



**Moorfields  
Eye Hospital**  
NHS Foundation Trust



Agenda item 13c  
Membership Council report  
Board of directors 21 March 2023

<b>Report title</b>	Membership Council report
<b>Report from</b>	Laura Wade-Gery, Chair
<b>Prepared by</b>	Truda Scriven, interim Company Secretary
<b>Link to strategic objectives</b>	Working together - We will collaborate with one another as individuals, in our teams, with our patients and our partners. Develop - We will practically apply our discoveries and global best practice to benefit our patients, staff and the services we provide.

<b>Brief summary of report</b>							
Attached is a summary of the Membership Council meeting that took place on 1 February 2023.							
<b>Action Required/Recommendation.</b>							
The board is asked to note the report of the Membership Council and gain assurance from it.							
<b>For Assurance</b>	✓	<b>For decision</b>		<b>For discussion</b>		<b>To note</b>	✓

## MEMBERSHIP COUNCIL SUMMARY REPORT – 1 FEBRUARY 2023

<b>Governance</b>	<ul style="list-style-type: none"> <li>• <b>Quorate – Yes</b></li> <li>• <b>Attendance (membership) – 58%</b></li> </ul>
<b>Current activity (as at date of meeting)</b>	<p><b><u>Moorfields Site Visits</u></b></p> <ul style="list-style-type: none"> <li>• Governors were informed of the current arrangements for the forthcoming visits to the Moorfields sites.</li> <li>• Each visit would have a site lead appointed with support and guidance available throughout the visit.</li> <li>• A governor visit schedule would be produced in advance to ensure that everyone was fully briefed on the format and dates of visits to each site and the names of site leads.</li> <li>• Feedback on site visits would be submitted both to the Membership Council and to the Patient Experience Committee.</li> <li>• A detailed schedule of events would now be finalised for visits to commence in the Spring.</li> </ul> <p><b><u>Executive Reports</u></b></p> <ul style="list-style-type: none"> <li>• An executive paper entitled ‘Working together to discover, develop and deliver excellent eyecare’ was presented.</li> <li>• Currently an evaluation was taking place of two options: (i) to procure a completely new system including Open Eyes or (ii) to keep the current Open Eyes and procure an electronic patient record for the administration, radiology etc. A decision on these options had yet to be made.</li> <li>• The paper (i) demonstrated how the Moorfields values of ‘Excellence, Equity and Kindness’ related to both staff and patients and the delivery of eye care and (ii) outlined the new Trust strategy, the new digital pathway and the recent agreement to accept patients from the London 111 telephone calls.</li> <li>• A discussion ensued on the distribution of Trust presence in different London regions, and how the future challenges of capacity, expectation and funding would be met.</li> </ul> <p><b><u>Patient Communication and Experience</u></b></p> <ul style="list-style-type: none"> <li>• Discussion took place on a report on patient communication and experience.</li> <li>• The DrDoctor contract was structured in such a way that there was a charge for each message that was sent out to patients. Hence, it was important to provide an efficient and cost-effective communication process.</li> <li>• There also needed to be a way of testing the viability of the system and of ensuring that responses to the feedback questionnaire were monitored effectively.</li> <li>• There was consensus that the communication system should ensure that patients were not bombarded with notifications.</li> <li>• The two minute timeframe to answer calls in the booking centre would remain in place until usage data was available to review the effectiveness of this target.</li> <li>• Patients who were unable to use the technology would be assisted with appropriate support.</li> <li>• Consultation with patient groups would help to strike the right balance across all methods of communication in addition to DrDoctor. If patients were unable to use the technology, then ‘Moorfields Friends’ were available to assist.</li> </ul> <p><b><u>Oriel Update</u></b></p> <ul style="list-style-type: none"> <li>• A presentation was given to update governors on Oriel.</li> <li>• An education group had been formed and overarching principles for Oriel had been agreed.</li> </ul>

	<ul style="list-style-type: none"> <li>• The decision had been made that not such a large lecture theatre would be needed as agile teaching would be put in place.</li> <li>• The Council was assured that the Trust was doing its utmost to facilitate the inclusion of all groups of patients, not just those with visual impairments.</li> </ul> <p><b><u>Site Strategy Update</u></b></p> <ul style="list-style-type: none"> <li>• A presentation on site strategy was given.</li> <li>• Governors discussed patient satisfaction with services across the regions and the quality measures across those areas.</li> <li>• Brent Cross was cited as a good example where the patient satisfaction data was always at the 90 percent range.</li> </ul> <p><b><u>Election Update</u></b></p> <ul style="list-style-type: none"> <li>• Two governor vacancies were going to election, one in each of the patient and staff (network sites) constituencies. The tenure of those newly elected would start on 1 April 2023.</li> <li>• The membership had until 15 February 2023 to submit their nominations.</li> <li>• Mi-voice were satisfied with the data that they held in relation to contacting members.</li> </ul>
<b>Key concerns</b>	<ul style="list-style-type: none"> <li>• The Membership Council report highlighted the need to reinstate site visits which had not taken place since the pandemic had started.</li> </ul>
<b>Date of next meeting</b>	<ul style="list-style-type: none"> <li>• 4 May 2023</li> </ul>