

Council of Governors Meeting – 18 July 2019 IQ Report

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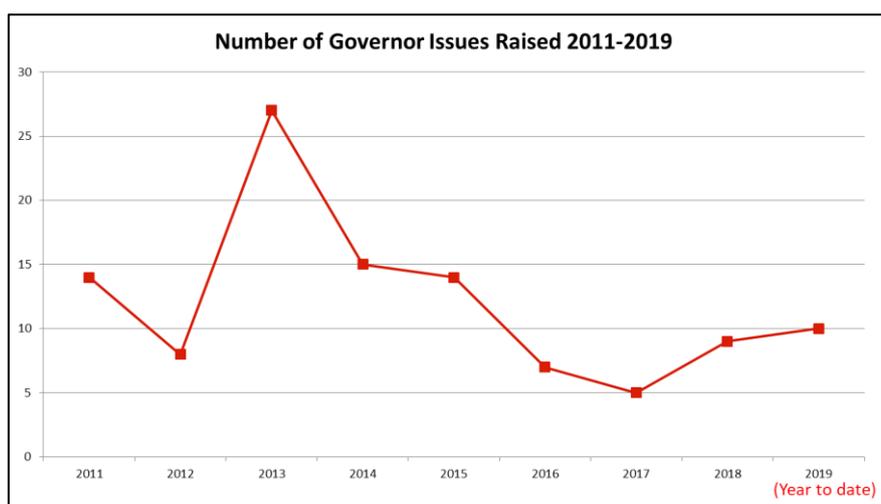
Purpose of the Report

At its meeting in May 2019, the Council of Governors (CoG) sponsored a trial of an improved process for addressing ideas, issues and questions (IQ) raised by Governors. This report provides a summary of progress with/learning from the trial and a copy of the IQ Log for consideration by the CoG.

Analysis of the Issue

NHFT has always has a process through which Governors can raise an issue with the Trust. Facilitated by the Corporate Affairs team, the process involved Governors contacting the Foundation Trust Office to set out the issue before the team source a response/answer from the relevant person within the Trust.

The effectiveness of the existing process was reviewed in April 2019. Data captured by the Corporate Affairs team from 2011 to 2019 (to April only) showed significant variation in the number of issues raised (see below). In addition to the variation in the number of issues raised, Governors reported similar variation in the length of time it is taking the Trust to respond to/resolve issues.



Following the review, the Corporate Affairs team has worked in partnership with Governors to identify improvements to the process and to design a trial. The trial aims to improve:

1. Response times to ideas, issues and questions;
2. Tracking and communication with Governors;
3. Sharing of responses amongst Governors;

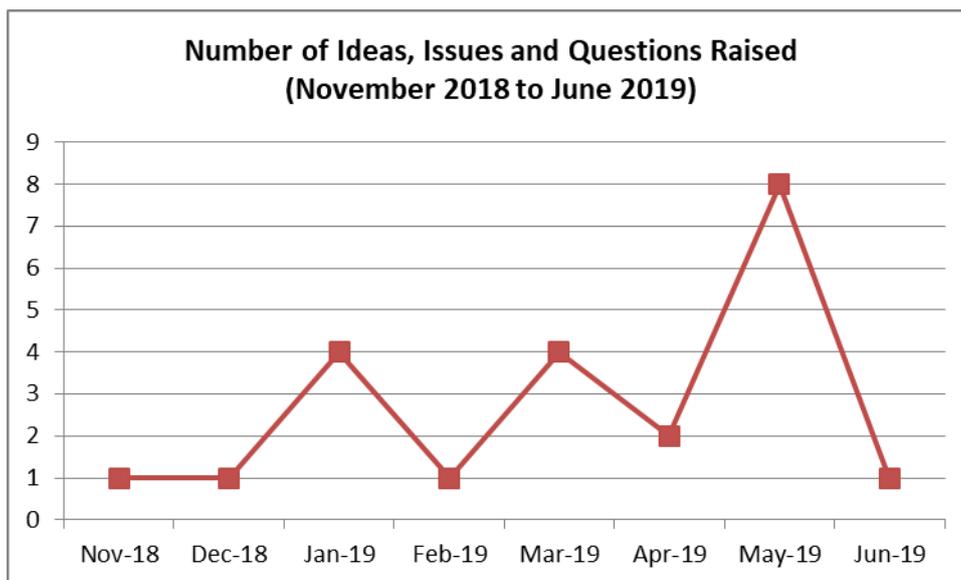
The Governor/staff team have made two significant changes to the process they intend to test as part of the trial:

- Refreshed and rebranded the flowchart as the 'IQ Log'
- Introduced monitoring and escalation approach
 - Target 7 days to log and process incoming ideas, issues and questions
 - Target 14 days for a response
 - Target 21 days from raising to closing an idea, issue or question

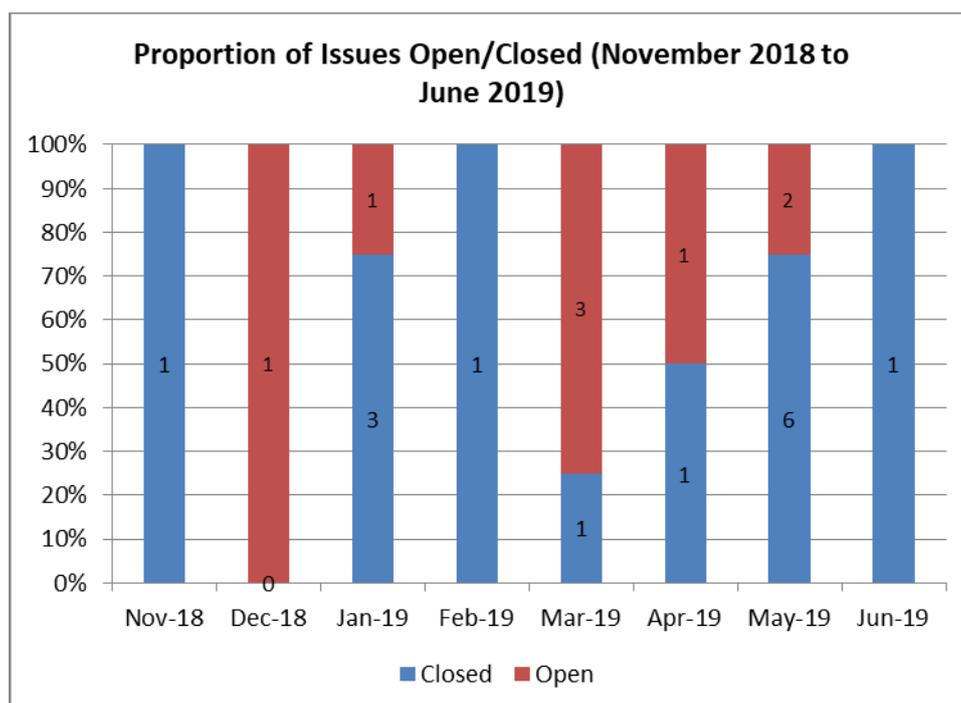
The team launched the trial at the CoG meeting in May 2019 and agreed to provide feedback on the trial to the Council at future meetings. In addition to information on the trial, the CoG also requested the IQ log is shared at each meeting to enable appropriate oversight and sharing of information amongst the Council.

