

**A MEETING OF THE MEMBERS' COUNCIL OF
THE SOUTH LONDON AND MAUDSLEY NHS FOUNDATION TRUST
WILL BE HELD ON THURSDAY, 12TH JUNE 2008 AT 5:00 PM
IN THE BOARD ROOM, MAUDSLEY HOSPITAL**

AGENDA

Introductions and apologies for absence.

To receive any declarations of interest.

1. Presentation on the relocation of the Archive and Museum

FOR APPROVAL

2. To agree the minutes of the Members' Council Meeting held on 13th March 2008 and note any matters arising from the minutes. Attachment A
3. To agree the recommendations from the Nominations Committee: Attachment B
 - a) Replacement of Aloyse Raptopoulos
 - b) Recruitment of a Non Executive Director
 - c) Re-appointment of Patricia Connell-Julien
 - d) Note the appraisal of the Chair

FOR DISCUSSION

4. Members' Council workstreams – update from leads. Verbal
 - Improving the Patient Experience
 - Mental Health Wellbeing
 - Social Inclusion
5. Membership development strategy Attachment C
6. Roles and responsibilities of the Members' Council and Board of Directors Attachment D

FOR INFORMATION

7. Chief Executive's and Directors' reports Attachment E
8. Secretary's report Attachment F
9. Any other business.

Date of next meeting (16th September 2008)

Please send apologies to Laurence Whittle telephone 0203 288 2441 or email Laurence.whittle@slam.nhs.uk

**MINUTES OF THE SIXTH MEMBERS COUNCIL MEETING
HELD ON THURSDAY 13TH MARCH 2008
IN THE MAUDSLEY BOARD ROOM**

PRESENT:	Madeliene Long	Chair
Public Constituencies	Stephanie Correia Paula Crook Les Elliot Jaya Kathrecha John Muldoon Roger Oliver George Tagg Noel Urwin	Public (Local) Service User (Local) Service User (Local) Carer Public (Local) Carer Service User (Local) Public (Local)
Staff Constituency	Cliff Bean Peter Hayward Francis Keaney Siobhan Netherwood Dele Olajide	
Partner Organisations	Lynn Carlisle Paul Farmer Winston Tayler	Kings College London National Charity Southwark Primary Care Trust
IN ATTENDANCE:	Martin Baggaley Stuart Bell Chris Clare Patricia Connell-Julien Harriet Hall Kay Harwood Hilary McCallion Paul Mitchell Zoe Reed Gabrielle Richards Natalie Warman Laurence Whittle	Medical Director Chief Executive Non Executive Director Non Executive Director Non Executive Director Trust Programmes Co-ordinator Director of Nursing & Education Trust Board Secretary Director of Strategy & Bus Devpt Head of Occupational Therapy Standards for Better Health Membership Officer
APOLOGIES:	Ron Arkle Rachael Collins Amanda Easton Andrew Eyres Patricia Moberly Magda Moorey Prof John Moxham Crada Onuegbu Paul Paterson Aloyse Raptopoulos Caroline Taylor Gill Todd	Service User (National) Public (Local) Service User (National) Lambeth Primary Care Trust Guys & St Thomas NHS FT Lewisham Primary Care Trust Kings College Hospital NHS FT Lewisham Borough Council Service User (Local) Service User (Local) Croydon Primary Care Trust Staff

