

Council of Governors (in Public) Item 4

minutes

Tuesday 4th June 2019
1.00pm
LHCH Conference Room

Present:

Neil Large
Lynne Addison
Mark Allen
Joan Burgen
Dorothy Burgess
Wendy Caulfield
Lynn Trayer Dowell
Matt Greene
Elaine Holme
Sharon Hindley
Ian Jones

Caroline McCann

Allan Pemberton
Dorothy Price

Ron Smith
Dusty Rhodes
Sandra Wilson
Trevor Wooding

Chair
Public Governor – Rest of England and Wales (by telephone)
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 – Non Clinical
Public Governor – Merseyside
Staff Governor – Non Clinical
Nominated Governor – Liverpool John Moores University (from Item 3)
Staff Governor – Registered Medical Practitioners (Item 1-3 only)
Public Governor – Cheshire
Staff Governor – Allied Health Professionals, Technical and Scientific
Public Governor – North Wales
Public Governor – North Wales
Staff Governor – Registered and Non Registered Nurses
Senior Governor/Public Governor - Merseyside

In attendance:

Bob Burgoyne
Jonathan Develing
Gill Donnelly
Julian Farmer
Hayley Kendall
Lucy Lavan
Dr Marousa Ntouskou
Darren McGuinness
Karen O'Hagan
Sue Pemberton
Jo Shaw
Helen Turner

Non Executive Director
Director of Strategic Partnerships (Item 7.2 only)
Membership and Communications Officer (Minutes)
Deputy Chair/Senior Independent Director
Chief Operating Officer
Director of Corporate Affairs
Consultant Radiologist/Clinical Lead-Radiology (items 1-3 only)
Radiology Service Manager (Items 1-3 only)
Non Executive Director
Director of Nursing & Operations
Head of Nursing – Clinical Services (Items 1-3 only)
Private Patients Manager/Freedom to Speak Up Guardian (Items 1-7 only)

Jo Twist
Claire Wilson

Director of Workforce Development (left Item 11.1)
Chief Finance Officer (left Item 9.3)

Apologies for absence:

John Black
Peter Brandon
Cllr Sharon Connor
Charlie Cowburn
Ruth Rogers
Lindsey Van Der Westhuizen
Rachel Glynn Williams

Public Governor - Merseyside
Public Governor - Cheshire
Nominated Governor – Liverpool City Council
Staff Governor - Registered and Non Registered Nurses
Public Governor - Merseyside
Public Governor – Cheshire
Public Governor - Merseyside

1. Apologies for absence

Noted above.

The Chair welcomed Sandra Wilson, Staff Governor – Registered and Non Registered Nurses and Wendy Caulfield, Nominated Governor – Friends of Robert Owen House to their first meeting. In addition to this he welcomed Professor Bob Burgoyne and Karen O'Hagan to the meeting as recently appointed Non Executive Directors.

2. Patient Story

The Director of Nursing & Operations shared a story from a patient who had visited a nurse-led Tissue Viability clinic in Outpatients. This highlighted a positive experience received and emphasised the skill and expertise provided by the Tissue Viability Nurses for which the patient was particularly grateful.

3. Presentation from the Radiology Team

Dr Marousa Ntouskou, Clinical Lead-Radiology discussed the increasing demand facing the Radiology service currently – increase of 23.5% in demand for MRI and 15.5% in CT scans. It was explained that there is a national shortage in radiologists and radiographers which has brought further challenge to the service. The capital development project to expand the service and meet this increased demand is underway. This includes installation of two new areas which will incorporate new state of the art CT and MRI scanners. It was also noted that additional staff appointments were being made to expand the team to run the extended service.

There was a discussion around the timescale of the new development and it was noted by Dr Marousa Ntouskou, Clinical Lead-Radiology that it was envisaged this would be completed in August 2019.

Sue Pemberton, Director of Nursing & Operations commended and thanked the team for their efforts and going above and beyond to help meet the increasing demand on the service. It was noted that the additional demand had been received from other hospitals and the Trust were supporting them as this is a specialist area of diagnostic imaging.

There was a discussion as to whether there would be opportunity for the implementation of the new scanners to support research and Darren McGuinness, Radiology Service Manager confirmed this was an area currently being considered.

The Council of Governors received the update.

Caroline McCann, Staff Governor – Registered Medical Practitioners left the meeting.

