



# Our Year

Our Council of Governors' Review



Improving lives  
oxleas.nhs.uk



Dave Mellish

## Welcome

Welcome to our first Council of Governors' review which tells you, our members, about what we've been doing over the past few months, to represent you. In this review, you'll find out more about our role and the activities in which we have been involved. We've had the pleasure of meeting many members at events like the Annual Members' Meeting and the Great Get Together in Greenwich. We've also worked closely with the Board of Directors to help determine the future direction of Oxleas. We hope you enjoy this review. If you have any feedback or queries, please contact us at [governors@oxleas.nhs.uk](mailto:governors@oxleas.nhs.uk).

### What is the Council of Governors?

The Council of Governors is made up of 43 governors and the majority is elected by local people. 34 governors are elected to represent geographical, service user/carer or staff constituencies. The remaining nine governors are appointed to represent local public and voluntary sector organisations. The Council meets four times a year and Council meetings are chaired by our Chair Dave Mellish.

### The main roles of a governor

The governors act as a link between patients, the public and the Board of Directors. They raise issues with the directors and have a key role in ensuring that our non-executive directors are checking that the Oxleas executive team are delivering high quality, efficient and effective services. Other responsibilities include:

- Appointing or removing our Chair and non executive directors
- Approving the appointment of our Chief Executive
- Deciding on the remuneration and terms and conditions of non executives
- Appointing our financial auditor
- Developing our membership strategy

Did you know you are one of over 9780 members of Oxleas NHS Foundation Trust? All Oxleas staff become members when they join the trust and they are included in this figure.

During this year, 2424 people became members and of these, 1483 joined our Public constituencies, 283 joined our Service User/Carer constituencies and 658 joined our Staff constituencies.

We would always like to welcome new members, people can join by:  
 Phoning: **0300 123 1541\***  
 Emailing: **foundation.trust@oxleas.nhs.uk**  
 Visiting our website:  
**<http://oxleas.nhs.uk/oxleas-members/join-us/>**

\* Calls to this number are the same as making a local call from a landline and are usually included within your inclusive minutes if calling from a mobile.



An informal Council of Governors meeting

## Our activities since the last Annual Members' Meeting

### Autumn 2014



Katherine and Chris presenting an award

### Our annual meeting for members

Our biggest member event of the year, the Annual Members' Meeting and Staff Recognition Awards Ceremony took place on 24 September at the Indigo2 in Greenwich. It was great to see so many members there – over 550 people came along. People visited the exhibition area, enjoyed the pamper zone and heard from the Council of Governors and Chief Executive how Oxleas had performed over the year.

Members attending were asked to vote on changes to our Constitution and they voted in favour of all the changes. Oxleas' Staff Recognition Awards Ceremony also took place, including the 'Having a user focus' award which governors Katherine and Chris presented on stage.

Governor's terms of office start and finish at the Annual Members' Meeting. We therefore said goodbye to some and introduced our newly elected governors.

### Appointing a new Chair for Oxleas

The Chair, as one of the non executive directors, performs a crucial role in a NHS foundation trust as both the chair of the Board of Directors and the chair of the Council of Governors. One of the roles of the governors is to appoint the Chair and other non executive directors. As our Chair Dave Mellish is retiring at the end of October 2015 a thorough process was set up to appoint a new Chair. Governors were at the centre of this process which took several months.



Dave Mellish

### Winter 2014/15



Members at a focus group

### Planning for the coming year

Governors are fully involved in developing our plans and priorities for the coming year. This started with a workshop for governors looking at the impact of the NHS Five Year Forward View, changes in health and social services and developments within Oxleas. From this workshop, we proposed to continue with 2014/15 targets and to add one more target around increasing integrated partnerships with social care, voluntary sector and primary care.

These proposals were then taken to our Members' Focus Groups which were held across Bexley, Bromley and Greenwich in February. More than 150 members attended these groups and gave feedback on our services and suggested priorities for the future. From this, plans for 2015/16 were developed. Regular updates are given to governors on how services are developing to meet these targets.

## Considering how to improve our membership



Rob Imeson, Chair of Membership Committee

Many of us attended a 'Member Engagement and Strategy Development' training day in January. The morning session was run by GovernWell and focussed on how we can

represent the interests of members, staff, patients, carers and the public.

In the afternoon, Jo Mant, Head of Stakeholder Engagement, ran a session to help us define and develop a new three year Membership Strategy for the trust. This strategy was approved at our Council of Governors in March 2015, and this review is one of the actions we wished to take forward as part of the new strategy.

## Spring 2015



Andy Trotter

### A new Chair appointed

As part of the appointment process for the new Chair, all candidates gave a presentation to a group of governors, non executive directors and directors along with the chair of staff side (union) partnerships.

We had the opportunity to ask them questions and

everyone was asked to assess and mark the performance of each candidate.

All candidates were formally interviewed by the Nominations Committee which involved governors and was chaired by lead governor Raymond. The interview panel unanimously decided to recommend the appointment of Andrew (Andy) Trotter, OBE QPM to the Council of Governors. This recommendation was ratified by the Council of Governors in March.



Our stand at Broadway Shopping Centre

## Recruiting new members

Oxleas' Stakeholder Engagement Team spent the first week of March talking to people about membership and recruiting new members at the Broadway Shopping Centre in Bexleyheath. This was part of wider public engagement raising awareness of developments at Queen Mary's Hospital, Sidcup.

