Central Manchester University Hospitals
NHS Foundation Trust

Royal Manchester Children's Hospital
Manchester Dental Hospital
Manchester Royal Eye Hospital
Manchester Royal Infirmary
St Mary's Hospital
Trafford Hospitals

Foundation Trust
Staff Members' Welcome Pack
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1. WELCOME & INTRODUCTION
In January 2009, the Trust was authorised by Monitor (Independent Regular of Foundation Trusts) to become Central Manchester University Hospitals NHS Foundation Trust.

We are the leading Trust for teaching, research and specialist services in the North West of England. We also provide a full range of services to our local populations within Manchester and Trafford. The Trust is committed to establishing a truly representative membership and welcomes Members from all backgrounds, genders and ages, including people who use the Trust's services and their carers.

We hope that you will enjoy being a Member and as a Member you may even wish to stand for election as a Governor (during the election process). The election process usually starts during the month of June each year – visit our website (address details on page 14 for further information).

If you have special communication needs or would like this document in large print or another language please let us know (contact information is detailed in Section 8).

2. CENTRAL MANCHESTER UNIVERSITY HOSPITALS
NHS FOUNDATION TRUST
We are a world-renowned centre of excellence for healthcare research and have a long-standing and extremely successful academic partnership with the University of Manchester. We collaborate closely with other NHS organisations in Manchester through the Manchester Academic Health Sciences Centre, and have strong links with institutions across the North West and beyond.

Our Trust comprises of six hospitals currently across five sites. In addition to providing a comprehensive range of services to our local communities, we deliver a number of specialist services to patients from across the North West and beyond. We also provide City wide Specialist and Children's Community Health Services and Adult and Specialist Community Services to Central Manchester.

Many of you will know us better as:

- Manchester Royal Infirmary.
- Royal Manchester Children’s Hospital.
- Manchester Royal Eye Hospital.
- St Mary's Hospital.
- University Dental Hospital of Manchester.
- Trafford Hospitals (including Trafford Hospital, Altinchem General Hospital and Stretford Memorial Hospital)
3. TRUST VISION

Our vision is:

‘To become the leading integrated health, teaching, research and innovation campus in the NHS and to position ourselves on an international basis alongside the major biomedical research centres, as part of the thriving city region of Manchester – with its strong emphasis on economic regeneration, science and enterprise.’

In other words we aim to position the Trust as:

- A leading provider of tertiary and specialist services across the NHS
- A prestigious internationally renowned centre for translational research
- Excellent local hospitals for providing integrated care for our resident population
- At the heart of the regeneration of the communities we serve.
- The best place to train and work.

4. BEING A MEMBER

The membership community is made up from both staff and public constituencies with the Trust defining its membership community as Staff Members and Public Members.

We currently have around 11,000 Staff Members and over 13,000 Public Members. Public Membership is open to anyone aged 11 years or over and who lives in England and Wales. It can encompass anyone from the community who is interested in the Trust, including local residents, patients, carers and volunteers.

Membership to these constituencies is completely free and enables members to have a say in shaping our services.

Individuals are not eligible to be a Public Member if they have been involved in a serious incident of violence against a member of staff or registered volunteer within the last five years.
A diagram illustrating our Governance Arrangements can be found on page 13. Further details on membership, such as eligibility and exclusions, are detailed in the Constitution (copy can be found on our website, details on page 14).

Membership to the Public Constituency is through application to the Foundation Trust Membership Office, either by:

**On-line** – [https://secure.membra.co.uk/CentralManchesterAppForm/](https://secure.membra.co.uk/CentralManchesterAppForm/)

**Telephone** – 0161 27 68661

**E-mail** – ft.enquiries@cmft.nhs.uk

Alternatively, an application form can be completed via our ‘Become a Member’ Stand which is rotated around the main hospital entrances.