Ref	Item	Who	When
MC/ 08/01	<p>INTRODUCTIONS</p> <p>Madeliene Long welcomed everyone to the meeting.</p>		
MC/ 08/02	<p>DECLARATIONS</p> <p>It was noted that declarations of interest could be given at any point during the meeting. Madeliene Long made a declaration as a Lewisham Councillor.</p>		
MC/ 08/03	<p>MINUTES OF THE MEETING HELD ON 13th DECEMBER 2007</p> <p>The minutes of the meeting held on the 13th December 2007 were agreed as an accurate record.</p>		
MC/ 08/04	<p>APPOINTMENT OF THE TRUST'S AUDITORS</p> <p>Madeliene Long reported that John Muldoon, Donatus Anyanwu, Noel Urwin, Siobhan Netherwood and Francis Keaney had put themselves forward to be Members' Council nominees on the panel responsible for appointing the Trust's auditors.</p> <p>AGREED:</p> <p>Three would be selected from this pool at the appropriate time depending on availability.</p>	GH	
MC/ 08/05	<p>WORKSTREAM BIDS</p> <p>Paul Mitchell reported that an encouragingly large number of bids for funding via the three workstreams had been received - Improving the Patient Experience (66); Mental Health Wellbeing (171) and Social Inclusion (62); Total (299). He outlined the proposed approval process for agreeing funding for the bids.</p> <p>AGREED:</p> <p>A pack containing all the bids broken down by constituency should be sent to the Members' Council along with the proposed approval process.</p>	PM	
MC/ 08/06	<p>ANNUAL PLANNING PROCESS</p> <p>Zoe Reed gave a presentation on the annual planning process. Madeliene Long explained that this was to provide an opportunity for the Members Council to influence the Board of Directors during the next stage of the forward planning and decision making process.</p>		

The list of bids received relating to the work streams on Improving the Patient Experience, Mental Health Wellbeing and Social Inclusion were distributed and those Members present worked at four tables and identified the following themes:

Mental Health Wellbeing [1]

- Social and space
- Arts and music
- Physical activities

This group suggested looking at the sustainability of bids.

Mental Health Wellbeing [2]

- Developing the land available on the Bethlem site e.g. growing flowers and vegetables for use on site, keeping chickens for supply of fresh eggs. The development of the gardens could provide the potential to involve a well known gardening personality and generate positive publicity.
- Holding tea dances
- Provision of complimentary therapies – possibly holding a ‘well-being day’
- Outings to places of interest / entertainment
- Physical activities
- Holidays, e.g. hiring a holiday home for three months and letting it out weekly using timebanking system
- Cognitive Behavioural Therapy for carers – short course [say group of 5]

Improving the Patient Experience

- Social networking
- Activities:
 - exercise
 - creative activities
 - education activities, e.g. reducing stigma
- Carers
- Buying things for services to improve the environment

Social Inclusion

This group had, when looking at the list, tried to identify what might be considered the responsibility of the Trust to fund, e.g. purchase of IT equipment, gym equipment, decorating of wards, leaflets. From this point they had come up with the following list:

- Getting out and reducing isolation. Getting people to engage in what exists in the community
- Encouraging artists / performances
- Arts festivals
- Trips
- Music
- Café
- Overarching aim – things happening in the community – it’s about getting involved.

Additional comments included:

- Focusing on using the funding on things that are beneficial and that would not otherwise get funded.

	Stuart Bell also reported that The Trust will be participating in a joint response to the London-wide review undertaken by Lord Darzi (Consulting the Capital / A Framework for Action) alongside Guy's and St. Thomas' and King's College Hospital Foundation Trusts and King's College London.		
MC/ 08/10	<p>ANY OTHER BUSINESS</p> <p>Peter Hayward suggested that the Members Council should support an initiative to save energy and lighting costs. Madeliene Long asked that this be taken up with the Director of Estates.</p>	PM	
MC/ 08/11	<p>DATE OF NEXT MEETING</p> <p>The next meeting will be on Thursday, 12th June 2008 at 5.00 pm in the Board room, Maudsley Hospital</p>		

PNJM / March 2008

Z / Members Council / meetings / 2008 03 13 / App A MC minutes 2008 03 13

Attachment B

MEMBERS' COUNCIL – SUMMARY REPORT

Date of meeting: 12th June 2008

Name of Report: Report from the Nominations Committee

Author: Paul Mitchell

Presented by: Madeliene Long

Purpose of the report:

- To note the resignation of Aloyse Raptopoulos and agree a replacement.
- To approve the timetable for the recruitment to the vacant non executive Director's post.
- To approve the recommendation for the re-appointment of Patricia Connell-Julien as a Non Executive Director.
- To note the appraisal of the Chair.

