

Council of Governors (in Public) Item 5

minutes

Tuesday 3rd December 2019
1.00pm
LHCH Conference Room

Present:

Neil Large
Lynne Addison
Mark Allen
Joan Burgen
Dorothy Burgess
Wendy Caulfield
Charlie Cowburn
Dr Rebecca Dobson
Sharon Faulkner
Sharon Hindley
Ian Jones

Allan Pemberton
Dorothy Price

Ruth Rogers
Dusty Rhodes
Ron Smith
Hollie Swann
Lindsey Van Der
Westhuizen
Trevor Wooding

In attendance:

Bob Burgoyne
Nick Brooks
Jonathan Develing
Gill Donnelly
Julian Farmer
Sue Hodgkinson
Hayley Kendall
Lucy Lavan
Joan Mathews
Marga Perez Casal
Jane Tomkinson
Claire Wilson

Apologies for

Chair
Public Governor – Rest of England and Wales (telecom)
Public Governor - Cheshire
Public Governor – North Wales
Public Governor - Merseyside
Nominated Governor – Friends of Robert Owen House
Staff Governor – Registered and Non Registered Nurses
Staff Governor – Registered Medical Practitioners
Staff Governor – Registered and Non Registered Nurses
Staff Governor – Non Clinical
Nominated Governor – Liverpool John Moores University (from 7.1)
Public Governor – Cheshire
Staff Governor – Allied Health Professionals, Technical and Scientific
Public Governor - Merseyside
Public Governor – North Wales
Public Governor – North Wales
Nominated Governor – University of Liverpool
Public Governor - Cheshire

Senior Governor/Public Governor - Merseyside

Non Executive Director
Non Executive Director
Director of Strategic Partnerships
Membership and Communications Officer (Minutes)
Deputy Chair/Senior Independent Director
Interim Director of People & Culture
Chief Operating Officer
Director of Corporate Affairs
Deputy Director of Nursing
Director of Research & Innovation
Chief Executive Officer
Chief Finance Officer

absence:

John Black

Cllr Sharon Connor

Peter Brandon

Elaine Holme

Matt Greene

Rachel Glynn Williams

Lynn Trayer Dowell

Public Governor - Merseyside

Nominated Governor – Liverpool City Council

Public Governor - Cheshire

Public Governor - Merseyside

Staff Governor – Non Clinical

Public Governor – Merseyside

Staff Governor – Registered and Non Registered Nurses

1. Apologies for absence

Noted above.

2. Patient Story

The Director of Corporate Affairs shared a story received from a recent grateful patient who had stayed on Maple Suite. The patient offered his heartfelt thanks to the skill of the surgeon and staff team for repairing his heart.

3. Presentation

It was noted that there is no presentation to share on this occasion.

4. Declaration of Interests Relating to Agenda Items

The Chair asked the Council of Governors if they had any interests to declare in respect of items listed on the agenda. No interests were declared.

5. Minutes of the Council of Governors (CoG) meeting held on 23rd September 2019

The minutes of the meeting of the Council of Governors held on 4th June 2019 were reviewed for accuracy and approved as a correct record with the inclusion of the following amendments:

Item 9.6 – amendment to reflect that Allan Pemberton is Public Governor-Cheshire

Item 9.7 – amendment to reflect that Dorothy Burgess, Public Governor – Merseyside was also in attendance at the Critical Care Patient & Family Engagement event.

6. Chair's Briefing

The Chairman explained that the Trust had celebrated its annual LHCH Outstanding Awards event on Friday 29th November and a number of staff successes had been celebrated. He thanked the Communications & Marketing team for their key role in organising the event.

The Chairman congratulated Marga Perez Casal who had been appointed to the substantive role of Director of Research and Innovation. It was noted that Claire Wilson would shortly be leaving the Trust to take on a new position at Wirral University Teaching Hospitals. He paid testament to Claire for the role she had played over the last three years at the Trust and wished her every success in her future role. It was noted that Laura Allwood has also been appointed as Patient and Family Support Manager.

It was noted that the Board of Directors had received the winter planning plan

detailing how the Trust will be supporting the wider health system. This would be discussed further later on the agenda.

It was highlighted that Label 1 were currently filming for the BBC 2 Hospital series at the Trust. The series would be aired early in 2020 and feature a number of Liverpool Hospitals.

It was explained that it was LHCH Charity's Tinsel Tuesday. Governors were welcomed to stay after the meeting for the raffle draw and to listen to songs from the Sing Me Merseyside Choir. It was also noted that a Bentley had been donated anonymously to LHCH Charity and was being auctioned in London this week.

The Chairman paid testament to the excellent work of Julie Tyrer, Nurse Consultant – Tissue Viability who had recently won a Chief Nurse Silver Award. It was also noted that nine ward/departments had met the necessary standards to receive their Excellent, Efficient, Compassionate and Safe Gold Award and offered his congratulations.

