: none"> <li>• Murugan Temple Open Day</li> </ul>	<ul style="list-style-type: none"> <li>• 23 September</li> </ul>
	<ul style="list-style-type: none"> <li>• AMM</li> </ul>	<ul style="list-style-type: none"> <li>• 9 October</li> </ul>
Kat Jaitly	<ul style="list-style-type: none"> <li>• AMM</li> </ul>	<ul style="list-style-type: none"> <li>• 9 October</li> </ul>
John Garner	<ul style="list-style-type: none"> <li>• MK Synagogue Open Day</li> </ul>	<ul style="list-style-type: none"> <li>• 10 September</li> </ul>
Lesley Bell	<ul style="list-style-type: none"> <li>• MK Synagogue Open Day, and accompanying blog</li> </ul>	<ul style="list-style-type: none"> <li>• 10 September</li> </ul>
	<ul style="list-style-type: none"> <li>• AMM</li> </ul>	<ul style="list-style-type: none"> <li>• 9 October</li> </ul>
Caroline Kintu	<ul style="list-style-type: none"> <li>• Seventh Day Adventist Church, Black Maternal Mental Health</li> </ul>	<ul style="list-style-type: none"> <li>• 30 September</li> </ul>
Babs Lisgarten	<ul style="list-style-type: none"> <li>• AMM</li> </ul>	<ul style="list-style-type: none"> <li>• 9 October</li> </ul>
William Butler	<ul style="list-style-type: none"> <li>• AMM</li> </ul>	<ul style="list-style-type: none"> <li>• 9 October</li> </ul>
Nick Mann	<ul style="list-style-type: none"> <li>• AMM</li> </ul>	<ul style="list-style-type: none"> <li>• 9 October</li> </ul>
Christine Thompson	<ul style="list-style-type: none"> <li>• 6<sup>th</sup> Form Speed Interviewing Event – Radcliffe School</li> </ul>	<ul style="list-style-type: none"> <li>• 17 October</li> </ul>
	<ul style="list-style-type: none"> <li>• AMM</li> </ul>	<ul style="list-style-type: none"> <li>• 9 October</li> </ul>
Andy Forbes	<ul style="list-style-type: none"> <li>• AMM</li> </ul>	<ul style="list-style-type: none"> <li>• 9 October</li> </ul>
Keith McLean	<ul style="list-style-type: none"> <li>• Sixth 6<sup>th</sup> Form Speed Interviewing Event – Radcliffe School</li> </ul>	<ul style="list-style-type: none"> <li>• 17 October</li> </ul>
	<ul style="list-style-type: none"> <li>• AMM</li> </ul>	<ul style="list-style-type: none"> <li>• 9 October</li> </ul>



<b>Meeting Title</b>	<b>Council of Governors (CoG)</b>	<b>Date: October 2023</b>
<b>Report Title</b>	<b>Proposed update to the CoG's Terms of Reference</b>	<b>Agenda Item: 16</b>
<b>Lead Director</b>	<b>Name: Kate Jarman</b>	<b>Title: Director of Corporate Affairs</b>
<b>Report Author</b>	<b>Name: Kwame Mensa-Bonsu</b>	<b>Title: Trust Secretary</b>

<b>Key Highlights/ Summary</b>	1. The update is related to the request for an appendix to be added to the Terms of Reference detailing how attendance would be monitored, and non-attendance managed, cross-referenced to the Trust Constitution. The relevant section of the Constitution, Paragraph 9 of Annex 5 – Additional Provisions – Council of Governors have been set out in the constitution.			
	2. In particular - paragraph 9.2 (and its sub clauses) of Annex 5 which stipulates the consequences if a Governor fails to attend three (3) consecutive Council meetings and any mitigating actions thereof.			
<b>Recommendation</b> <i>(Tick the relevant box(es))</i>	<b>For Information</b> <input type="checkbox"/>	<b>For Approval</b> <input checked="" type="checkbox"/>	<b>For Noting</b> <input type="checkbox"/>	<b>For Review</b> <input type="checkbox"/>

<b>Strategic Objectives Links</b>	N/A
<b>Board Assurance Framework (BAF)/ Risk Register Links</b>	N/A

<b>Report History</b>	N/A
<b>Next Steps</b>	N/A
<b>Appendices/Attachments</b>	Updated Terms of Reference



**Council of Governors  
TERMS OF REFERENCE**

**Constitution**

The Council of Governors is mandated under paragraph 12 of the Constitution as such will comprise of both elected and appointed Governors.