REPORT FROM THE NOMINATIONS COMMITTEE

1. Vacancy on the Nominations Committee

The resignation of Aloyse Raptopoulos was noted. Madeliene Long has written thanking her for the contribution she has made to the work of the Nominations Committee and to the appointment of high quality Non Executive Directors.

Recommendation: Nominations are sought prior to the meeting of the Members Council for a representative from the patients' constituency (service users and carers). Self nominations should be sent to Paul Mitchell, Trust Board Secretary by 5.00 pm on Wednesday, 11th June 2008 for consideration at the meeting.

2. Non Executive Director vacancy

The specification to fill the Non Executive Director vacancy was considered. Key requirements were experience of operating at a senior / board level and a commitment to and passion for the NHS, and in particular to enhancing mental well being within our community. Noel Urwin will report further on the qualities required at the Members' Council meeting.

The timetable for recruitment is:

Advertise – 27th June
Closing date – 18th July
Shortlist – Week commencing 28th July
Interview – 1st September
Ratify – 16th September

Recommendation: To approve the proposed timetable.

3. Re-appointment of Patricia Connell-Julien

It was reported that Patricia Connell-Julien comes to the end of her first term as a Non Executive Director on 31st October 2008. She participated in the review of the whole Board skills conducted by KPMG in 2007, following the establishment of the Foundation Trust, and has been subject to appraisal by the Chair on annual basis. She has been the lead Non Executive Director for the Mental Health Act, and as such was particularly involved in the arrangements necessary when the Foundation Trust was formed, and has also been closely involved in the preparations for implementation of the new Act. The Chair's review of the performance has been concluded and endorses Patricia Connell-Julien's continued ability to contribute to the Board in the light of the knowledge, skills and experience required.

Recommendation: The Members Council approves the reappointment of Patricia Connell-Julien for a further term as a Non Executive Director.

4. Report on the appraisal of the Chair

The report on the annual appraisal of the Chair was considered which had been carried out by an external consultancy which had included feedback from various stakeholders. The Nominations Committee was satisfied that the process was sufficiently robust and was an improvement on the system used within other Foundation Trust's whereby the process is conducted by a Senior Independent Director and was satisfied that there was a positive outcome. The detailed content of the review remains confidential to the Chair.

PNJM / June 08

Z: members council / meeting 2008 06 12 / att b report of the nominations committee

Attachment C

MEMBERS' COUNCIL – SUMMARY REPORT

Date of meeting: 12th June 2008

Name of Report: Developing the membership base of the organisation

Author: Paul Mitchell

Presented by: Paul Mitchell

Purpose of the report:

- To note the increase in membership numbers between March 2007 and March 2008 and discuss the proposed activity to March 2009.
- To consider the questions highlighted in the report:
 1. How can we create incentives for people to join and remain as part of this team (membership development)?
 2. How can we maximise the opportunities of being part of the AHSC to develop membership activity?
 3. What other means of developing the membership base can we consider?
 4. Are these targets (for the next three years) achievable?
 5. Question – Will these targets be sufficient to meet possible future compliance targets from Monitor?

DEVELOPING THE MEMBERSHIP BASE OF THE ORGANISATION 2008/09 TO 2010/11

1. Introduction

The Trust is proposing a three year programme which builds on the membership development strategy published in August 2006. It recommends a three year plan to increase the membership base of the Foundation Trust to 12,000 members by March 2011.

2. Membership increase during 2007/08

The chart below shows the total number of members recruited as at 31st March 2008 compared to the number in 31st March 2007.

The Trust has continued implementing the strategy to develop its membership by using a networked approach. Progress has been made and membership as at 31st March 2008 was 4,294 (see table below).

