

Item 4

Combined General Meeting of the Council of Governors and Annual Members' Meeting 2019

Item 5a

minutes

Date of Meeting: 23rd September 2019
Time: 4.30pm
Venue: Conference Room, Research Unit

Present:

Board Directors: Neil Large/Chairman
Nicholas Brooks/Non-Executive Director
Bob Burgoyne/Non-Executive Director
Jonathan Develing, Director of Strategic Partnerships
Julian Farmer/Deputy Chair/Non Executive Director
Lucy Lavan/Director of Corporate Affairs (non-voting)
Karen O'Hagan/Non-Executive Director
Sue Pemberton/Director of Nursing & Operations
Marga Perez Casal/Interim Director of Research & Innovation (non-voting)
Nigel Scawn/Associate Medical Director – Clinical Services
Jane Tomkinson/Chief Executive
Claire Wilson/Chief Finance Officer

Governors: Lynne Addison/Public Governor – Rest of England & Wales
Peter Brandon/Public Governor – Cheshire
Joan Burgen/Public Governor-North Wales
Wendy Caulfield/Appointed Governor-Friends of Robert Owen House
Charles Cowburn/Staff Governor – Registered & Non Registered
Nursing Staff
Ian Jones/Appointed Governor-LJMU
Rachel Glynn Williams/Public Governor-Merseyside
Allan Pemberton/Public Governor-Cheshire
Lynn Trayer-Dowell/Staff Governor – Registered & Non Registered
Nursing Staff
Dusty Rhodes/Public Governor-North Wales
Lindsey Van Der Westhuizen/Public Governor-Cheshire
Trevor Wooding/Senior Governor & Public Governor – Merseyside

In Attendance:
Auditors: Robin Baker– Grant Thornton (Auditor)

Staff and Members of the Public: Matthew Back/Head of Communications
Gillian Donnelly/ Membership & Communications Officer (Minutes)
Mary Liley/Head of Fundraising
Mike Owen, Member of the Public
Robyn Sefton/Community & Events Officer
Brian Roberts, Public Member - Merseyside

Apologies for Absence: Mark Allen/Public Governor-Cheshire
John Black/Public Governor-Merseyside
Dorothy Burgess/Public Governor-Merseyside
Cllr Sharon Connor/Appointed Governor – Liverpool City Council
Matthew Greene/Staff Governor-Non Clinical
Elaine Holme/Public Governor-Merseyside
Sharon Hindley/Staff Governor-Non Clinical
Mark Jones/Non-Executive Director
Dr Raphael Perry/Medical Director
Dot Price/Staff Governor-AHP, Technical and Scientific
Ron Smith/Public Governor-North Wales
Ruth Rogers/Public Governor – Merseyside
Sandra Wilson/Staff Governor-Registered & Non Registered Nurses

1. Welcome and Introduction

The Chair welcomed members and attendees to the Combined General Meeting of the Council of Governors and Annual Members' Meeting 2019 which was an opportunity to share the results of the previous year whilst looking forward to future plans for the Trust. In addition to the formal receipt of the 2018/19 Annual Report and Accounts.

2. Patient Story

A patient story was shared as a video by Sue Pemberton, Director of Nursing & Quality, as part of the presentation (Item 5).

3. Apologies for absence:

As noted above.

4. Minutes of the Annual Members Meeting held on 18th September 2018

The minutes of the Annual Members meeting held on 18th September 2018 were approved as an accurate record.

There were no matters arising.

5. Board of Directors' Reports

5.1 Receipt of Annual Report and Accounts 2018/19:

The Council of Governors and Members formally received the Annual Report and Accounts for 2018/19.

The Annual Report and Accounts for 2018/19 were available to collect at the meeting or to download via the Trust's website www.lhch.nhs.uk via the following link:

<http://www.lhch.nhs.uk/media/6810/lhch-annual-report-and-accounts-2018-19-final.pdf>

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5.1.1 Overview of 2018/19

Sue Pemberton, Director of Nursing & Operations, presented an overview of the Trust's 2018/19 performance which set out the key priorities around quality, safety and patient and family experience; workforce, performance and finance.

The following points were highlighted.

- The majority of regulatory operational targets were achieved with the exception of diagnostic targets for the year. Above expected growth in demand of CT and MRI scans had impacted on diagnostic performance however, new scanning capacity was scheduled to go live November 2019.
- The NHS continued to face a financially challenging environment. The Trust ended the year with a surplus of £17.1m which would be used to support future investment in facilities. It was noted that the full set of accounts was available on the Trust website www.lhch.nhs.uk
- In terms of workforce it was noted that the Trust was rated one of the best specialist trusts in the country for six out of ten themes in NHS Staff Survey 2018. In addition to this, it was the highest scoring specialist trust in the country in 13 areas.