It was explained that this was a particularly busy time for the hospital with additional winter pressures and he offered his thanks to all staff and volunteers for their hard work and dedication.

7. Strategy & Service Improvement

7.1 Operational Plan

The Chief Operating Officer provided an update on the Operational Plan. The following areas were highlighted:

- Waiting time pressures across the hospital which were currently being worked through
- Requirement to achieve new Cancer/RTT standards
- Reduced surgical and critical care activity plan due to reduced national demand
- Increased complexity of case mix in surgery and medicine
- Growth across all Outpatients areas
- Growing demand for thoracic surgical procedures
- Healthy lung targeted screening in Halton and Knowsley resulting in increased referrals.

It was explained that achieving clinical sign off the plans is essential and that there would be engagement with Clinical Leads on this in December/January.

The Council of Governors received the update.

7.2 Finance & Capital Planning 2020/21

Claire Wilson, Chief Finance Officer presented an update on the Finance and Capital Planning 2020/21. It was noted that the detailed national planning guidance is expected to be received in late December 2019. It was envisaged that there would be detailed contract discussions in January 2020 and the final submission of the plan is expected February/March 2020. It was added that capital planning and looking at the cash requirements over the next five

years would be essential.

It was noted that the biggest risk for the Trust in terms of finance and capital planning was around activity for the next financial year. The Chief Finance Officer highlighted there had been a reduction in the demand for CABG and Valve surgery. Therefore, it was essential that the Trust looked at alternative areas of growth in demand and to respond to these appropriately to offset this.

The Council of Governors received the update.

8. Performance & Operations

8.1 Q2 Performance Dashboard

The Chief Operating Officer presented the Performance Dashboard for Quarter 2 and highlighted that the diagnostic target performance had started to improve and stands at 72.7% for October 2019. This was following the installation of the new CT/MRI scanners which have increased capacity. However, it was explained that achieving the 92% target would remain a challenge in the short-term as the team worked through the backlog. It was added that the surgical activity plan continued to be a significant challenge with a further underperformance in month. It was noted that this was linked to a national picture of the demand of some surgical procedures declining. A turnaround plan has been implemented with executive overview and scrutiny in this area.

It was noted that an adverse variance in relation to as this was currently 4.53% (against target of 3.4%). Sue Hodgkinson, Interim Director of People & Culture provided assurance that there is a number of activities being undertaken to improve this performance and would provide further assurance later in the meeting (in private) on the Interim People Plan.

The Chief Operating Officer explained that there was a significant risk to the delivery of the Trust's aggregate RTT position due to the pressure of patients waiting longer than 18 weeks in Cardiology. A backlog reduction trajectory had been presented to Operational Board at the end of November 2019.

Ruth Rogers, Public Governor – Merseyside asked if data was available for complaints in November as the October data for formal complaints had been higher than typical with 10 formal complaints in Quarter 2. The Chief Operating Officer confirmed that this data was not available yet but an update would be brought to the next Council of Governors meeting.

SP

There was a discussion around the challenges faced in delivery of the activity plan which was closely linked to national legislation impacting on NHS Pensions. The Chairman added that new national guidance had been received on this and this was currently being worked through. It was added that the Board would continue to assess the risk of this issue.

The Council of Governors received the report.

8.2 Q2 Finance Report Period

The Chief Finance Officer presented the Finance Report for Quarter 2. It was explained that the activity had a direct link to the financial position. The financial position overall was on plan for first 2 quarters of year however there were a number of underlying issues. For example, there were agency staff cost pressures linked to shortage of junior doctors, radiology and back office areas.

It was noted that the Cost Improvement Plan figure of £1.390k was on plan. There had been capital expenditure of £3.8m to date which was as a result of work underway on Theatre B and the preparatory work undertaken on the refurbishment of Cath Lab 4. It was added that the Trust was still on target to achieve the control total this year.

There was a discussion around the issue of agency costs. The Interim Director of People and Culture explained that there is a national shortage of junior doctors and other staff groups. Joan Mathews, Deputy Director of Nursing & Quality added that there was currently work being undertaken to develop a recruitment campaign to help fill these gaps. Ian Jones, Nominated Governor – LJMU added that he is aware of Magnet Hospitals in USA who were considered to be the 'best of the best' and attract the best staff and this would be worth consideration.

The Council of Governors noted the report.

8.3 Q2 Patient & Family Support Team Activity Report

Joan Mathews, Deputy Director of Nursing & Quality presented the Quarter 2 Patient & Family Support Team Activity Report. It was noted that the Trust had received a total of 10 formal complaints in Quarter 2. It was explained that the Patient & Family Support Team have received 79 contacts, 43 of which are informal concerns and were successfully resolved by liaising or escalating to the appropriate manager/divisional team.