Constituency	March 07	March 08	Annual increase (%)
Public	731	1,071	46.5
Service User	601	701	16.6
Carer	169	215	27.2
Staff	1,581	2,307	45.9
Total	3,082	4,294	39.3

Whilst this is well above the target set in the 2006/07 Annual Plan the membership base remains comparatively small compared to other FTs.

We need to increase membership numbers in order to widen and deepen the membership base of the organisation. In addition, the Department of Health and Monitor will be scrutinising membership numbers closely over the coming year. Greater activity needs to take place on membership development.

3. Activity 2007/08

Since the submission of the 2006/07 Annual Plan, the Trust has had a presence at the following:

- Sunfayre (July 07)
- Annual Public Meeting (September 07)
- Southwark Faith Group (October 07)
- River House opening (January 08)

We have also begun networking with other organisations, most notably, Cooltan Arts, Oasis and Cares for Life.

During 2007/08 the membership office has increased the frequency that it communicates with its members by publishing a quarterly Members' Newsletter, circulating a monthly e-Bulletin and has started the process of upgrading its website in order to improve the online involvement of members.

All new staff are now opted in to the staff constituency and staff leavers join the public constituency.

During the first two weeks of December 2007 HQ staff visited a large range of services around SLAM's directorates to actively recruit members and provide information at these sites.

Bids for funding were invited by the three workstreams established by the Members' Council. A condition of application was membership of the FT. This led to a noticeable increase in membership applications during the period when the bidding process was being publicised.

4. Proposed activity 2008/09

4.1 Membership development team

The Trust is in the process of establishing a team of staff and members to be responsible for membership development activity. This will operate by these individuals using their roots in local communities to raise the profile of the Trust, explain the benefits of membership and consequently to extend the membership base of the organisation. Discussions are taking place with PPI leads to identify individuals who would like to join this team. The initial plan is that the team will consist of around 50 people. It is proposed that this is given some branding, the term "Membership Plus" has been suggested.

A schedule of all known events is being compiled in the membership office - Appendix A. This will enable members of the team to attend events in local communities so as to promote membership of the Trust.

Question – How can we create incentives for people to join and remain as part of this team?

4.2 Mail shot to target specific under represented areas

The Trust will undertake a mail shot to increase membership and specifically any under represented areas. Other Trusts have shown that this is a reliable method of increasing the number of members.

4.3 Staff

Agreement in principle has been reached to a process for opting in the staff who did not join at the time of authorisation. There will still be the opportunity for these staff to opt out if they so desire, however this process should substantially increase the staff membership constituency.

4.4 Working through the AHSC

Question – How can we maximise the opportunities of being part of the AHSC to develop membership activity?

4.5 Seminar programme

A programme of seminars is being produced - Appendix 2. These will provide information relating to popular topics selected from the returned membership questionnaire. Members will be encouraged to bring along a friend / colleague provided that they sign up to membership.

4.6 Others

Question – What other means of developing the membership base can we consider?

4. Targets

The combination of mail shots and more membership developmental work should make a doubling of the public constituencies achievable. A combination of new joiners to the organisation plus a targeted attempt to persuade more current staff to join should make a 50% increase achievable. The combined impact would be as illustrated in the table below.

For the following years the following factors are built into the proposed targets:

Public, service user and carer constituencies to increase annually by 2,000 (1,250 public; 500 service users; 250 carers). Staff to increase by over 500 in 2009/10 by which time all staff will be members with the exception of the residual number of who wish to opt out of membership.

Constituency	Mar 2008	Target Annual increase (%)	Target Members Mar 2009	Target Annual increase	Target Members Mar 2010	Target Annual increase	Target Members Mar 2011
Public	1,071	100.0	2,142	1,250	3,392	1,250	4,642
Service User	701	100.0	1,402	500	1,902	500	2,402
Carer	215	100.0	430	250	680	250	930
Staff	2,307	50.0	3,461	539	4,000	0	4,000
Total	4,294	73.1	7,435	2,539	9,974	2,000	11,974

Question – Are these targets achievable?

