

## Full Council of Governors meeting

Thursday 2<sup>nd</sup> March 2017, 6.00pm – 8.00pm

Clinical Education Centre,  
Russells Hall Hospital, Dudley

### Meeting in public session

No.	Time	Item	Enclosure	By
	6.00	Presentations: Outpatient Optimisation Project  Patient story		Louise McMahon, Divisional Manager Patient Access Liz Abbiss, Head of Communications and Patient Experience
1	6.30	Welcome (Public & Press) 1.1 Introductions 1.2 Apologies 1.3 Declaration of interests 1.4 Quoracy 1.5 Announcements		Jenni Ord, Chairman
2	6.35	Previous meeting 2.1 Minutes of the previous full Council of Governors meeting held on 1 <sup>st</sup> Dec 2016 2.2 Matters arising there from 2.3 Action points	Enclosure 1	Jenni Ord, Chairman
3	6.45	Update from Council committee's chairs 3.1 Experience & Engagement Committee 3.2 Governance Committee 3.3 Strategy Committee 3.4 Governor Development Group	Enclosure 2 Enclosure 3 Enclosure 4 Enclosure 5	Karen Phillips Fred Allen Rob Johnson Rob Johnson
4	7.05	Standing reports 4.1 Finance and Performance report Q3, 2016/17 including projected year end position 4.2 FT Membership report Q3, 2016/17 4.2 Board Secretary update	Enclosure 6 Enclosure 7 Enclosure 8	Paul Taylor, Director of Finance and Information Helen Board, Patient and Governor Engagement Lead Glen Palethorpe, Director of Governance/ Board Secretary
5	7.20	Quality 5.1 Lessons Learnt From Incidents, Complaints, PALS, and Corporate learning and Complaints and Claims Report Q3, 2016/17 5.2 Patient Experience report Q3, 2016/17 Chief Nurse update	Enclosure 9 Enclosure 10 Enclosure 11	Glen Palethorpe, Director of Governance/ Board Secretary Liz Abbiss, Dawn Wardell, Chief Nurse
6	7.40	Workforce Report	Enclosure 12	Andrew McMenemy
7	7.50	Any Other Business (to be notified to the Chair)		Jenni Ord, Chairman
8	8.00	Close of meeting and forward dates 2017 4 <sup>th</sup> May, 20 <sup>th</sup> July Annual Members Meeting, 7 <sup>th</sup> Sept, 7 <sup>th</sup> December		Jenni Ord, Chairman