

**THE ROYAL WOLVERHAMPTON NHS TRUST**

**Minutes of the Council of Members meeting held on  
Monday 16<sup>th</sup> December 2019**

**Date:** Monday 16<sup>th</sup> December 2019  
**Venue:** Room 7, Wolverhampton Medical Institute  
**Time:** 3:00 pm – 4:00 pm

**PRESENT**

Carole Johnstone  
 Roger Johnstone  
 Bhajan Singh-Devisi  
 Vivienne Watson-Douglas  
 Eleanor Morris  
 Mohan Sandhar  
 Callum Butler

**ROLE**

Chair of the Council of Members  
 Council Member  
 Council Member  
 Council Member  
 Deputy Head of Patient Experience  
 Equality, Diversity, Inclusion and Engagement Officer  
 Patient Experience Support Officer (Minute Taker)

| <b>Item No.</b> | <b>Item Description</b>   | <b>Lead</b> |
|-----------------|---|-------------|
| 1.              | Welcome and Introduction: <ul style="list-style-type: none"> <li>• All attendees acknowledged they knew each other.</li> </ul>  | Chair       |
| 2.              | Apologies: <ul style="list-style-type: none"> <li>• Allan Hargreaves – Council Member</li> <li>• David Winston – Council Member</li> <li>• John Homer – Council Member</li> <li>• Michael Hough – Council Member</li> </ul>   | Chair       |
| 3.              | Matters Arising: <ul style="list-style-type: none"> <li>• Members agreed there were no matters arising.</li> </ul>  | All         |
| 4.              | Endoscopy Letter Review: <ul style="list-style-type: none"> <li>• Members reviewed the drafted patient letters.</li> </ul>  | All         |
| 5.              | Members Updates: <ul style="list-style-type: none"> <li>• Bhajan Singh-Devisi:                             <ul style="list-style-type: none"> <li>○ Attended ‘Patient &amp; Service User Innovation Group’</li> </ul> </li> <li>• Carole Johnstone:                             <ul style="list-style-type: none"> <li>○ Undertook C22 survey on Staff &amp; Visitors for the ‘Placemat / Notice Boards’ project.</li> <li>○ Attended ‘Digital Innovation Meeting’.</li> <li>○ Attended ‘Research Day’ here at the Trust, Carole advised attendees that this was very valuable and any members who</li> </ul> </li> </ul> | All         |

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|-----|---|------------------|
|     | <p>have the chance to go, should attend.</p> <ul style="list-style-type: none"> <li>○ Carole attended and took part in the 'Complaints Review Panel' which was successful.</li> </ul> <ul style="list-style-type: none"> <li>● Roger Johnstone: <ul style="list-style-type: none"> <li>○ Provided some feedback on the C22 survey on Staff &amp; Visitors for the 'Placemat / Notice Boards' project.</li> <li>○ Attended 'Digital Innovation Meeting'.</li> <li>○ Attended 'Research Day' here at the Trust.</li> <li>○ Roger attended and took part in the 'Complaints Review Panel' which was successful.</li> </ul> </li> <li>● Vivienne Watson-Douglas: <ul style="list-style-type: none"> <li>○ Updated members on BROS prostate cancer group from her own networks.</li> </ul> </li> </ul> |                  |
| 6.  | <p>Workplan:</p> <ul style="list-style-type: none"> <li>● Mohan advised that he has made connections between the 'workplan' and the 'training needs analysis'.</li> <li>● Eleanor informed the group that the workplan would be refreshed for next year.</li> </ul>   | Mohan Sandhar    |
| 7.  | <p>Training Needs Analysis:</p> <ul style="list-style-type: none"> <li>● Mohan advised that he has followed up on all of the training requirements for the members and is making steps towards setting these up.</li> <li>● Mohan advised that he would keep the group informed of next year's training dates once they are released.</li> </ul>  | Mohan Sandhar    |
| 8.  | <p>Year End Report &amp; Achievements:</p> <ul style="list-style-type: none"> <li>● Attendees acknowledged that it was nice to reflect on this year's achievements and successes.</li> </ul>  | Carole Johnstone |
| 9.  | <p>Any Other Business:</p> <ul style="list-style-type: none"> <li>● Mohan informed the group that the Council of Members website page has now been updated with more up-to-date images of the members.</li> </ul>   | All              |
| 10. | <p>Date &amp; Time of Next Meeting:</p> <ul style="list-style-type: none"> <li>● To be confirmed next year, initial meeting to be had in February 2020.</li> <li>● It was acknowledged that all meetings for next year will be booked at the beginning of the year ideally in the same room at the same time of the month.</li> </ul>   | Chair            |
| 11. | <p>Close</p> <ul style="list-style-type: none"> <li>● Meeting was brought to a close.</li> <li>● Attendees wished each other a Merry Christmas and a happy new year.</li> </ul>   | Chair            |