Authority

The powers of the Council of Governors are set out in the Trust Constitution.

Accountability

The Council of Governors is accountable to the various bodies set out in statute, including Monitor and other third party bodies and is also accountable to the Trust Membership.

A minute of each meeting will be taken and approved by the subsequent meeting. The draft public minutes will be posted on the Trust website.

**Purpose**

To provide oversight of the leadership of Milton Keynes University Hospital NHS Foundation Trust; to have input, review, scrutinize and approve its strategic direction, aims and values; to ensure accountability to the public and to assure that the Trust is managed with integrity.

**Membership, Attendance and Quorum**

Membership

The membership of the Council of Governors shall be as mandated in Annex 3 of the Trust Constitution and shall consist of:

- Chair of the Trust, who will Chair the meeting.
- 15 Public Governors;
- 7 staff Governors;
- One the Integrated Care System (ICS) Governor appointed by the Bedford Luton Milton Keynes ICS (if they wish to continue with this practice);
- One Local Authority Governor to be appointed by Milton Keynes Borough Council;
- Three Partnership Governors to be appointed by partner organisations.

The above comprise the voting membership of the Council of Governors.

A table naming the current Council of Governors is appended (Appendix 1).

### Attendance

Members of the Council of Governors are expected to attend all Council meetings and should, in line with the provisions of the Trust Constitution, not absent themselves from three successive Council meetings.

The Constitution determines that a Governor immediately ceases to be a Governor if they absent themselves from three successive Council meetings without reasonable cause. With reference to paragraph 9 of the Constitution's Annex 5 – Additional Provisions – Council of Governors:

Paragraph 9 – A person holding office as a Governor shall immediately cease to do so if:

- i. Paragraph 9.2 – they fail to attend three consecutive meetings of the Council of Governors, unless the other Governors are satisfied that:
- ii. Paragraph 9.2.1 – the absences were due to reasonable causes; and
- iii. Paragraph 9.2.2 – they will be able to start attending meetings of the Council of Governors again within such a period as the other Governors consider reasonable.

### Administration

The Council of Governors may invite non-members to attend its meetings as it considers necessary and appropriate. The Trust Secretary, or whoever covers those duties, shall be Secretary to the Council of Governors and shall attend to take minutes of the meeting and provide appropriate advice and support to the Chair and the Governors.

### Quorum

A quorum of the Council of Governors shall be as specified in the constitution:

"Ten Governors, including not less than four Public Governors, not less than one Staff Governor and not less than one appointed Governors shall form a quorum."

### **Meetings and Conduct of Business**

#### Frequency

The Council of Governors will meet at least five times in each financial year, including the Annual Members Meeting, save in the case of emergencies or the need to conduct urgent business.

#### Calling meetings

Meetings may be called by the Trust Secretary or by the Chair, or by ten Governors (including at least two elected Governors and two appointed Governors) who will give written notice to the Trust Secretary specifying the business to be carried out.

#### Declarations of Interest

Any member or attendee of the Council of Governors shall declare any interests which may or may be seen to conflict or potentially impact on any item of business.

They shall absent themselves from the discussion of that item if the meeting so requires.

#### Agenda

The Council of Governors will at least annually:

- review these terms of reference
- receive the Annual Report & Accounts;
- receive the Quality Account.

The rules of procedure for each meeting will be followed in line with the Standing Orders for the practice and procedure of the Council of Governors meetings - paragraph 18 (Annex 6) of the Trust Constitution.

#### **Duties of the Council of Governors**

The Council of Governors, as set out in paragraph 16 of the Trust Constitution, will:

1. Hold the non-executive directors individually and collectively to account for the performance of the Board of Directors; and
2. Represent the interests of the members of the Trust as a whole and the interests of the public

Version	Date	Author	Comments	Status
1.1	Oct 2013	Michelle Evans-Riches	Annual Review	Approved
1.2	Jan 2021	Julia Price	Review	Approved
1.3	February 2023	Kwame Mensa-Bonsu	Review	Approved
1.4	July 2023	Kwame Mensa-Bonsu	Update	

