

Governors' Bulletin

January 2016

Governors Working For You

As Governors at Norfolk and Suffolk NHS Foundation Trust (NSFT), we provide a link between local people and the Trust's Board of Directors.

We are unpaid volunteers with an interest in mental health who are elected from within the Trust's membership body, and are responsible for representing the interests of members and the public, and holding the non-executive directors to account for the performance of the Board of Directors.

Our Council of Governors meets in public at least every quarter, when we highlight any issues or concerns to the Trust, while also contributing to its strategic priorities.

This brief bulletin aims to update you on some of our recent work on your behalf, and will be issued following each quarterly meeting.

The Thursday, 7 January, meeting, held in Norwich, heard how over the past few months the Governors have played a key role in a number of areas. Highlights include:

E-rostering

The Trust recently introduced an electronic system for staff to input their preferred shifts and to make more efficient use of staff resources, as well as reduce the need for agency or locum staff. The Council of Governors heard from Staff Governors that the way the system is working at present is having an adverse effect on staff morale.

The Board of Directors stated that they were aware of some issues and the e-rostering team investigated all reported problems and advised management on how the system could be better used to accommodate reasonable requests.

Governors understand the reasons for introducing e-rostering but we have requested an urgent review with staff representatives about the causes of the problems identified so reasonable solutions can be found.

Lorenzo

Lorenzo is a multi-million pound IT system introduced last year, which brings patient records together in one place. It is designed to ensure comprehensive knowledge of a patient or service user's history. Governors are aware that the introduction of any IT system takes time to bed down but we require assurance that where there are problems these are resolved.

Because of the impact on staff and the need to be assured that problems are being listened to and acted upon, both e-rostering and Lorenzo will be standing items on our Council agenda.

Dialogue with service users and carers is integral to care plans

As Governors, we continue to hear that some service users and carers are not always being fully involved in care and discharge plans, which can lead to confusion and anxiety. We are seeking assurances that all staff carry out the Trust's policy of fully involving service users and carers. We will continue to monitor outcomes.

Dementia in Perspective

The next member event organised by Governors is on Thursday, 18 February at the King Centre in Norwich. Dementia is a subject that most of us know a little about but there are many perspectives to be explored. At this member event we will look at research and best practice, the different types of dementia, steps to reduce the impact of dementia and we will hear from a carer and a service user about their experiences.

As these events are very popular, you are advised to book early by visiting:

<https://www.surveymonkey.co.uk/r/Dementia2016Feb>. A similar event will be held in Ipswich in the autumn.

Our next **Governors' meeting** will take place on Thursday, 7 April 2016, starting at 1pm, with the venue in the King Edmunds Chamber at Endeavour House, Ipswich IP1 2BX. All are welcome to attend.

For more information or to contact the Governors, please email: governors@nsft.nhs.uk
You can also log on to our web pages at: www.nsft.nhs.uk/governors

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