

## 1. Membership update report

### Overview

This report provides the Great Ormond Street Hospital (GOSH) NHS Foundation Trust's Annual Members' Meeting with an update on the composition of the Trust's membership and summarises the work underway to secure that membership and ensure that it is representative of those eligible to be members.

### Membership Update

The Trust has continued to implement its Membership Strategy:

- The membership scheme has provided a basis for recruiting parent representatives to key committees and decision-making bodies throughout the Trust and active lay members are now involved in a range of the Trust's Transformation Programme work streams, bringing their experience of being the parents of sick children at GOSH into the heart of service quality improvement.
- Members have also been involved in interview panels for consultants, senior managers and ward sisters, undertaking patient experience surveys and contributing to the Redevelopment Group, the Family Equality and Diversity Committee, the Patient and Public Involvement Committee and Patient Environment Action Team (PEAT) visits.
- On recruitment, members are asked about the extent of their willingness to contribute, be consulted and to get involved.
- Members have received copies of the Trust's publication, Members' Matters, highlighting the work underway in the hospital and advertising opportunities for members to get involved.
- An election was conducted in November 2011 to elect the councillors to the Members' Council with an 18% turn out.
- The Members' Council has agreed to establish a
  - Membership and Engagement Group. The role of this Group is to review the Membership Strategy and Recruitment and Engagement Strategy and monitor membership recruitment data, identifying actions to retain and grow a representative membership base.

- Membership Communications Group. The role of this group will be to identify and contribute to content for the members' newsletters. The group will also be responsible for considering additional methods of communicating with members across all constituencies.
- The Trust has undertaken monthly reviews of membership data and reported these findings to the Members' Council.
- A data cleansing exercise is undertaken three times a year which identifies deceased members, 'gone-aways' and change of addresses.
- The Trust has undertaken a membership survey. The aim of the survey was understand how the members want to be communicated with and what kind of information is important to them. The results will be reviewed by the Membership and Engagement Group.
- A Young People's Forum has been created to give young people aged 11 years and above a genuine voice. The forum will create a strong relationship between hospital staff and patients. The forum will create a work plan and be completely led by young people.
- The Trust has developed a recruitment and engagement strategy which outlines how the Trust will recruit and maintaining an active membership; providing innovative opportunities for members to get involved in the work of the hospital and ensuring that members are kept informed on a regular basis. The Membership and Engagement Group will monitor progress against the strategy.

As at 31 March 2012 the Trust had 12,965 eligible members, comprising 6280 patient and carer members, 2135 public members and 4550 staff members. Table 1-3 sets out the movements in membership as at 31<sup>st</sup> March 2012.

#### Patient and Carer and Public Membership Recruitment

Eligible membership is open to children over the age of 10.

Public membership is limited to people who live in England and Wales.

Patient members need to have been seen in the hospital within the last six years. Parents or carers of patients seen in the last six years can be members. If a patient or parent / carer member was seen more than six years ago, they are transferred to the public constituency. This is because the Trust wants patient and carer members to be those with more recent experiences of our service.

**Table 1: Patient and Carer and Public membership 2011-12**

	Number of eligible members as at 1 <sup>st</sup> April 2011	Number of eligible members recruited in year	Number of eligible members leaving in year	Number of eligible members as at 31 <sup>st</sup> March 2012
Patient and Carer Membership	5147*	1164	31	6280
Public Membership	1687*	505	57	2135

*\* The Trust commenced preparation for authorisation prior to 2011/12. This number shows members recruited minus members lost prior to 1<sup>st</sup> April 2011.*

Patient and carer and public members leave the Trust for a number of reasons. A data cleanse of the patient and carer and public membership has been carried out and this identifies those members who have died or have moved address. The Trust also receives requests to be removed from the membership register every time that a communication is sent out to all members.

#### Staff membership Recruitment

Staff on GOSH permanent contracts automatically become members. The following groups of staff can also become members:

- Those on short term contracts of 12 months or more
- staff that work with GOSH, such as fundraising charity GOSHCC
- hospital school staff, social workers at the hospital, contractors such as cleaners and security
- volunteers working on site who have been working with Trust for 12 months or more.