### 4.1 The Staff Constituency

All qualifying members of Staff are automatically invited to become Members as we are confident that staff want to play an active role in developing better quality services for both patients and staff. However Staff do have the opportunity, if requested, to opt out. Staff who do not wish to become Members will not be eligible to vote for Staff Governors. If a member of Staff is eligible to become a Staff Member they cannot become a Member of any other constituency, even if they opt out.

To be eligible for membership of the Staff Constituency:

- Individual must be employed by the Trust under a contract of employment which has no fixed-term or has a fixed-term of at least 12 months or
- Individual is continuously employed by the Trust under a contract of employment for a minimum of twelve months or
- If exercising functions for the Trust, however individual does not have a Trust contract of employment, the individual must have exercised these functions for at least twelve months. Staff who hold temporary, fixed-term contracts must have a contract of at least twelve months.

Staff Members elect Staff Governors in the following 4 constituencies:

- Medical and Dental.
- Nursing and Midwifery.
- Other Clinical.
- Non-Clinical and Support.

### 4.2 The Public Constituency

Patients, carers and the public are brought together in a single constituency and membership is on an opt-in basis. Public Members are able to elect Public Governors, representing the following areas:

- Manchester residents.
- Trafford residents
- Greater Manchester residents.
- Residents from the remainder of England and Wales.
The map below illustrates the Public Member Constituencies for the Manchester, Trafford and Greater Manchester areas (areas that fall outside these wards are captured in the Rest of England & Wales Constituency).
4.3 Nominated Partner Organisations

We also have Nominated Governors from Partner Organisations who represent the following areas: -

- Academic Institutions (University of Manchester).
- Commissioners (including Specialist Commissioners).
- Manchester City Council.
- Trafford Borough Council.
- The Trust’s Youth Forum (16 -21 year olds).
- The Trust’s Volunteer Service.

A full list of our current Council of Governors, including pen portraits and contact details can be found on our ‘Meet The Governors’ page (available via staffnet announcements link - FT Staff Member Information).

4.4 How You Can Be Involved as a Member

All Members are equal, but the Trust recognises that some Staff and Public Members may wish to become more actively involved in the life of the Trust than others. Therefore Members are asked to indicate their desired level of involvement, in order to manage contacts appropriately.

As a Member you can do as little as: -

- Voting for a Governor to represent your area.
- Receiving exclusive membership newsletters and updates.
- Joining our NHS Discount Scheme.

Or you could do as much as: -

- Standing for election as a Governor.
- Participating in surveys
- Attending unique Membership Open Days, Meetings, Staff Governor/Chairman engagement sessions (lunch event) and Health Promotion Events. If you and/or your team are interested in attending/participating in a future event please contact the membership office (contact details on page 14)

Subject to the terms of the Constitution, Members of the NHS Foundation Trust have the following rights: -

- To elect Governors.
- To stand as a Governor.
- To receive regular information about our activities, such as newsletters.
- To give opinions and be kept informed of plans for future developments.
- To be involved and consulted on issues such as changes and improvements to services.
- To act as an ambassador for your community or interest group.
- To attend Member Events.
- To fundraise for extra hospital equipment and facilities.
- To recruit new Members.

Enclosed with this Welcome Pack is a reply form. If you would like to be more involved as a Member, please complete the form and return it to the Membership Office (address details in section 8).
5. THE COUNCIL OF GOVERNORS
Our Council of Governors comprises of 35 elected and nominated Governors. 18 of these Governors are elected by the public, 7 by our staff and 10 are nominated from our partner organisations (including a Youth Governor). The Chair of our Board of Directors presides over the Council of Governors. The Council of Governors meet at least three times a year.

The functions of the Council of Governors (set out in the legislation and in our Constitution) are as follows:

- To appoint or remove the Chairman and the other Non-Executive Directors.
- To approve the appointment (by the Non-Executive Directors) of the Chief Executive.
- To decide the remuneration and allowances, and the other terms and conditions of office, of the Chairman and Non-Executive Directors.
- To appoint or remove the Foundation Trust’s Auditor.
- To be presented with the Annual Accounts and the Annual Report.
- To provide their views to the Board of Directors when the Board of Directors is preparing the Trust’s forward planning.