Question – Will these targets be sufficient to meet possible future compliance targets from Monitor?

Appendix A

Schedule of Events 2008/09

Event	Date & time	Details	Who's attending
Cares of Life	June – August 08	Southwark Events throughout June until August. Organise events on a Monthly basis.	N/A
Camberwell Arts Festival	14 th – 22 nd June 08	Camberwell – IOP Celebration of the thriving cultural scene in SE5	Laurence Whittle
A Maudsley education in the 60s: Making sense of psychiatry and counter-culture	25 th June 08 5:00pm – 18:15pm	IOP – Wolfson Lecture Theatre (Provisonal) A personal account of the Maudsley Hospital in the 1960s	Laurence Whittle
TWIG (SLaM Trust wide Involvement Group)	26 th June 08 9:30pm – 4:30pm	Franklin Wilkins building, Kings College campus Waterloo Paul Mitchell will be presenting a Membership workshop	Laurence Whittle and Paul Mitchell
Cooltan Arts Annual General Meeting	30 th June 08 5:30pm - 8:30pm	Cooltan Arts Discuss ideas and methods that will help Cooltan Arts move forward into a new stage of existence.	Laurence Whittle
Sunfayre	12 th July 08 12:00pm – 5:00pm	Bethlem Royal Hospital Summer Fair, this year the Sunfayre will make 60yrs of the NHS.	Laurence Whittle and Paul Mitchell
Bonkersfest	19 th July 08 12:00pm – 9:00pm	Camberwell Green Mental Health awareness	Olive Lewis from Cares of Life
Charity Cricket Tournament	20 th July 08 10am – 7:00pm	Dulwich Cricket Ground A charity cricket tournament to help raise funds for psychiatry research trust.	Laurence Whittle Paul Mitchell
Annual Public Meeting	16 th September 08 (Time to be confirmed)	(Location to be Confirmed) To present the Annual Report Financial and Professional position of the Trust and to discuss the future direction of the Trust.	Membership Development Plus
Cycle Ride	8 th August (Time to be confirmed)	Maudsley Hospital 10 mile bike ride from Maudsley Hospital – Tate Gallery and back again. To	Laurence Whittle Health and Safety qualified participant Cooltan Arts staff

		Promote Membership and help raise money and awareness for Cooltan arts.	
Sponsored Walk	11 th October 08 (Time to be confirmed)	Maudsley Hospital 5 mile walk from Maudsley – Tate Gallery to promote Membership, help raise money and awareness for Cooltan Arts and celebrate World Mental Health Day	Laurence Whittle Julie Jones Additional Membership support team.
Members' Council Elections	Sept – October 08	Membership General Election to the Members Council	Laurence Whittle Gina Armstrong – Electoral Officer

Appendix B

Programme of seminars 2008/09

Members' Seminar Depression*	(TBC – 7 th Oct)	Wolfson Lecture Theatre	Membership Development Plus
Members' Seminar Obsessive Behaviour Disorder	(TBC – 14 th Oct)	Wolfson Lecture Theatre	Membership Development Plus
Members' Seminar Cognitive Behavioural Therapy	(TBC – 21 st Oct)	Wolfson Lecture Theatre	Membership Development Plus
Members' Seminar Emotional Disorder	(TBC – 27 th Oct)	Wolfson Lecture Theatre	Membership Development Plus

*Topics for Members' Seminars were selected from the highest requested options from the results of the Members' Questionnaire. These are however provisional and are subject to change.

MEMBERS' COUNCIL – SUMMARY REPORT

Date of meeting: 12th June 2008

Name of Report: Roles and responsibilities

Author: Paul Mitchell

Presented by: Paul Mitchell

Purpose of the report:

- To discuss the respective roles and responsibilities.
- To agree to arrange a joint meeting in July between the Members council and Board of directors to explore further the issues raised in the report.