Sue Pemberton outlined key achievements as part of the Quality Strategy for 2018/19 which included:

- Top in the country for overall patient care in the National Inpatient Survey 2018
- For the second time rated 'Outstanding' by the CQC
- Theatres won National Times Award 2018 in surgical nursing category
- LHCH launched adult congenital heart disease services
- WHO safe survey checking compliance – with verification process in Theatres
- Reduction in falls by 16% across ward areas
- Reduction in formal complaints by 28%.

It was also noted there had been a continued reduction in pressure ulcers, sustained low infection rates, implementation of community electronic patient records and Trust-wide compliance with Natsips and Loccsips (national and local safety standards).

It was highlighted that the Trust had been re-inspected by the Care Quality Commission early 2019 and had maintained an 'Outstanding' rating. Sue Pemberton, Director of Nursing and Operations, discussed how the Trust had embraced personalisation of care around the delivery of the six steps of patient and family centred care. For example, the installation of a new sky ceiling in one of the Critical Care rooms to make a difference to the experience of patients. It was hoped that this would be rolled out to all of the rooms to improve patient wellbeing and also help to mitigate the impact of delirium. Other examples given included facilitation of therapy dogs and enabling a patient to celebrate their 80th birthday on the ward.

5.2 Report of the Auditor:

5.2.1 Audit Findings for Year Ending 31.03.19

Robin Baker, Engagement Lead, Grant Thornton (external auditor) was welcomed to present the Audit Findings Report which highlighted the key issues affecting the results of the Trust; preparation of the Financial Statement for the year ending 31st March 2019; and reported the audit findings to management and those charged with governance in accordance with the requirements of the International Standard on Auditing.

The key messages arising from Grant Thornton's audit of the Trust's annual accounts were:

- Unqualified opinion on the Financial statements
- No weaknesses in financial systems or internal control
- Focus on the value of land and buildings
- Annual Governance statement consistent with our knowledge of the Trust
- Annual report consistent with our knowledge

Value for Money: The auditor confirmed an unqualified opinion in respect of the financial statement. The auditor confirmed satisfaction that in all significant respects, the Trust had proper arrangements in place to secure economy, efficiency and effectiveness in its use of resources. The arrangements the Trust has in place to secure Value for Money (VfM) based on:

- Good financial planning and reporting arrangements in place
- Level of challenge at 'confirm and challenge meetings'
- Culture of openness and transparency at the Trust
- Strategic planning and on-going transformational change plans
- Trust delivered a surplus of £17.2m (including £10.6m of Provider Sustainability Funding), performing better than target

It was concluded that no issues had been identified for referral to the regulator or that required a public interest report to be issued.

5.2.2 Quality Report to Governors

Robin Baker, Engagement Lead, Grant Thornton also presented the limited assurance opinion on the Quality Report 2018/19 confirming that based on the results of the audit findings the following had been established:

- Quality report which was consistent guidance
- Stakeholder feedback was reviewed and was consistent with the key messages in the Quality report.

An unqualified limited assurance audit conclusion was provided on the Quality Report and the two mandated indicators were noted as:

- Percentage of incomplete pathways within 18 weeks for patients on an incomplete pathway at the end of the reporting period
- Maximum waiting time of 62 days from urgent GP referral to first treatment for all cancers.

The auditors were also required to review one local indicator which was chosen by Governors, namely completion of care partner request for each patient on admission. No issues were identified by the auditors from the work performed.

It was confirmed the work on all three quality indicators had been completed and there had been no recommendations.

The Chair invited questions to the auditor. No questions were raised. The audit findings were noted; the Chair thanked Robin Baker for his attendance and presentation.

The Council of Governors acknowledged receipt of the annual report and accounts incorporating the quality report for 2018/19.

Robin Baker, Engagement Lead, Grant Thornton left the meeting.

5.3 Forward Look – Our Vision and Future Plans

Jane Tomkinson, Chief Executive, explained that she was delighted to have the opportunity to share the Trust's future plans in line with the ambition to 'be the best'.

A video was shown sharing a collection of staff highlighting what has made the Trust 'Outstanding' for a second time.

Jane Tomkinson, Chief Executive, highlighted the way in which the Trust will respond to the changing health system through listening to staff, seeking partners, using data and engaging with stakeholders. The Chief Executive explained that the Trust has a strong presence to influence. This included holding a seat on the national CVD board along with leadership roles in the Cheshire and Merseyside CVD Programmes. In addition to this internally there would be a stronger focus on staff health and wellbeing with the development of a Health and Wellbeing Centre for staff and driving up the quality.

Nigel Scawn, Associate Medical Director – Clinical Services, noted that service developments for the forthcoming year included treatment of Adult Congenital Heart Disease, Cardio-oncology, Inherited Cardiac Conditions and Genomics. This is in addition to a pre-operative anaemic service roll out, imaging expansion (CT and MRI Scanner service), SmartView remote monitoring, Virtual Clinics and enhanced recovery for patients.

