

THE NEWCASTLE UPON TYNE HOSPITALS NHS FOUNDATION TRUST

COUNCIL OF GOVERNORS

GOVERNORS AWAY DAY – 26<sup>th</sup> JANUARY 2010

1. INTRODUCTION

The theme for the away day was “*Optimising local accountability and Governors’ performance*”. 20 governors attended and four of the Non-Executive Directors. The day began with scene-setting presentations by Sir Leonard Fenwick, Chief Executive on ‘where we are now, where we want to be in three years and the key priorities and challenges we face to get there’ and by David Allison, Chief Operating Officer on ‘What do Directors want from governors? How can governors help the Board to deliver their vision?’.

The Trust Secretary then set out the role and responsibilities of governors, based upon the extant Monitor guidance and the current position.

Roundtable work then addressed

- i) observations and Governor responses on the direction of the Trust and its Priorities and Challenges
- ii) the issues and projects to be addressed in consequence
- iii) How governor roles and responsibilities might change in the light of the new guidance.

Feedback on this is set out overleaf.

The afternoon session focused on how Governors could optimise local accountability and improve their performance. A debate was initiated about current methods of working, what worked well and where improvements might need to be made.

2. OUTCOMES

The key outcome of the day was the establishment of an informal working group of governors, led by the Chairman, to address the specific issues of governor working groups, the “lead governor” role and the possibility of designating a “senior governor”. Agenda item 6(i) and the previously circulated report from the informal working group set out these proposals in detail.

3. RECOMMENDATION

To receive the report and address the proposals from the informal working group.

**Steven Reed**  
**Trust Secretary**  
**March 2010**

## AWAY DAY FEEDBACK

### Key Themes

- Better PR (nationally as well as locally)
- Patients Choice must be promoted
- Remove barriers/obstacles from GPs, i.e. make communication with consultants and patient referrals easier. eRecord as a conduit
- Is there “customer satisfaction” surveys for GPs and Patients?
- Generate pride in our local hospital(s)
- “Choose and Book” currently works against the Newcastle Trust and needs to be made easier, to underpin Patients Choice
- “Attitude”, integration with each other from patients to professionals
- Commissioning - how to improve
- Relationship with PCT Appointment Governors
- How to identify areas of Governor contribution
- Too much bureaucracy across the NHS
- Improving effective involvement of Governors inc. Stakeholders – impact on structure; different roles of Appointed Governors.
- Get feedback from visits by doctors to doctors
- Governors should contribute to the Quality Agenda

### Potential Structure for Governors' Work

Statutory Duties	Member Engagement	Project Work	Finance	Quality
Skills		Constituencies	Different Governors	
Local Accountability			Executive action	