DRAFT

ROLES AND RESPONSIBILITIES

**A FRAMEWORK FOR WORKING BETWEEN THE
BOARD OF DIRECTORS AND MEMBERS' COUNCIL**

ACKNOWLEDGMENT

This paper has been deliberately based on the document “Working Together” produced by the Kings College Hospital Foundation Trust so as to ensure a consistent approach to governance issues by partners of the Academic Health Sciences Centre.

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2. Roles and responsibilities

Roles and responsibilities of Directors and Governors (Members Council at SLaM) are set out in the Health and Social Care Act [Community Health and Standards] 2003, in the Trust's Constitution and in Monitor's Codes of Governance and Compliance. All of these documents have been drawn upon in seeking to define the roles and responsibilities outlined below.

2.1 Role of the Board of Directors

- The Board of Directors is collectively responsible for the exercise of the powers and the performance of the NHS Foundation Trust
- The Board of Directors' role is to provide active leadership of the Trust within a framework of prudent and effective controls which enables risk to be assessed and managed.
- The Board of Directors is responsible for ensuring compliance by the Trust with its terms of authorisation, its constitution, mandatory guidance issued by Monitor, relevant statutory requirements and contractual obligations.
- The Board of Directors sets the Trust's strategic aims, taking into consideration the views of the Members' Council, ensuring that the necessary financial and human resources are in place for the Trust to meet its objectives and review management performance.
- The Board of Directors as a whole is responsible for ensuring the quality and safety of healthcare services, education, training and research delivered by the Trust and applying the principles and standards of clinical governance set out by the Department of Health, the Healthcare Commission, and other relevant NHS bodies.
- The Board of Directors is responsible for ensuring that the Trust exercises its functions effectively, efficiently and economically.
- The Board of Directors sets the Trust's values and standards of conduct and ensures that its obligations to its members, patients and other stakeholders are understood and met.
- As a unitary board, all Directors, Executive and Non Executive have joint responsibility for every decision of the Board of Directors and share the same liability. This does not impact upon the particular responsibilities of the Chief Executive as the accounting officer.
- Non Executive Directors are responsible for determining appropriate levels of remuneration of Executive Directors and have a prime role in appointing, and where necessary removing, Executive Directors, and in succession planning.

2.2 Role of the Members' Council

- To support the Board of Directors in setting the longer-term vision for the Trust, to influence proposals to make changes to services and to act in a way that is consistent with NHS principles and values and the terms of the Trust's authorisation.
- To engage in dialogue with and provide advice to the Board of Directors with regard to the Trust's future vision and strategy and to act as a source of ideas about how the Trust can provide its services in ways that meet the needs of the community it serves.
- To review annually the extent to which the Trust is meeting its objective of delivering high quality services.
- To work with the Board of Directors on such other matters for the benefit of the Trust as may be agreed between them.
- To exercise other functions at the request of the Board of Directors.
- To be consulted by the Board of Directors of the Trust regarding the information to be given to Monitor as to the Trust's forward planning in respect of each Financial Year and to give their views to the Board of Directors for the purposes of the preparation by the Board of Directors of any document containing such information which is to be given to Monitor.
- To respond as appropriate when consulted by the Board of Directors.
- To exercise such other powers and to discharge such other duties as may be conferred on the Members' Council under the Constitution.

The legislation relating to NHS Foundation Trusts lists a number of further responsibilities for the Members' Council:

- The Members' Council is to appoint the Chair and other Non Executive Directors of the NHS Foundation Trust at a general meeting.
- The Members' Council may remove the Chair or Non Executive Directors of the NHS Foundation Trust. Such removal must occur at a general meeting of the Members' Council and it requires the approval of three quarters of the Members' Council.
- Appointment of the Chief Executive by the Non Executive Directors requires the approval of a majority of the members of the Members' Council.
- It is for the Members' Council to appoint or remove the auditor at a general meeting of the Council.
- The Members' Council is to be consulted on forward planning by the Board of Directors and the Board of Directors must have regard to their views.