It was also highlighted that the Trust was playing a key role in the region and developing joint working and collaboration in the following areas:

- Cheshire & Merseyside Respiratory Improvement Program
- Swiss Nurse Program in Whiston Hospital ED
- Targeted Lung Health Checks for Knowsley and Halton (Expansion Liverpool Healthy Lung Project)
- Prevention of ill health through CVD prevention work and smoking cessation
- Community Consultant clinics in South Cheshire / Vale Royal to commence (once new consultant appointed)
- Consultant clinics for Countess of Chester Hospital
- Clinical review of Cheshire and Merseyside Integrated Respiratory Services
- West Lancashire Oxygen Service Consultant supervision once a new consultant is appointed.

Nigel Scawn, Associate Medical Director – Clinical Services, also discussed more clinical innovation including Artificial Intelligence, ITU Ceiling Screens, ITU Family Lunches, Surgical Robotic Expansion and the prevention agenda.

Lynn Trayer Dowell, Staff Governor – Registered and Non Registered Nurses and Ian Jones, Appointed Governor – LJMU left the meeting.

Lucy Lavan, Director of Corporate Affairs, discussed Freedom to Speak Up (FTSU) which is integral to an open, transparent and safe culture. This is considered to be embedded now and business as usual. LHCH was ranked the top performing acute specialist trust in the National Guardian Office's new FTSU index. The CEO Pledge to FTSU was highlighted which was to actively encourage staff to raise concerns; to investigate these fully and feedback to the person who had raised the concern; and to protect individuals who had spoken out from suffering any detriment as a result.

It was also noted that in 2018/19 LHCH Charity raised £519,000 which has been utilised to make a number of improvements to patient and family care including ward and building refurbishment, investment in medical equipment and also supporting research, training and education for staff. Lucy Lavan, Director of Corporate Affairs, expressed her gratitude to all charity supporters who had made these improvements for patients, families and staff, possible.

6. Council of Governors' Reports

6.1 Governors Report 2018/19

Trevor Wooding, Senior Governor, provided an overview of Governor activity and developments during 2018/19 and set out the key tasks of the period. Training and development continued to include an annual joint development day with the Board of Directors and Governors had attended local and national Governor networks. Key tasks during the year had included holding the Non Executive Directors to account for the performance of the Board of Directors and playing an important role in the re-appointment of the Chair and appointment of Non Executive Directors.

It was also noted that Council of Governors meetings were held in public and open to members of the public to attend.

6.2 Membership Report

Trevor Wooding, Senior Governor, presented the Membership Report. At the end of the financial year the public membership was 9,550. It was noted that the Membership Strategy reflected the Trust's vision to 'be the best' and focused primarily on engagement and retention of existing members. A successful programme of health events was held in 2018/19 covering a range of health topics including Robotics, Healthy Heart and Diagnosing Respiratory & Sleep Disorders. The membership newsletter Members Matters was produced four times during the year. The Membership and Communications Sub Committee met on a quarterly basis to oversee the development and delivery of the Membership Strategy and support effective communication and engagement with members. It was noted that membership strategy was to achieve a minimum of 8,500 public members and to broaden the use of communication channels to communicate and engage membership.

The Chair thanked Trevor Wooding for both the Governor and Membership reports, which were received by those in attendance.

7. Appointments/Changes to the Board of Directors and Council of Governors 2018/19 and 2019 Election Results

The Chair presented the appointments and changes to the Board of Directors and Council of Governors during 2018/19 as outlined in the annual report.

Full copies of the Annual Report and Accounts for 2018/19 were available to collect at the meeting or to download via the Trust's website www.lhch.nhs.uk via the following link:

<http://www.lhch.nhs.uk/media/6810/lhch-annual-report-and-accounts-2018-19-final.pdf>

Neil Large, Chair, noted there were 25 Governor Seats and welcomed the following to the Council of Governors (following recent governor elections/appointment):

- Dr Rebecca Dobson as Staff Governor – Registered Medical Practitioner
- Sharon Faulkner as Staff Governor – Registered and Non Registered

Nurses

- Hollie Swann as Appointed Governor – University of Liverpool.

8. Questions and Answers

The Chair invited questions from those in attendance at the meeting. No questions were asked.

9. Date & Time of Next Meeting:

Tuesday 22nd September 2020, 4.30pm.

The Annual Report and Accounts 2018/19 were made available and could also be downloaded via the Trust website www.lhch.nhs.uk under the 'About LHCH' section.

The Chair thanked all present for their attendance and continued support. In particular he paid tribute to all the staff and volunteers saying they were all very special people doing special things every day for our patients and their families. He also highlighted the important role governors play which was integral in achieving the Trust's vision to 'be the best'.

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