Proposal

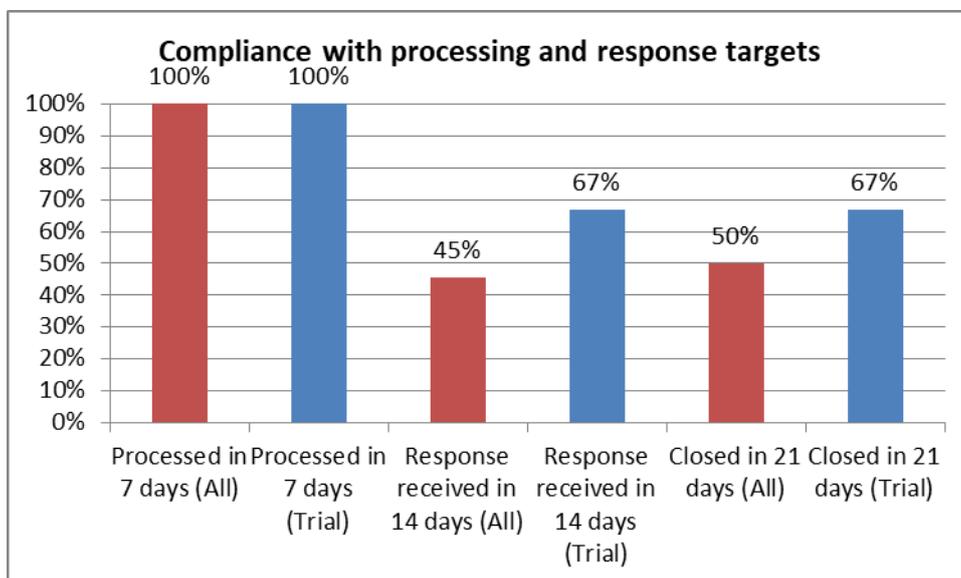
Data from November 2018 to June 2019 shows between one and seven ideas, issues or questions are raised per month with an average of three for the period. 22 ideas, issues or questions have been raised since the start of the reporting period (November 2018).



Of the 22 ideas, issues or questions raised, 14 have been closed (64%). The bar chart below shows which ideas, issues or questions remain open by the month they were raised. (Open means the answer/response is incomplete.)



The bar chart below demonstrates the improvement achieved against the 'response' and 'closure' targets during the trial period. (See page one for a description of the targets)



Informal feedback from Governors about the new process has been broadly positive. Although the launch of the trial stimulated an increase in the number of ideas, issues and questions, the higher level of enquiries has not been maintained (so far). The Corporate Affairs team will be working with Sub-group chairs to improve the process for transferring ideas, issues and questions to/from Sub-group meetings. An excerpt from the IQ Log is appended to this document (appendix one).

Decision Required

The Council of Governors is asked to note the progress with and learning from the trial and to identify any areas of the IQ log for which it requires further assurance.

Governance Table

For Board and Board Committees:	Council of Governors	
Paper sponsored by:	Richard Dobson, Public Governor – Kettering and Corby	
Paper authored by:	Richard Smith, Head of Corporate Governance	
Date submitted:	11 July 2019	
Name and date of other committee/forum at which this report/ issue was considered:	N/A	
Level of assurance gained if considered elsewhere:	Assured	
	Partially assured	
	Not assured	
Date of next report:	September 2019	
DIGBQ strategic alignment:	Develop	

	Innovate	
	Grow	
	Build	✓
	Quality	✓
Organisational Risk Register considerations:	Risk number/title	
Is the decision required consistent with NHFT's risk appetite:	N/A	
False Or Misleading Information (FOMI) considerations:	None believed to apply	
Equality considerations:	None believed to apply	

Appendix One – IQ Log (to June 2019)