- The annual report and accounts, and the report of the auditor must be presented to the Members' Council at a general meeting.
- The Health and Social Care Act provides that all the powers of the NHS Foundation Trust are to be exercised by its Directors. The Members' Council cannot therefore veto decisions made by the Board of Directors.
- The Members' Council is not responsible for the day-to-day running of the organisation.

3. How the Board of Directors and Members' Council will work together

3.1 Engagement between the Board and Members' Council

Meetings of the Board of Directors

Board of Director meetings are held monthly in public and a report of Members' Council activity is a standing item on the Board agenda. A representative of the Members' Council will present the report.

The Agenda and supporting papers are placed on the Members' Council extranet and the Trust website.

As a Foundation Trust, the Board of Directors is not required to hold its meetings in public, but feels that it is important to do so, where possible, from the point of view of openness and public accountability.

The Board of Directors reserves the right to hold part of its meeting in private session, with Directors only present. This is provided for by the Public Bodies (Admission to Meetings) Act 1960 and Monitor's Code of Governance. This is to cover matters involving staff or patient information and items which are commercial in confidence.

Meetings of the Members' Council

Members' Council meetings are held in public (as required by the National Health Service Act 2006). Directors are expected to attend Members' Council meetings so as to help integrate the governance arrangements.

Like the Board of Directors, the Members' Council may reserve the right to hold part of its meetings in private session, with only the Members' council present in order to consider confidential items, and this is provided for in their Standing Orders.

Joint meetings

A joint seminar for both the Members' Council and Board of Directors will be held in July 2008 to review the working relationship and to agree a work plan for the Members' Council for the following year.

3.2 Provision of information to the Members Council

The information provided to the Members' Council must be relevant and appropriate to enable the Members' Council to discharge its roles and responsibilities (see section 2.2 above). It needs to be manageable in terms of volume, and presented succinctly and clearly to enable the Members' Council to quickly identify and understand key issues.

The Chief Executive will inform the Members' Council regularly about the performance of the Trust via his report to the meetings of the Members' Council which is a standing item on the agenda.

The Trust will provide a range of information and channels of communication to help the Members' Council to be aware of current issues and to discharge their role effectively. These include:

- A quarterly members' newsletter, giving information about the Trust, and Members' Council activities.
- A monthly e-bulletin.
- The Trust's Annual Public Meeting, to which all members are invited
- A dedicated members' section on the Trust's website, which is in the process of being upgraded.

3.3 Dispute resolution

The Members' Council and Board of Directors are committed to working together constructively and collaboratively, and thus any differences of opinion or issues of concern which arise can be dealt with through informal channels. All on the Members' Council have access to the Chair, Chief Executive and other Directors, and are actively encouraged to contact them in the event of any concern.

Where these informal channels have failed to resolve a dispute between the Members' Council and the Board of Directors, a formal procedure is detailed in the Trust's constitution (Annex 9 Para 10.4).

PNJM / May 08

U / members council / roles and responsibilities v1.2

MEMBERS' COUNCIL – SUMMARY REPORT

Date of meeting: 12th June 2008
Name of Report: Chief Executive's report
Author: Paul Mitchell
Presented by: Stuart Bell

Purpose of the report:

To update the Members' Council on:

- Trust issues
- Board issues
- London Health Economy issues

Chief Executive's Report

June 2008

1. Trust Issues

The results of this year's NHS staff survey have been published by the Healthcare Commission. The SLaM FT survey was conducted by an independent organisation who invited anonymous feedback from a random sample of 850 staff across the organisation, 51% of whom responded. This is the best return rate that we have obtained since the surveys were introduced. The results contain many positive messages, including the number of people who have taken up training, education and development opportunities.