**Table 2: Staff membership 2011-12**

Staff Membership	
Members recruited	1067
Members leaving during 2011/12	979

When a member of staff leaves the Trust, then their membership automatically ceases. Staff members can re-join as public members once they leave.

## Public Membership

Table 3 sets out the Trust's public eligible membership, compared against the eligible membership in England and Wales.

**Table 3: Public eligible membership, compared against the eligible membership in England and Wales.**

Public Constituency	Total number of eligible members*	Percentage of membership	Catchment area profile (All of England and Wales (%))	Over or under representation at GOSH
Number of members	2135	100%		
<b>Gender <sup>1</sup></b>				
Male	707	33.11%	48.90%	under
Female	1406	65.85%	51.10%	over
Unknown	22	1.03%	-	n/a
<b>Age Range <sup>1</sup></b>				
10-16	174	8.15%	8.26%	Representative
17-21	199	9.32%	6.59%	over
22+	1645	77.05%	73.32%	over
Unknown	117	5.48%	-	n/a
<b>Ethnicity <sup>2</sup></b>				
White	1470	68.85%	88.59%	under
Mixed	69	3.23%	1.40%	over
Asian or Asian British	157	7.35%	5.64%	over
Black or Black British	189	8.85%	2.73%	over
Other	8	0.37%	1.65%	under
Unknown	242	11.33%	-	n/a

Public Constituency	Total number of eligible members*	Percentage of membership	Catchment area profile (All of England and Wales (%))	Over or under representation at GOSH
<b>Social Group <sup>3</sup></b>				
<b>ABC1<sup>1</sup></b>	1417	66.37%	51%	over
<b>C2</b>	380	17.81%	21%	under
<b>D</b>	126	5.90%	18%	under
<b>E</b>	112	5.25%	10%	under
<b>Unknown</b>	100	4.68%	-	n/a

\*Eligible members are those that fall within the allowed age range in the defined geographical membership areas

All values use the same criteria as an Eligible Member (Aged 10+, living in England or Wales).

<sup>1</sup> Data true for 2011 (ONS data)

<sup>2</sup> Data true for 2009 (ONS data)

<sup>3</sup> Percentages correct as of 2006 (provided by Market Research Society)

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<sup>1</sup> AB. Higher and intermediate managerial/administrative/professional

C1. Supervisory clerical junior managerial/administrative/professional

C2. Skilled manual workers

D. Semi-skilled and unskilled manual workers

E. On state benefit unemployed lowest grade workers

## Patient and Carer Membership

Table 4 sets out how the Trust's patient and carer eligible membership by age.

**Table 4: Patient and carer eligible membership by age**

Patient and Carer Constituency	Total number of eligible members*	Percentage of membership
Number of members	6280	100%
<b>Age Range</b>		
0-16	684	10.89%
17-21	423	6.74%
22+	4947	78.77%
Unknown	226	3.60%

The Membership and Engagement Group will review this data in the forthcoming months and recommend actions for recruiting and engaging the membership.

### **2. Additional Non-Executive Director appointed to the Trust Board**

At its meeting on 28<sup>th</sup> March 2012, the Members' Council was informed that following consideration of the skill mix of the Board, the Board had agreed the need to expand the commercial skill set of the non-executive directors. Following an open recruitment process for a vacant non-executive director position (when the Trust was an NHS Trust), the interview panel was very impressed with the candidates short listed for this position and Mr John Ripley was additionally appointed as a designate NED (a non-voting position on the NHS Trust Board).

The Members' Council approved the appointment of Mr Ripley as a voting non-executive director to the Foundation Trust Board.

The Board is now made up of 6 non-executive directors (excluding the Chair) and 6 executive directors (including the Chief Executive). Details are provided in the Foundation Trust Annual Report 2011/12.

The meeting is asked to **note** the content of this report.

Any questions on this report can be sent to [foundation@gosh.nhs.uk](mailto:foundation@gosh.nhs.uk)