The Deputy Director of Nursing & Quality added that the team also collect formal compliments in terms of letters to the CEO and this provided good evidence for the Trust in terms of their external regulators.

Trevor Wooding, Senior Governor enquired how does the number of complaints received by the Trust compare with other similar hospitals? The Deputy Director of Nursing & Quality added that the Trust does very well in this area and the number of complaints had been lower here when benchmarking with other similar Trusts.

The Council of Governors received the report.

8.4 Winter Planning 2019/20

The Chief Operating Officer presented the 2019/2020 Winter Plan which offered support to the wider health economy. This included the offer of six additional cardiology inpatient beds for patients with heart failure. In addition to this it was noted that a new significant development for this winter period had been the introduction of Physician Associates, led by the Clinical Lead for Community Respiratory Services. It was also added that there has also been a new respiratory NWAS car deployed to assist in reducing admissions to A&E.

Hayley Kendall, Chief Operating Officer added that the winter plan had been well received by the wider health system.

The Council of Governors received the report.

9. External Reviews & Assurance

Nothing to note.

10. Governor Issues

10.1 Feedback from Network Engagement Events

Dorothy Burgess, Public Governor-Merseyside explained that a meeting had been held with Live Wire, Warrington to forge links and plan a joint health awareness and engagement event in Warrington community. It was envisaged this event would be held in May 2020. Lindsey Van Der Westhuizen, Public Governor – Cheshire offered to support this event as this is within her local community.

Ian Jones, Nominated Governor-LJMU highlighted a network event taking place on 4th December with Liverpool Centre of Cardiovascular Science.

Trevor Wooding, Senior Governor discussed a ‘Living Well’ event he had attended in Birkdale, Sefton.

Allan Pemberton, Public Governor – Cheshire highlighted a research and innovation event he had attended with Vicky Wilkinson, Head of Research & Innovation.

10.2 Governor Induction Day Feedback

It was discussed that the annual induction event, facilitated by Ann Utley had been well received by both LHCH governors and those governors attending from neighbouring Trusts. It was added that the induction day would be scheduled before the Joint Council of Governors and Board of Directors Development Day in 2020.

GD

10.3 Report of Joint CoG/BoD Development Day 5.11.19

Lucy Lavan presented the report which outlined the discussions from the day. The morning session had focused on the review of the Council of Governors objectives for 2019 and considering proposed objectives for 2020. The afternoon session had been with the Board of Directors and Council of Governors had helped to shape the strategic objectives of the Trust.

The Council of Governors noted the contents of the report, actions identified and approved the Council of Governors 2020 objectives.

10.4 CoG Meeting Day Schedule Calendar 2020/21

Council of Governors approved the schedule of key dates for 2020.

10.5 Membership and Communication Sub Committee

Ruth Rogers, Public Governor – Merseyside/Chair of Sub Committee presented the Hot Topics report from the meeting held on 22nd October 2019.

It was noted that the plan of membership engagement events was starting to take shape and events were already scheduled for Warrington, Wirral and Ormskirk in 2020.

Ruth Rogers, Public Governor- Merseyside/Chair of Sub Committee offered her thanks to all governors and members of sub committee for their support in delivering the membership and communications plan this year. This vote of thanks was reciprocated by the Chairman.

The Council of Governors received the report.

10.6 Staff Governors Drop In

Nothing to note.

10.7 Feedback from Development Groups

It was discussed that the newly refreshed development groups had been well received by the Governors that had participated. The Nominated Governor Lead for each group provided feedback from their discussions that had taken place prior to the meeting.

10.8 Governor Walkabouts

It was noted that Governors has visited the CT/MRI Scanner and Pharmacy prior to the meeting. The walkabouts were considered informative and were well received.

11. Board of Directors:

11.1 Report from the Audit Committee

Julian Farmer, Deputy Chair provided an update from the work of the Audit Committee. It was noted that the Trust was currently raising awareness and there was an increasing emphasis on the importance of Cyber Security with the support from MIAA.

Assurance was provided that everything is on track in relation to the Audit Committee and good governance arrangements are in place.

The Council of Governors received the report.

11.2 NED Walkabouts

Julian Farmer, Deputy Chair explained a schedule of NED Walkabouts to wards and department had been continued. It was noted that he had visited the Radiology Department earlier that day and had received very positive messages from staff.

The Council of Governors noted the update.

11.3 Receipt of Minutes of Board of Directors (in Public) Meeting

The Council of Governors received the minutes of the Board of Directors meeting held on 30th July 2019.

11.4 Action Log

Action 1 - Closed

Action 2 - Closed

Action 3 - Open – it was proposed to discuss this through the work of the development group at the next meeting.

12. Date and Time of the Next Meeting

Tuesday 3rd March 2020 at 1.00 pm in the LHCH Conference Room.