

Item 5

Council of Governors (in Public)

minutes

Tuesday 11th December 2018

1.00pm

LHCH Conference Room

Present:

Neil Large
Lynne Addison
Peter Brandon
Joan Burgen
Dorothy Burgess
Glenda Corkish
Lynn Trayer Dowell
Elaine Holme
Sharon Hindley
Allan Pemberton
Dorothy Price

Lindsey Van Der
Westhuizen
Ron Smith
Dusty Rhodes
Ruth Rogers
Rachel Glynn Williams
Trevor Wooding

In attendance:

Justine Brislen
Gill Donnelly
Julian Farmer
Mark Jackson
Lucy Lavan
Joan Mathews
Ken Morris
Sue Pemberton
Marion Savill
Jane Tomkinson
Robin Wiggs
Claire Wilson

Chairman
Public Governor – Rest of England and Wales
Public Governor - Cheshire
Public Governor – North Wales
Public Governor – Merseyside
Nominated Governor – Friends of Robert Owen House
Staff Governor – Registered and Non Registered Nurses
Public Governor – Merseyside (Left Item 7.3)
Staff Governor – Non Clinical
Public Governor – Cheshire
Staff Governor – Allied Health Professionals, Technical and Scientific
Public Governor - Cheshire

Public Governor – North Wales
Public Governor – North Wales
Public Governor – Merseyside
Public Governor - Merseyside
Senior Governor/Public Governor – Merseyside

Clinical and Medical Education Business Partner (Item 3 only)
Membership and Communications Officer (Minutes)
Non Executive Director/Deputy Chair
Director of Research & Innovation
Director of Corporate Affairs
Deputy Director of Nursing & Quality (Item 3 only)
Non Executive Director
Director of Nursing & Quality (Left Item 8.5)
Non Executive Director/Senior Independent Director
Chief Executive (from item 10.5)
Assistant Director – Business Development
Chief Finance Officer (Left Item 9)

Apologies for absence:

Mark Allen
John Black
Cllr Sharon Connor
Charlie Cowburn
Kerry Fitzpatrick
Matt Greene
Ian Jones
Caroline McCann

Public Governor – Cheshire
Public Governor - Merseyside
Nominated Governor – Liverpool City Council
Staff Governor - Registered and Non Registered Nurses
Staff Governor – Registered and Non Registered Nurses
Staff Governor – Non Clinical
Nominated Governor – LJMU
Staff Governor – Registered Medical Practitioners

1. Apologies for absence
Noted above.**2. Patient Story**

The Director of Nursing & Quality shared a patient story with the Council of Governors. This highlighted a positive patient experience received. The story praised the staff for going above and beyond in the delivery of care. The patient had spoken highly about the teams on Oak Ward, Cedar Ward and POCCU, praising their conscientious staff.

3. Human Factors Presentation

Justine Brislen, Clinical and Medical Education Business Partner and Joan Mathews, Deputy Director of Nursing presented an update on the Human Factors work currently undertaken at the Trust. It was explained that medical error is the highest cause of death after heart disease and cancer (BMJ 2018) and that the most skilled people in the world can make mistakes. It was discussed that the teams at the Trust deal on a daily basis with complicated and complex machinery and it is therefore possible that mistakes could happen. Therefore, the work of human factors at the Trust is so important. It was highlighted that awareness of human factors had been embedded into existing training and that wards and departments prepare reflections, learn and share from each other in relation to human factors. It was noted that any learning is also addressed to keep patients safe and to avoid harm.

Allan Pemberton, Public Governor – Cheshire asked if senior medical staff receive training on human factors. Joan Mathews, Deputy Director of Nursing responded that there is engagement with senior medical staff and that there are currently two consultants that are Human Factors Champions.

There was a discussion around the support that staff would receive in the event of an unexpected traumatic event. It was noted that there would be a range of de-briefs and a simulation of the event which helps to revisit incidents and discuss what would be done differently. It was noted the Trust is growing in openness through Freedom to Speak Up strategy and Safety Huddle. It was added that a specific incident linked to human factors or an element of a patient pathway could be linked into the complaints process.

The Chairman thanked Justine Brislen, Clinical and Medical Education Business Partner and Joan Mathews, Deputy Director of Nursing for their presentation and they left the meeting.

4. Declaration of Interests Relating to Agenda Items

The Chairman 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 18th September 2018

The minutes of the last meeting were noted and approved. Marion Savill, Non Executive Director/Senior Independent Director requested an amendment to page 8, item 11.3 to note that Non Executive Directors have an objective to visit all Trust wards and departments at least once a year.

GD

6. Chairman's Briefing

Neil Large, Chairman explained that the Trust would shortly receive an inspection from the Care Quality Commission (CQC). Formal notice had been received for a well led inspection to take place on 5-7th February 2019. There would also be an unannounced inspection and this could take place at any time. It was noted that the CQC may want to see and meet with governors during their inspection.