The majority (25 out of 35) of our Governors are elected to carry out their role on behalf of our Members (Staff and Public), Governors are therefore accountable to Members.

6. BEING A GOVERNOR
Governors are the link between our stakeholders in relation to their needs and views on the delivery of services and the Directors who make the decisions about services and hold responsibility for delivery.

Our Governors convey information from the Board of Directors to Members about affordability, service plans and health improvement initiatives. Our Governors are the key link between the community and the Trust, ensuring that our Trust is rooted in its community and responds to the community’s needs.

Governors have a key role in holding the Board of Directors to account. In addition, the role of Governor also incorporates advising on issues, assisting in the development of ideas, acting as a sounding board and as a critical friend.
6.1 The Role of the Council of Governors
As a Governor you could have an even greater say in the running of our Trust. The Council of Governors is responsible for representing the interests and views of Members and supporting Trust’s performance in the following ways: -

- Representing the views of patients, carers, the public and stakeholders to our Board of Directors.
- Assisting our Trust’s development as an effective social enterprise.
- Developing networks for engaging the wider community, including minority groups, in our activities, plans and services.
- Safeguarding probity and good quality healthcare.

Governors receive training in order to enable them to fulfil their role. Although they are not paid they are able to claim expenses, such as travel, incurred whilst carrying out their duties.

Governors serve a term of office of three years at the end of which time they may offer themselves for re-election or re-nomination. They will be able to serve for a maximum of nine years but a Governor will cease to hold office if they no longer live in the area of their constituency (Public Governors), no longer work for our Trust or hold a position in the category that they represent (Staff Governors) or are no longer supported in office by the partner organisation that they represent (Nominated Governors).

The Council of Governors each year elects a Lead Governor who works closely with the Governing body and the Board of Directors.

6.2 Qualifications to Become a Governor
- Governors must be Members.
- Governors must be at least 16 years old.
- Staff Governors must hold a position in the area that they represent.
- Public Governors must live in the area that they represent.
- Nominated Governors must be supported in office by the partner organisation that they represent.

There are certain statutory requirements that prevent an individual from becoming a Governor, such as criminal convictions within the preceding five years, bankruptcy, dismissal from an NHS job within the preceding two years or disqualification from a health related professional body.

You cannot become (or continue as) a Governor if: -

- You are a Director (Executive or Non-Executive), Governor, Chairman or Chief Executive of another NHS Foundation Trust.
- You are a spouse, partner, parent or child of a member of the Board of Directors of the Foundation Trust.
- You are a member of a Local Authority’s Overview and Scrutiny Committee covering health matters.
You have been dismissed from paid employment with a health service body in the last two years for reasons other than redundancy.

Your position as Chair, member or Director of a health service body has been terminated on the grounds that the appointment is not in the interest of the health service, for non-attendance at meetings or for non-disclosure of a financial interest.

You are an un-discharged bankrupt.

You have made a composition or arrangements with, or granted a trust deed for your creditors and have not been discharged yet.

You are subject to a Sex Offender Order.

You have in the last five years been convicted in the British Isles of any offence and a sentence of imprisonment for a period of three months without the option of a fine was imposed.

It is expected that the Council of Governors disclose any material interests held by a Governor, their spouse or partner, which is recorded in the Register of Interest of Governors. The Register is available to the public on request.

In addition, Governors are expected to adhere to the Trust’s Code of Conduct and consent to a Criminal Records Bureau (CRB) check. Individuals cannot become or continue as a Governor if from disclosures (convictions/cautions) obtained from the CRB check they are not considered suitable by the Trust.

A document outlining the full criteria to become a Governor can be found on our website (details on page 14).

### 6.3 Other Areas of Governor Involvement

Table 1 (page 12) outlines the areas that our Governors are actively involved in (with some examples of their level of involvement). In summary, our Governors are active in:

- Holding the Board of Directors to account.

- Helping to promote good health across the Trust including the promotion of Staff Health & Wellbeing.

