

**Minutes of the Council of Members Meeting
Monday 29 January 2018 at 10.00am -11.00am**

Attendees: Judith Davis (JD) Chair, Alison Dowling (AD) , Yasmine Booth (YB), Eleanor Morris (EM), John Homer (JH), Bhajan Devsi (BD), Michael Hough (MH)
Minute Taker, Jenny Southan (JS),

Item No.	Item Description	Action by whom	Timescale
1.	Apologies Andy Finch Vivienne Watson Diane Vukmirovic	Chair	
2.	Minutes of the Previous Meeting <ul style="list-style-type: none"> • Discuss vision for the group. • Feedback regarding initial launch for group. Video well received, very visual. Video will be going onto website and will be played to Trust Board in 3 weeks. Videos show members passion and highlights why they joined. • Eleanor will e-mail the link for the video when it is on the website. 	Chair/AD/ EM	
3.	ID Cards <ul style="list-style-type: none"> • Council of Members obtaining ID cards, this is imperative to ensure members are recognised within the Trust and can gain access to wards etc. when appropriate. 	E/M	
4.	Matter Arising <ul style="list-style-type: none"> • Feedback for video- too early days. • There is constant recruitment to help the Council of Members expand; promotional work is to be carried out within the community. • Any Council of Member with ideas for the 	All	

	<p>website can share them over the telephone or via e-mail.</p> <ul style="list-style-type: none"> • Council of Members launch-discussed; promotional information will be used as a Screensaver to promote awareness 		
5.	<p>EDS2</p> <p>Thank you to all that signed up to participate, EDS2 – The goals link into the Trusts Vision and Values which are set out below;</p> <ul style="list-style-type: none"> • Safe & effective - We will work collaboratively to prioritise the safety of all within our care environment • Kind & caring - We will act in the best interest of others at all times • Exceeding expectation - We will grow a reputation for excellence as our norm <p>Equality Delivery System (EDS) Goal 2 – Improved Patient Access and Experience Briefing for Assessors and Graders The Equality Delivery System (version 2) became a mandatory requirement for NHS organisations from April 2015. It is used to support the Trust to deliver better outcomes for patients, communities and staff. The EDS is about making positive differences to healthy living and working lives for everyone. It is designed to help NHS organisations, in discussion with local people and partners, review and improve performance for people with *protected characteristics (as defined by the Equality Act 2010). The EDS2 framework also helps us deliver on legal obligations such as the Public Sector Equality Duty. EDS2 has four goals (below), broken down into 18 outcomes. Goal 1 - Better health outcomes Goal 2 - Improved patient access and experience Goal 3 - A representative and supported workforce Goal 4 - Inclusive leadership</p> <p>There will be 4 facilitators taking part.</p>	YB / AD	

6.	<p>COM Launch, Reflections and Website</p> <ul style="list-style-type: none"> • Discussed ED survey which will be undertaken in February – this includes AMU. EM has devised a work plan to address taking on additional surveys. It is important to carry out these surveys as well as the external surveys for comparative work. Gives Council of Members a chance to speak to patients and the opportunity to look around, listen and see how processes work. • National Surveys – it takes a long time to get the results so it is good to have the internal surveys along side. They are all for the good of the patients. • It’s about trying to capture real-time feedback “You Said We Did “ • Some concerns ref surveys- very intensive, worried about potential conflict and the lack of resources and interest. The concerns will be taken on board; support from a member of Patient Experience Team will be given if needed. • Concerns that there are only 6 Council of Members and that there are only 4 members who have confirmed their availability to undertake the ED Survey. • Query as to how many interviews per day are expected. This will be confirmed nearer the time. • Members will need to look at the report and any resulting actions but the system (Survey Monkey) will carry out the actual analysis. • There will also be an online survey so can correlate figures for both. • National Surveys, CQC, Local Survey to assist with ascertaining improvements. • Survey will be electronic via the use of I 	EM/AD/Chair	

	<p>pads which will be allocated to the participating member's.</p> <ul style="list-style-type: none"> • There will be a review after the first survey to see how it goes and an action plan will be formed if necessary. • Members are valued and their passion is recognised. • Survey is a really good opportunity to launch the strategic work plan for the Council of Members. 		
7.	<p>CQC Visit</p> <p>The visit is imminent but the Trust will not know when they will be attending as the visit will be unannounced. There is a lot of prep work that takes place:-</p> <ul style="list-style-type: none"> • Reviewing areas, checking right information is displayed and that there is enough on display. • Ensuring people have the correct information for PALS and Complaints etc. • Complaints and PALS leaflets have been reviewed. • Posters have been reviewed and updated and have been distributed at RWT, West Park and Cannock. • The outcome of the CQC may include actions that can be filtered through to the Council of Members; this again will help to raise awareness for the group. 	Chair/AD	
8.	<p>Friends and Family Test</p> <ul style="list-style-type: none"> • This is a national survey the same as a patient would get a text message to ask how their experience went whilst visiting the Trust. • This month the test will inclusive for Children and Young People. There will be new posters, an online survey and paper surveys. The question they are asked is would you recommend this service to your Friends/Family, one 		

	<p>clear concise question.</p> <ul style="list-style-type: none"> The inclusion of Children & Young People means that all areas of the Trust will now covered and reported to Trust Board. 		
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9	<p>Date and time of next meeting</p> <ul style="list-style-type: none"> Next meeting date and agenda will be e-mailed to members. Meeting duration will be approx. 1hr 30mins. Need to take into account Council Members other commitments and to agree a time to suit all. 	Chair	
9	A.O.B	Chair	