A promotional video was screened throughout the week, showing the new developments at the hospital, such as the new Cancer and Renal Centres which are great news for local people. The video also talked about membership and showed Richard talking about his role as governor and a Volunteer 2 Work (V2W) member of the Stakeholder Engagement Team, Joe Moore who is a 23 year old service user, talking about what membership means to him. You can view the video in the members' section of Oxleas' website [oxleas.nhs.uk/oxleas-members](http://oxleas.nhs.uk/oxleas-members)



Baeti, Ken and Jenny at the Great Get Together

## Summer 2015

### Engaging with the public

Our membership activity stepped up a gear during the summer as we took part in a range of local community events. One of the most successful of these was the Great Get Together in Greenwich in June. We welcomed more than 70 new members and raised the trust's profile at the community event at Woolwich Barracks.

More than 100 people visited the stall and met governors Baeti, Ken, Richard, Fola, Jenny and Shouvik. We gave an update on progress at the Cancer Centre at Queen Mary's Hospital in Sidcup and explained how members can help shape the future of Oxleas by having a voice on how to improve services.

### Choosing Oxleas' brightest stars

During July and August, governors were involved in reviewing all the staff recognition award nominations received from service users and carers, to shortlist and select the winner, runner up and commended awards for the 'Having a User Focus' category of Oxleas' Staff Recognition Awards.

Governors also took part in the main judging panel for the other Staff Recognition Award categories.

The winners will be announced at the Annual Members' Meeting in September.

Last year's Staff Recognition Awards Ceremony



## My role as a governor



Hannah, Service User/Carer Governor - Working age adult mental health

### Hannah Chamberlain

I have been involved, due to my interest in design in mental health, in consulting with the Head of Transformation and Operations at Queen Mary's Hospital, Sidcup on the redevelopment of the site. As a result, I have been appointed to the Queen Mary's Project Board and am very much looking forward to making a contribution on this important area, as design in mental and physical health has massive outcomes in terms of patient experience and recovery. By helping with such an extensive redevelopment, the Project Board will have an impact on the health outcomes from Queen Mary's for a generation.

It's a brilliant opportunity to make a difference.



Rob, Public Governor - Greenwich

### Rob Imeson

I became a Public Governor for Greenwich in September 2014. In my election statement I made it clear that I have a passionate belief in the value of the NHS. Governors have a vital role in making sure local voices are heard and in supporting and creatively challenging the Board of Directors to ensure the best possible local NHS Foundation Trust.

I experienced excellent support and training during my induction. Since September I have attended all Council of Governor meetings as well as several Board Meetings. I have visited a number of Oxleas services, as well as other non-Oxleas health related agencies in Greenwich. I have also visited several local clinics and GP surgeries to recruit new members to the trust.

Most recently, I have become the Chair of the trust's Membership Committee and I have attended the trust's working group on ensuring good working relations between Governors and the trust's non executive directors. I believe that active engagement with Oxleas can help to improve health outcomes and the quality of life for individuals through the development of good local services.

Becoming a governor has given me an opportunity to make a difference.



### Chris Purnell

I participated as a governor in a recent serious incident inquiry. Through this, I helped to produce the recommendations for changes in practice designed to prevent such tragedies happening again. I was also an active member of the Nominations Committee.

Chris, Service User/Carer Governor - Working age adult mental health



Fola, Service User/Carer Governor - Children and young people

### Fola Balogun

Since becoming a governor in October 2013, I have visited a number of services to find out more about them. For example, I've learnt about how services have been integrated in Greenwich, to make it easier for people to get the care they need from the right people. I've also taken part in a telephone survey, asking service users about their experience of the services they receive from Oxleas.

I attended all three Members' Focus Groups in February this year and have helped recruit new members at several events.

I have participated in meetings with the non executive directors where governors can ask the non executive directors questions and am a member of the Holding non executive directors to account working group.



### Andrew Waite

Greenwich Mencap has been involved with Oxleas NHS for many years. I took over as Chief Executive in September 2014, and was pleased to become a governor in October 2014 to maintain a close link with health professionals who deal with people who have a learning disability. Since then, I have had the pleasure of working with a variety of staff to explore how we can improve services further for individuals and their families.

Andrew Waite, Appointed Governor representing Learning Disabilities

## Useful Contacts

### Want to contact a governor?

You can email us at: [Governors@oxleas.nhs.uk](mailto:Governors@oxleas.nhs.uk)  
call the Trust Secretary's office (details below)  
– they will pass a message on to us.

Write to us at *c/o* **The Trust Secretary's Office,  
Pinewood House, Pinewood Place, Dartford DA2 7WG**

If you need advice or support regarding your condition, or the care you're receiving from Oxleas, you should speak to your clinician, or contact PALS if the matter is urgent.

### Patient Advice and Liaison Service (PALS)

PALS is a free, confidential service helping patients, families and carers to deal with concerns about the treatment and care we provide. Raising concerns will not harm or prejudice the care that you, or the person you care for, are given.

PALS can be contacted on  
freephone **0800 917 7159** or  
email: [pals@oxleas.nhs.uk](mailto:pals@oxleas.nhs.uk)

### Council of Governors contacts

**Sally Bryden**, Trust Secretary and Associate Director of Corporate Affairs  
Tel: **01322 625034**  
Email: [sally.bryden@oxleas.nhs.uk](mailto:sally.bryden@oxleas.nhs.uk)

**Jo Mant**, Head of Stakeholder Engagement  
Tel: **01322 625700 ext 5857**  
Email: [jo.mant@oxleas.nhs.uk](mailto:jo.mant@oxleas.nhs.uk)

**Anne Marie Hudson**, Governance and Legal Services Officer  
Tel: **01322 625752**  
Email: [anne-marie.hudson@oxleas.nhs.uk](mailto:anne-marie.hudson@oxleas.nhs.uk)

September 2015