- Developing our Membership Strategy, recruiting new Members and ensuring our Member communication is effective.

- Casting a critical eye over the experience our patients have, in areas such as accessibility, cleanliness and the environment and overall ‘customer care’.

- Ensuring the Trust meets its responsibilities to the wider community and plays a key role in employment, education and environmental initiatives.

Moreover, we have developed with the Directors, Governor Working Groups and Workshops to present and receive feedback on the overall strategic aims of the Trust.
The Trust has a strong belief in its corporate social responsibility and we believe that through our Governors we can turn our beliefs into practical, tangible improvements for the health and wellbeing of our community. We look forward to a long and meaningful relationship with our Council of Governors, who in turn will experience a real sense of linkage and support to our local community.

Significant consideration has been given to the role of the Governors and it has been recognised that the Governors themselves should have the opportunity of developing their roles beyond their statutory duties. Governors are involved in several areas, specifically:

- Staff Health and Wellbeing.
- Patient Experience.
- Membership Engagement.
- Corporate Citizenship.
- Key Performance Indicator Review

As a Trust with a large Children’s Hospital, we are conscious that young people need a way to articulate their views. Therefore, we have developed our relationship with the Trust’s Youth Forum to ensure that young people are represented on our Council of Governors.
### 6.4 Table 1: Areas of Governor Involvement

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<tr>
<th>Role</th>
<th>Area</th>
<th>Examples</th>
<th>Examples of Level of Involvement</th>
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| Holding the Board of Directors to Account| Key Performance Indicators        | - Review of Annual Plan  
- Reviewing performance of the Trust across patient quality, clinical effectiveness, patient experience, finance and productivity. | Receive and comment on Intelligent Board Reports. Actively contribute to the development of the Trust’s Annual Plan and key priorities. |
| Advisory/Sounding Board                   | Staff Health & Wellbeing          | - Developing the staff health & wellbeing strategy  
- Implementation & monitoring of the staff health & wellbeing strategy  
- Development and implementation of work programme initiatives. | Receive and comment on annual staff surveys, strategy documents and plans in relation to health promotion & staff health & wellbeing. Develop and support initiatives/campaigns and represent the Trust on working groups. |
| Advisory/Sounding Board                   | Corporate Citizenship             | - Cultural Partnerships  
- Employment/Education  
- Sustainable Travel & Transport  
- Environmental Issues. | Receive and comment on strategy documents, annual plans in relation to corporate citizenship. Develop links with partner organisations (cultural partnerships). |
| Critical Friend                           | Patient Experience                | - Customer Focus  
- Front of house/reception areas  
- Cleanliness/Environment  
- Accessibility (getting to the hospitals, parking, physical access around the site, signage).  
- Interpretation services  
- Patient Information  
- Links with Patient & Public Involvement Groups. | Linking with our Patient and Public Involvement Department, Facilities, and Volunteer Staff. |
| Guardian                                  | Membership                        | - Developing a membership strategy  
- Implementation and monitoring of the membership strategy  
- Recruitment of new members and developing membership engagement practices  
- Developing a members’ engagement strategy and best practice methods. | Direct hands on role to work with members in liaison with the Membership Office. |
6.5 Governance Arrangements

The diagram below outlines the Trust’s Governance Arrangements and the relationship between Members, Governors and Board of Directors.

**Members**

- **Public Members** (Over 13,000)
  
  Members have a real opportunity to shape our future and ensure services are developed which best meet their needs. Membership is completely free and is open to anyone who lives in England and Wales who is aged 11 years or over. You would not be eligible to be a public member if you have been involved in a serious incident of violence against a member of staff or registered volunteer within the last 5 years.

- **Staff Members** (Over 11,000)
  
  All qualifying members of staff are automatically invited to become members as we are confident that our staff want to play an active role in developing better quality services for our patients. Staff are however able to opt out if they wish to do so. Staff are not eligible to be a public member.

