Agenda item: 7.2

The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust

Committee Chair's Assurance Report

Report to:	Governors' Council
Date of meeting:	16 December 2021
Title of Report:	Assurance Report from the Governors' Membership, Communications and Engagement Committee
Recommendation:	For assurance
Chair:	Jonathan Dossetor Public Governor, West Norfolk
Purpose:	The report summarises the assurances received, approvals, recommendations and decisions made by the Membership and Communications Committee **29 November 2021.**
Background:	The Committee meets bi-monthly and oversees the delivery of the objectives of the Membership Workplan and makes recommendations to the Governors' Council on issues related to the Trust's FT membership.
Item for assurance	**Title Trust Matters** The Winter edition of Trust Matters was approved by the committee with some minor changes.
Item for assurance	**Title Trust Membership** While direct recruitment of members by Governors has not been possible, the work on including volunteers to the membership has resulted in significant recruitment in the September/October period
Item for assurance	**Title Unsubscribe status** As discussed in previous reports, the unsubscribe choice for members has resulted in some ambiguity as they have only been unsubscribed from the electronic contact and continue to receive paper correspondence. This has been resolved by a decision to write to the 190 or so affected and ask if they still wish to remain as members. This will be an opt-in choice so if we don't hear they will be removed completely from the database.
Item for assurance	**Title Volunteers** The committee was pleased to hear about the investment in the volunteer service with funding for a volunteer coordinator and the implementation of Better Impact software to help with the administration of the service.
Item for escalation	**Editorial content – Trust Matters** The committee wishes to see some changes to the editorial content in future editions. In particular, they would like to see more articles orientated to the interests of patients and fewer of the articles that have already been circulated to members in the monthly electronic

	bulletins. A subcommittee will meet up in January 2022 to discuss how to take this forward.
Item for escalation	**Governor Elections** The committee was concerned at the lack of nominations; Cambridge and Breckland in particular, to stand for Governor. The Committee agreed that these members will be contacted directly, by the FT Office, to highlight these Governor vacancies.
Risks on risk register	N/A
Other items of business:	None

Attendance record	
Jonathan Dossetor (JD)	Chair, Public Governor, West Norfolk
Jane Evans (JE)	Appointed Governor, College of West Anglia
Penny Hipkin (PH)	Appointed Governor, West Norfolk Carers
Betty Lewis (BL)	Public Governor, West Norfolk
Laura Skaife-Knight (LSK)	Deputy CEO
Josh Pearce (JP)	Voluntary Services Manager
Chris Walker (CW)	Head of Communications and Engagement
A J Weir (AJW)	Head of Staff Engagement
Sarah Renwick (SHR)	Governor and Membership Officer (minutes)