Updated 23/10/2023

Appendix 1

CONSTITUENCIES AND GOVERNORS OCTOBER 2023

		Constituency	NO	Governors	Term of Office	
					From	To
PUBLIC (ELECTED)	A	Bletchley & Fenny Stratford, Denbigh, Eaton Manor & Whaddon	2	Babs Lisgarten	02 Sept 2019	01 Sept 2022
				Ken Rowe	21 Oct 2022	20 Oct 2025
	B	Emerson Valley, Furzton, Loughton Park	2	William Butler	06 Oct 2023	05 Oct 2026
				Andrea Vincent	26 Oct 2017	25 Oct 2020
	C	Linford South, Bradwell, Campbell Park	2	Kathryn Jaitly	01 Nov 2021	31 Oct 2024
				Dianna Moylan	22 Feb 2023	21 Feb 2026
	D	Hanslope Park, Olney, Sherington, Newport Pagnell	2	Shirley Moon	26 Apr 2023	25 Apr 2026
				Christine Thompson	28 July 2023	27 July 2026
	E	Walton Park, Danesborough, Middleton, Woughton	2	Clare Hill	1 Nov 2021	31 Oct 2024
					22 Feb 2023	21 Feb 2026
Lesley Bell				14 Mar 2017	13 Mar 2020	
F	Stantonbury, Stony Stratford, Wolverton	2	Andy Forbes	14 Mar 2020	13 Mar 2023	
			VACANT	26 Apr 2023	25 Apr 2026	
G	Outer catchment area	2	John Garner	26 Apr 2023	25 Apr 2026	
			Tom Daffurn	01 Sep 2023	31 Aug 2026	
H	Extended area	1	Rachel Medill	21 Oct 2022	20 Oct 2025	
APPOINTED	I	Doctors and Dentists	1	Hany Eldeeb	22 Feb 2023	21 Feb 2026
				Caroline Kintu	29 Mar 2023	28 Mar 2026
	J	Nurses and Midwives	2	Tracy Rea	26 Feb 2021	25 Feb 2024

Commented [KMB1]: Due to COVID-related restriction - Re-elected on 01 November 2021

K	Scientists, technicians and allied health professionals	1	Yolanda Potter	26 Feb 2021	25 Feb 2024
L	Non-clinical staff groups e.g. admin & clerical, estates, finance, HR, management	3	Emma Isted	26 Feb 2021	25 Feb 2024
			Stevie Jones	01 Nov 2021	31 Oct 2024
			Pirran Salter	26 Feb 2021	25 Feb 2024
N	Milton Keynes Business Leaders	1	Nicholas Mann	31 Mar 2023	30 Mar 2026
O	Healthwatch Milton Keynes	1	Maxine Taffetani	29 Aug 2017	28 Aug 2020
				29 Aug 2020	28 Aug 2023
				29 Aug 2023	28 Aug 2026
P	Community Group (Seat to be filled)	1	VACANT		
Q	Milton Keynes Council	1	Keith McLean	22 Jun 2022	21 Jun 2025

Updated 23/10/2023

## Council of Governors

### Forward Agenda Planner

#### Standing Items

Standing Business Items	Standing Council Items
Apologies	Chair's Update
Meeting Quorate	Chief Executive's Update
Declaration of Interests	Capital Programme Update
Minutes of the previous meeting	Board Committee Update
Action Tracker	Inclusion and Leadership Council Report
Motions and Questions from Council of Governors	Membership and Engagement Manager's Report
AOB	Lead Governor's Report
Forward Agenda Planner	Healthwatch Milton Keynes – Council of Governors' Report

#### Additional Agenda Items

Month	Assurance Reports/Items
<b>15 February 2023</b>	Board Committee Update – Audit Committee
	Update on MyCare Portal roll out, including records functionality
	Age UK MK
<b>19 April 2023</b>	Board Committee Update – Finance and Investment Committee (b/f December 2022)
	Alzheimer's Society
<b>26 July 2023</b>	PLACE audit update
	Board Committee Updates - Quality and Clinical Risk Committee
<b>27 September 2023 (Private Meeting)</b>	Annual Report and Accounts
<b>09 October 2023</b>	<b>Annual Members Meeting</b>
<b>25 October 2023</b>	Board Committee Updates - Charitable Funds Committee and Workforce and Development Assurance Committee
	Allyship
	Launch of MyCare Portal
	Terms of Reference
<b>24 January 2024</b>	Board Committee Update - Finance and Investment Committee
	Alcoholics Anonymous MK
<b>March 2025</b>	Diabetes MK