One of the pieces of feedback we have had in the past is that staff value the fact that the Trust has a clear policy that it does not consider it reasonable for any member of staff to experience violence, aggression or harassment while at work. We have launched a poster campaign across all sites which reinforces the 'zero tolerance' approach to violence and aggression - whether experienced by staff, patients, carers or visitors.

One of the most encouraging statistics is that staff job satisfaction is above average for mental health Trusts.

The SLaM FT survey results are available on the Human Resources intranet. The results have been analysed and Louise Norris, Director of Human Resources has produced an action plan to address the findings.

Workstream activity is continuing with our partner organizations in the Academic Health Sciences Centre - King's College Hospital Foundation Trust, Guy's and St. Thomas' Foundation Trust and King's College London University. We are working closely together as a strategic alliance and developing a model that is operating in other parts of the world e.g. Johns Hopkins in USA and Karolinska in Sweden.

The criteria, outlined in the Darzi report *Healthcare for London*, which an AHSC needs to fulfil are:

- Integrated governance
- Internationally recognised excellence in research and clinical practice
- Clear, integrated funding streams for research and teaching
- Integrated leadership and career paths
- Joint programmes which combine clinical and research work
- Commercial expertise

2. Board issues

Following the April Board meeting the Trust has submitted the following compliance documentation:

- Standards for Better Health compliance declaration plus relevant accompanying reports from the Members Council, LA Overview and Scrutiny Committees and Safeguarding Committees.
- Quarter 4 Finance and Governance returns to Monitor.

3. London Health Economy Issues

The *Picture of Health (Outer South East London)* consultation closed on 7th April 2008. A response was made from the four partners of the Academic Health Sciences Centre. We emphasised that we look forward to working closely with the *Picture of Health Team* and others across outer South East London in the development of detailed clinical service delivery models, following the consultation process. Imperial College will provide an independent analysis of the responses to the consultation. The PCTs are aiming to make a final decision towards the end of June 2008.

Over 5,000 individuals and organisations responded to the consultation "*Healthcare for London: Consulting the Capital*", which closed on 7th March 2008. Respondents were asked for their views on proposals contained in ten chapters of the consultation document which included mental health services.

On the subject of better local services, 51% of respondents supported the proposal that almost all GP practices in London should be part of a polyclinic, either networked or same-site. Over three-quarters thought it would be useful if GP surgeries were open for appointments in the evenings and at weekends. 67% of respondents felt that greater investment should go to community support for long-term conditions, such as diabetes and arthritis. There was good support for more outpatient care and minor procedures to be carried out in the community.

Primary Care Trust Boards considered proposals for action during the week commencing 19th May. On 12th June, the Joint Committee of PCTs is scheduled to meet in public to consider the recommendations and make decisions to shape the health strategy for London over the next 10 years.

Stuart Bell
Chief Executive
June 2008

Z / Members Council / meeting 2008 06 12 / Chief Exec report Jun 08

MEMBERS' COUNCIL – SUMMARY REPORT

Date of meeting: 12th June 2008
Name of Report: Secretary's report
Author: Paul Mitchell
Presented by: Paul Mitchell

Purpose of the report:

To update the Members' Council on the following issues:

- Members' Council changes
- Membership numbers
- Communications

**Members Council 12th June 2008
Trust Board Secretary's report**

1. Members' Council changes

Councillor Lorna Campbell has replaced Councillor Donatus Anyanwu as appointed representative of Lambeth Borough Council.

Communication is taking place with elected and appointed people on the Members Council who have not attended the three recent meetings.

Discussions have commenced with the Association of Electoral Administrators regarding the timing of elections later this year. It is proposed that a 40 working day election schedule commences in late August running to mid October. This will provide sufficient time for induction of any new people without risking running elections over the most busy part of the holiday period.

2. Membership numbers

The number of members at 31st May 2008 was 4,442.

3. Communications

The next quarterly Members Newsletter will be circulated in mid July.

The Members website will be revamped to take on board comments received from members. It is hoped that this can be launched by September 2008.

Paul Mitchell
Trust Board Secretary
June 2008