Ref	Raised by	Details	Response to issue	Status	Comments
98	Kevin Boyce	Not all patients on clozapine have a CPN. Who checks these patients?	Letter from Julie. All Patients are cared for and NHFT have has no accidents in the past 5 years.	Closed	
99	Paul Joy	Is NHFT involved with the Herbert Protocol?	NHFT are involved. Email from Jackie	Closed	
100	Tony Locock	What is NHFT's position on reducing spending	Email from Gordon. He explained there has been a local reduction but not as significant as the national reduction.	Closed	Further request to see strategy (sent 11/04/2019).
101	Tony Locock	Why is there a 2 hour limit for guest wife? Can this be extended.	Paul White explained why the login access cannot be extended past 2 hours.	Open	Decided to be added as an issue after further queries.
102	Colin Cohen	NHS spending on management consultancy	Confirmed this information is in the Annual report.	Closed	
103	Kevin Boyce	Smoking facilities should be provided for PICU patients	Kevin was invited to a working group where this issue was discussed.	Closed	
104	Chris Davison	Problems in night shelter. Difficulty in accessing NHFT services.	Still awaiting response from Adam.	Open	
105	John Walker	Funding cuts in special schools - will this affect service delivery?	Email from Amanda. Cuts on cost shouldn't effect the delivery of our school nursing.	Closed	
106	Janet Hathaway	Can Governors hold onto membership forms until they are able to give them to the FT office?	Email from Sarah. Forms are allowed to be held by Governors, but should be handed into the FT office as soon as possible.	Closed	
107	Alan Clark	Trust standpoint on BBC news report. Out of area placements for patients.	Sandra discussed at CoG (16/05/2019). Alan had a further discussion with Jean.	Closed	
108	Martin Sawyer	How are complaints dealt with?	The Executives had a discussion and sent a response back to Martin.	Closed	
109	Colin Cohen	Questions relating to bullying & harassment	Colin had a discussion with Matt. David sent an email with responses to the questions.	Closed	

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110	Sam Benfield	Should this training be available to Governors?	This issue will be discussed during a meeting to see if it is necessary for Governors to take this training.	Open	Action is being progressed as a part of the mandatory training review.
111	Sam Benfield	Are staff Governors invited to the TPSF?	Charlotte confirmed that Sam is on the invite list along with the rest of the staff governors.	Closed	
112	Sam Benfield	Can a Governors photo chart be created?	Comms will be producing a Governor photo chart.	Closed	
113	Jane Petch	Refurbishment of Dryland and alternative arrangements for mental health patients.	Appropriate arrangements have been made to relocate patients. All decisions are based on what the patient wants.	Closed	
114	Kevin Boyce	Kevin noticed it is possible to hear the conversations happening in consulting rooms from outside/a neighbouring room and is concerned about confidentiality	Soundproofing in the Campbell House consulting rooms has been investigated before and not found to be a problem unless voices are significantly raised. Operational leads have been out to investigate the situation again and have found no change to the original assessment. The matter has been referred for further consideration to the Outstanding for All Project Group	Open	Further information to be sought from Kevin on the location of the issue within Campbell House
115	Tony Locock	Further information sought on NHFT's strategy for working with the voluntary sector	A paper was presented to the Performance Committee at its June meeting and shared with the Patient and Staff Sub-group at its July meeting	Closed	
116	Stuart Fitzgerald	Questions raised regarding the apparent dissolution of the staff engagement focus group on car parking	Richard Wheeler attended the Patient and Staff Sub-group meeting to provide an update on the car parking strategy. The working group would be reformed and Governors would be invited to attend	Open	

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117	John Walker	Concerns raised that staff are not getting adequate breaks/keeping hydrated.	Policy on 'working time regulations' (HRp009) shared with the Patients and Staff Sub-group at its 11 July 2019 meeting. The policy describes the Trust's expectations around staff receiving rest breaks.	Open	While recognising a policy exists to support staff to take adequate rest breaks, PSG is seeking further assurance the policy is embedded into practice
118	Richard Dobson	Information requested on the amount, proportion and cost of NHFT's PFI estate and how this compares with owned/leased accommodation	Richard Wheeler attended the March meeting of the Finance, Planning and Performance Sub-group and provided some information on estates	Open	Further information required on the price per square metre for PFI estate
119	Richard Dobson	Information sought on the business plan and process for creating the business plan for the rTMS service	Paper presented to the FP&P Sub-group meeting on 4 July 2019.	Open	Further information sought. Agreed to receive the paper being presented to the Performance Committee.