

Council of Governors (in public)
Item 6

Subject: NED Walkabouts 2024/25
Date of meeting: 16th September 2025
Presented by: David Flory, Chair
Purpose: To Note

1. Executive Summary

LHCH Non-Executive Director (NED) Walkabouts were reintroduced in June 2022. In addition, Governors were invited to express an interest in joining the NEDs on their walkabouts and a number of Governors have been involved in the programme so far.

This paper provides an overview of the LHCH NED walkabouts undertaken during 2024/25. The Chair also continues to visit areas across the Trust over the course of the year.

The Council of Governors are asked to note the report, and Governors are encouraged to join future NED walkabouts.

University Hospital Liverpool Group (UHLG) NED and Governor Visiting Engagement Programme outlined in Appendix A.

2. NED Walkabouts 2024/25

The tables below list walkabouts which took place during 2024/25 along with the current walkabouts that have been scheduled so far for 2025/26.

4th June 2024		
NED	Areas	Governor
Bob Burgoyne	Research	Peter Humphry
Nick Brooks	Estates	-
Margaret Carney	Pharmacy	-
Claudette Elliott	Birch ward	Ian Ferguson Terry Comerford
17th September 2024		
Bob Burgoyne	Cath Labs	Peter Humphrey Ian Ferguson Margaret Roberts
Nick Brooks	Outpatients	-
Margaret Carney	Radiology	Elaine Holme

John Doyle	Oak Ward	-
3rd December 2024		
Nick Brooks	Patient and Family Support	Kim Crowe Ray Davies
Margaret Carney	Medical Secretaries / Pathway Co-ordinators	Margaret Roberts Ian Ferguson
Bob Burgoyne	Theatre	Vivienne Carr Denis McAllister
11th February 2025		
Nick Brooks	Holly Suite	Ray Davis
4th March 2025		
Claudette Elliott	Rowan	Viv Carr Kim Crowe
Margaret Carney	Cherry	Mike Carney
John Doyle	Cedar	Peter Humphry Ian Ferguson

The feedback from the walkabouts has been extremely positive, with summary reports provided to the LHCH Executive Group and cascaded to the areas visited. There were also the opportunities for discussion and feedback at the Council of Governors meeting.

3. Walkabouts scheduled for 2025/26

NED	Areas	Governor
3rd June 2025		
Nick Brooks	Birch ward	Margaret Roberts Ian Ferguson
Claudette Elliott	Pharmacy	Vivienne Carr
John Doyle	Critical Care	Kim Crowe
4th July 2025		
Jackie Bird	Radiology & Pharmacy	-
12th August 2025		
Jackie Bird	Clinical Research & Facilities	-

16th September 2025

Nick Brooks	Pulmonary Function	
Jackie Bird	Outpatients	Ian Ferguson

Further dates to be confirmed.

4. Recommendation

The Council of Governors is asked to **note** the update, and Governors are encouraged to join future walkabouts.

Appendix A



Non-Executive Director and Governor Visiting Engagement Programme

1. Purpose

The purpose of the visits is to provide a forum which allows members of staff to engage with the Trusts' Non-Executive Directors (NEDs) and Governors on issues such as quality of care and staff support across the Trusts.

2. Aims and Objectives

The aims and objectives of the visits are:

- to increase the visibility and accessibility of NEDs and Governors to staff
- to enable NEDs and Governors to have a greater understanding of how services work
- to provide the opportunity to triangulate, corroborate and test information received by the Board and Governors from other sources
- to chat with and thank staff personally
- to 'role-model' the Trust values and behaviours set out in the Trusts' Strategies; and
- to feedback evidence-based issues through the Trusts' governance arrangements.

3. Supporting Process

Engagement visits are facilitated by the Corporate Governance Team who will liaise with the relevant teams prior to a planned visit to outline the purpose and to answer any queries. The aim is to keep the paperwork to a minimum and therefore information shared with NEDs and Governors will be limited to a short summary of the service.

A member of the Corporate Governance Team will support the visits at the Liverpool University Hospitals NHS Foundation Trust and the Divisional Personal Assistants will support the visits at the Liverpool Women's Hospital NHS Foundation Trust to help collate any key information and feedback. Following each visit, the Corporate Governance Team/Divisional Personal Assistants will draft notes on the key outcomes of the visit (Appendix 1) and share these with the relevant Divisional or Corporate Services Leadership Teams.

Any significant concerns identified which require immediate attention will be escalated on the day of the visit to a member of the Divisional Leadership Team or for Corporate Services, the respective Director or Deputy Director.

4. Reporting

The Corporate Governance Team will maintain a record of themes identified in each visit and details of all areas visited. This will ensure that visits are made to a cross section of clinical and non-clinical areas across sites.

A monthly report will be submitted to the Senior Management Board and the Hospital Management Boards. A quarterly summary report which highlights the areas visited will be provided to Council of Governors meeting for information.

Feedback from the visit will also be provided to the service area visited.