The Chairman offered his best wishes to John Black, Public Governor – Merseyside who is currently suffering from ill health.

It was noted that Glenda Corkish, Nominated Governor – Friends of Robert Owen House had reached her maximum term of office (9 years). Neil Large, Chairman paid tribute to Glenda for her service to the role over this period of time. He added it was an important role to also help represent patients and families from the Isle of Man on the Council of Governors.

The Chairman informed the Council of Governors that Tony Wilding, Director of Strategic Partnerships/Chief Operating Officer would shortly be leaving the trust for pastures new. Jonathan Develing had been appointed as the Executive Director of Strategic Partnerships and would commence the role in the new year. It was noted there had been some changes in the portfolios of Executive Directors and that Sue Pemberton, Director of Nursing & Quality would be taking the executive lead of operations.

380 staff attended the 'Best of the Best' LHCH Grand Awards event on 30th November 2018. It was noted that Trevor Wooding, Senior Governor had attended the event and commended its success. Neil Large, Chairman thanked Gill Donnelly, Membership and Communications Officer for her hard work organising the event ensuring its success.

7. Strategy and Service Improvement

7.1 Cheshire & Merseyside Health & Care Partnership Update:

Dr Raphael Perry, Medical Director/Deputy CEO provided an update. It was explained that the appointment of Jonathan Develing, Executive Director of Strategic Partnerships meant that he would be a big driver to take this programme of work forward. He added the CVD board meets on a monthly basis and at present there had been much feedback around improving the health of the communities.

The Council of Governors noted the update.

7.2 Planning Round 2019/20

Claire Wilson, Chief Finance Officer provided an update on the 2019/20 planning round. It was explained that the timetable for the NHS planning round presented at the previous meeting had been delayed. An update on progress would be provided at the next Council of Governors meeting in March 2019.

CW

7.3 Freedom to Speak Up (FTSU) Strategy Update

Lucy Lavan, Director of Corporate Affairs provided a presentation to the Council of Governors on the Freedom to Speak Up Strategy. It was explained that FTSU was launched nationally as a result of the Mid Staffs enquiry and there was a requirement for every trust to appoint a FTSU Guardian. Helen Turner is the FTSU Guardian at LHCH and is supported by Lucy Lavan as FTSU Exec Lead, Marion Savill is Non Executive Lead for FTSU, Justin Ratnasingham as Deputy FTSU Guardian and a network of FTSU Champions.

It was noted that FTSU had greater visibility and awareness across the Trust following a wide range of team visits and attendance at the recent staff health and wellbeing event. The FTSU Guardian now attends Board of Directors meetings and a quarterly FTSU Summit is held to look at themes emerging from FTSU and to see if there is any link with data streams. It was explained that the most significant theme emerging from FTSU was values and behaviours. The FTSU CEO pledge had also been widely circulated and is highlighted at staff induction personally by the CEO.

Ruth Rogers, Public Governor – Merseyside enquired if the staff who had raised a concern via FTSU had provided any feedback highlighting their experience. Lucy Lavan, Director of Corporate Affairs highlighted that an evaluation survey is issued to staff that have raised a concern to see if they have been satisfied with the process. It was added that only positive feedback had been received however the biggest challenge of communicating with this group of staff is that concerns are often raised anonymously.

8. Performance and Operations

8.1 Q2 Performance Dashboard

Sue Pemberton, Director of Nursing & Quality presented the Trust performance report for the period to the 30th September 2018. It was explained that there is a target of a maximum of 6 week wait for diagnostic procedures and the Trust is currently below target for September 2018 at 86.12% against a target of 99%. The Director of Nursing & Quality shared that the Board of Directors signed off a business case on Tuesday 3rd July 2018 to implement two additional scanners. It is envisaged this will significantly improve performance for this target. It was also highlighted that sickness is slightly above plan of the target 3.4% at 3.6% YTD. However, it was reported that this has been largely due to long term sickness absence.

It was also discussed that the Surgical Division currently had an action plan in place to address the number of cancelled operations. It was noted that one cancellation is too many however, these cancellations had been unavoidable.

Dorothy Burgess, Public Governor – Merseyside asked if there was an update on a resolution to the current issues being experienced by patients with the PET Scanner. The Director of Nursing & Quality confirmed the operational teams were currently looking at this.

The Council of Governors noted the contents of the report.

8.2 Q2 Finance Report

The Chief Finance Officer presented the finance report and confirmed the Trust continued to have a strong financial performance. It was reported that there is currently a surplus of £3,640k against a planned surplus of £3,631k. The Chief Finance Officer thanked staff across wards and departments for their hard work in ensuring the costs of agency and bank staff kept to below plan. It was highlighted that the capital expenditure plan is £10.5 million to support the delivery of new services including the Cath Lab refurbishment, CT/MRI Scanner, ACHD Service and Private Patients Unit.