**Council of Governors**

- **18 Public Governors**
  
  Representing the following public constituencies:
  
  - 9 – Manchester
  - 3 – Trafford
  - 4 – Greater Manchester
  - 2 – Rest of England & Wales

- **7 Staff Governors**
  
  Representing the following staff classes:
  
  - 1 – Medical & Dental
  - 2 – Nursing & Midwifery
  - 2 – Other Clinical
  - 2 – Non-Clinical & Support

- **10 Nominated Governors**
  
  Representing the following partner organisations:
  
  - 3 – PCT (Manchester PCT, Trafford PCT and NHS North West to represent specialised commissioning)
  - 2 – Local Authority (Manchester City Council)
  - 1 – Local Authority (Trafford Borough Council)
  - 2 – University (University of Manchester)
  - 1 – Youth (Trust’s Youth Forum)
  - 1 – Volunteer (Trust’s Volunteer Services)

**Board of Directors**

- **Executive Directors**
  
  A minimum of five to a maximum of nine

- **Non-Executive Directors**
  
  A minimum of five to a maximum of nine
7. REGISTERS

Please note that the Trust is required to publish a publicly available Register of Members. In accordance with both European Community Law and the Data Protection Act 1988, Members have the right to choose if their personal data is disclosed.

If you would prefer not to have your details on this publicly available Register please let us know by contacting us at the Foundation Trust Membership Office (details below).

8. FURTHER INFORMATION

The Foundation Trust Membership Office will be able to help if you have any specific questions relating to membership. You can contact us either by post, e-mail, or telephone.

Post: Foundation Trust Membership Office
Trust Headquarters
Cobbett House
Manchester Royal Infirmary

E-mail: – ft.enquiries@cmft.nhs.uk

Telephone: – 0161 27 68661

Further information/documentation about this Foundation Trust can be found at our website:

http://www.cmft.nhs.uk/trust/foundation-trust.aspx or via an Announcement link on staffnet which takes you directly to the Staff Member Webpage.

Further details about NHS Foundation Trusts can be found at:

www.monitor-nhsft.gov.uk
www.dh.gov.uk and click on ‘Policy and Guidance’

Information is also available on request in other languages and formats.

If you have a family member or friend who is interested in becoming a member of our Trust, application forms can be found on our website (www.cmft.nhs.uk) and click the blue ‘Become a Member’ button. For a paper application form, please contact the Membership Office.
you will SAVE MONEY!
When you use your NHS benefits scheme to shop

Since 2000, over 800,000 NHS staff have saved money using employee benefits from NHS discounts.

Via the benefits web site, you can shop online, print out vouchers, get advice from confidential, free help line services and book holidays; all in the knowledge that you’ll be saving money.

There is even an exclusive range of financial products such as bank accounts, loans and insurance as well as mortgage services each supporting reduced fees or cash incentives.

All you need to do is register. Once you have you are free to enjoy these benefits every time you shop.

Please note there are a limited number of benefits that require NHS ID or email addresses when you use them.

How to register online
- Go to www.nhsdiscounts.com
- Click on the log in button located top right
- Complete the form
- When you reach the last section entitled Your Job please select Foundation member from the drop down menu options for both the Job category and Job title questions.

Tick the newsletter option to receive email alerts on latest benefits. Your registration will take about 48 hours to validate and then you will be sent membership confirmation.

Offers are correct at the date of print, December 09 but may be subject to change.
Translation and interpretation service

Do you have difficulty speaking or understanding English?

आपनी कि इंग्लिश में बोलना या समझना मुश्किल है?  (HINDI)

تربة اپکھا کا اصلی گروپ میں معاشرتی کارروائی میں مشکل ہے؟  (PUNJABI)

 هل لديك مشاكل في فهم أو التكلم باللغة الإنجليزية؟  (ARABIC)

你想有難講英語或明白英語嗎？  (CANTONESE)

کیا آپوں امریکی کریڈیٹ کمیشن آور تحقیق میں وقت نہیں ہے؟  (URDU)

☎ 0161 276 6202/6342