

Governors' Bulletin

April 2017

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. We 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. 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 the recent work we have carried out on your behalf, and will be issued following each quarterly meeting.

The Thursday 6 April meeting, held in Ipswich, heard how over the past few months the Governors have played a key role in a number of areas. Highlights include:

- **Staff lanyards**

The Chief Executive has promised that further enquires will be made about personalising the lanyards that staff wear around their neck. Governors are keen to respond to user comments that the job role of staff should be easily identified.

As soon as information is available from the wider NHS family, if financially viable, a staff / service user survey and a business case will be put together.

- **Workloads**

Governors have sought assurance that staff workloads are being actively managed and continuously assessed. We have been assured that a workload weighting system is in place that considers level of staff risk and vulnerability together with expected contact time.

We do, however, remain concerned that that there is serious pathway congestion in community teams which needs to actively monitored.

- **Membership strategy revised**

A new strategy has been approved which prioritises the recruitment of underrepresented groups, in particular young people, men and carers.

- **Mortality review**

Governors received a report showing actual mortality figures in respect of people who have died within 12 months of receiving care or treatment from the Trust.

The analysis has built upon the recommendations of the Veritas report into unexpected deaths.

The Trust has put in place actions to learn from every serious incident and has also agreed that all service changes must be evaluated in terms of probable risks. It was noted that in the data collected by an independent organisation for NHS England, the NSFT death rate per 1,000 NSFT service users for 2014 / 15 was below the England average.

- **Knowledge of voluntary support groups**

Our area is fortunate to have an impressive number of voluntary support groups who assist people with mental health conditions. However, knowledge of such groups is a bit patchy in some localities.

Governors are keen that all front line staff have ready access to information which could help complement what the Trust provides and provide useful support to users and carers.

The Chief Executive has taken away an action to see how the Trust can improve the dissemination of information that is already available in Norfolk and Suffolk but may not be known by staff.

- **Non-executive director (NED) recruitment**

Governors are very much part of the process for the recruitment of NEDs.

A vacancy will fall due soon so the recruitment process has started to appoint a NED with skills and experience in strategic finance alongside the broad range of experience expected of a NED. The successful applicant will hopefully be in place by September.

Our next Governors' meeting will be taking place on 6 July at The King's Centre in Norwich. 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 webpages at: www.nsft.nhs.uk/governors

Catherine Wells

Lead Governor
Norfolk and Suffolk NHS Foundation Trust

Andrew Good

Suffolk Public Governor
Norfolk and Suffolk NHS Foundation Trust

Patient Advice and Liaison Service (PALS)

NSFT PALS provides confidential advice, information and support, helping you to answer any questions you have about our services or about any health matters.



If you would like this leaflet in large print, audio, Braille, alternative format or a different language, please contact PALS and we will do our best to help.

Email: PALS@nsft.nhs.uk
or call PALS Freephone: 0800 279 7257

Norfolk and Suffolk NHS Foundation Trust values and celebrates the diversity of all the communities we serve. We are fully committed to ensuring that all people have equality of opportunity to access our service, irrespective of their age, gender, ethnicity, race, disability, religion or belief, sexual orientation, marital or civil partnership or social and economic status.



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NSFTTrust

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