Claire Wilson, Chief Finance Officer explained that the key risk still facing the Trust relate to the national issue of HRG4+ and receiving income from the Department of Health in Wales as planned. The focus now for the Finance team is on next year's financial plan, contract negotiations and the Cost Improvement Programme.

Allan Pemberton, Public Governor-Cheshire asked if the Private Patients Unit would pay for itself over time. It was confirmed that it would over a period of three to four years.

The Council of Governors noted the contents of the report.

8.3 Patient & Family Support Team Activity Report

Sue Pemberton, Director of Nursing & Quality presented the Complaints Report and explained there had been a total of 13 complaints year to date and referred to the learning from both informal and formal complaints identified

within the paper.

The Council of Governors received and noted the report.

8.4 Winter Preparedness

Sue Pemberton, Director of Nursing and Quality presented the paper setting out the Trust's internal focused measures and measures being undertaken to support the local healthcare economy during the winter season. It was explained that due to the refurbishment of Mulberry Ward that this area is unavailable to provide support for respiratory patients as in previous years. It was noted that the Birch Ward lounge is currently being upgraded to cater for patients not requiring a bed.

Rachel Glynn Williams, Public Governor – Merseyside asked how the lounge approach would work in terms of treating patients with infections. Sue Pemberton, Director of Nursing & Quality provided assurance that all patients are screened for infections and would always be isolated from other patients.

8.5 Profile of Services Provided by Area

Robin Wiggs, Assistant Director – Business Development provided an update on the profile of the services provided by Liverpool Heart and Chest Hospital. The service offering was highlighted and it was noted that the Trust is nationally leading in terms of quality. The commissioning differences between England, North Wales and Isle of Man were also highlighted in the presentation and the challenges to meet the 18 week target when patients are received by the Trust late in the pathway discussed. It was noted that the Trust has one of the biggest market shares in the country for cardiothoracic surgery as this is highly specialised.

The Chair thanked Robin Wiggs, Assistant Director – Business Development for his informative presentation and requested a copy of the slides be circulated to governors following the meeting.

RW/GD

9. External Review & Assurance

9.1 Announcement of Care Quality Committee Inspection

The Chairman referred to his earlier briefing when he had discussed the forthcoming CQC Inspection.

10. Governor Issues

10.1 Governor Induction Day 16.10.18

The Chairman discussed the Governor Induction Day held on 16th October 2018 and facilitated by Ann Utley, Luscent. It was discussed that those attending the session had found it to be successful and rewarding.

The Council of Governors received and noted the report.

10.2 Membership and Communications Sub Committee

Ruth Rogers, Public Governor – Merseyside presented the report from the Membership and Communications Sub Committee held on 5th November 2018. It was highlighted that all Key Performance Indicators from the Membership Strategy had been met and that the response from the members' survey so far had been very encouraging. It was noted there had been a series of successful health events in the community including one recently in Allerton, South Liverpool. Dorothy Burgess, Public Governor – Merseyside commended the facilities at the venue which had been offered free of charge and it was agreed a letter of thanks would be sent to acknowledge this support.

NL

The Council of Governors noted the report.

10.3 Staff Governors Meeting 28.11.18

Nothing to note.

10.4 Feedback from Governor Walkabouts

The Chairman referred to the walkabout held prior to the meeting when governors had visited the Medical Engineering and Capital Projects Teams. It was agreed that this had been enjoyable and informative and it was noted the next walkabout would visit Cath Labs and Critical Care.

10.5 Interest Groups/External Events

The Chairman requested feedback on the format of the interest groups held before the meeting. This was discussed and governors agreed these were valued.

11. Board of Directors

11.1 Report from the Audit Committee

Julian Farmer, Non Executive Director/Deputy Chair presented the report from the Audit Committee held on 9th October 2018. It was noted that the internal audit annual plan was on schedule and external audit planning was underway with plans in place to commence in the new year. The recent publicity about failings in audit sector had been discussed and the Audit Committee received assurance that the weaknesses in completion of NHS audit work had been addressed.

The Council of Governors received the report.

11.2 NED Walkabouts

Julian Farmer, Non Executive Director/Deputy Chair explained that the recent round of Non Executive Director walkabouts had highlighted the awareness of Freedom to Speak Up is rising amongst staff.

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

The Council of Governors received the minutes.

12. Action Log

Action 1 – completed and closed

Action 2 – Private Meeting agenda refers

13. Date and Time of Next Meeting:

Tuesday 12th March 2019 at 1.00 pm in the LHCH Conference Room.