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 12th March 2019

The minutes of the last meeting were noted and approved.

6. Chairman's Briefing

Neil Large, Chairman paid testament to the hard work and dedication of staff over the last year. It was noted that 2018-2019 was a successful one for the Trust and he thanked all staff for their efforts in ensuring this.

7. Freedom to Speak Up: Annual Report 2018/19

Helen Turner, Freedom to Speak Up (FTSU) Guardian presented the FTSU Annual Report to the Council of Governors. It was noted that FTSU was in its third year now of implementation at the Trust and is supporting positive cultural change through enabling staff to speak up.

The Freedom to Speak Up Guardian explained there had been an increase in the number of concerns reported. This had been due to an increased awareness of the FTSU process following an internal communications campaign in 'Speak Up' month. It was also highlighted that there is a quarterly FTSU summit which is used to analyse and identify any themes from range of data sources.

There was a discussion around the Trust's working to eliminate bullying and harassment. Jo Twist, Director of Workforce Development noted that a new health and wellbeing strategy is currently being developed which will help to reduce this.

Sue Pemberton, Director of Nursing & Operations explained the importance of talking to staff across the organisation and ensuring sure they feel empowered to speak up through the networks provided e.g. FTSU Champions or Guardian.

The Council of Governors received the report.

8. Strategy

8.1 Developing a New Strategy for LHCH

Jonathan Develing, Director of Strategic Partnerships presented an update on the development of a new strategy for Liverpool Heart and Chest Hospital. It was highlighted there are a number of building blocks to good health and wellbeing and these provided endless opportunities for the Trust.

It was noted that the Trust's strategy would be based on the operational plan. For example, on-going development in CT/MRI would be part of the strategy in terms of being a leader in providing these highly specialised diagnostic tests.

The Director of Strategic Partnerships explained that engagement would be taking place across the organisation in order to develop the new strategy. Specifically, engagement on the SWOT analysis would be taking place across the divisions. It was agreed that a strategy workshop with Council of Governors would take place prior to the next meeting on 23rd September to ensure Governors are also engaged in the process.

JD

The Council of Governors noted the contents of the update.

8.2 Update on National, Regional and Local Systems Working

Jonathan Develing, Director of Strategic Partnership discussed the work of the Cheshire & Merseyside Cardiovascular Disease (CVD) Board chaired by Jane Tomkinson, Chief Executive Officer. It was explained that priority was given to prevention and early diagnosis of heart disease by increasing the number of health checks currently undertaken in the community. Liverpool Heart and Chest Hospital is currently leading Cheshire and Merseyside to localise CVD work and ensuring a more joined up approach.

The Council of Governors noted the update.

8.3 Operational Plan 2019/20 including Financial Plan Update

Claire Wilson, Chief Finance Officer presented the Trust's financial and operational plan to the Council of Governors and noted that this document had been provided to NHS Improvement in line with their deadline of 4th April 2019.

The Chief Finance Officer explained there had been a significant change to the risk detailed in the document as the £3 million risk relating to North Wales commissioners had been mitigated. This was due to the national negotiations resulting in a resolution.

Allan Pemberton, Public Governor – Cheshire noted the document could be improved further by ensuring jargon/acronyms are explained and ensuring uniformity in terms of style of text. Claire Wilson, Chief Finance Officer

explained that a public and patient friendly version of the Operational Plan is being produced and these comments would be taken on board.

The Council of Governors received and noted the report.

9. Performance & Operations

9.1 Performance Report for Period Ended 31st March 2019

Hayley Kendall, Chief Operating Officer presented an update on Trust performance for the period ending the 31st March 2019. It was noted that meeting the diagnostic target continues to be a real challenge and the Trust was below target for March 2019 at 82.16% against a target of 99%. As reported earlier in the meeting the current development to expand the CT and MRI service meant that full compliance to meet the target is envisaged by March 2020. The Chief Operating Officer also highlighted that staff sickness was above target of 3.4% with 4.94% in March 2019. It was added that there is a new health and wellbeing strategy currently being prepared and a sickness action plan in place to reduce staff sickness. Work is also underway to understand the cause of the sickness – which is mostly long term.

The Chief Operating Officer added that the Trust is one of best performing in terms of low number of cancelled operations however strived for excellence by improving this. Performance for March 2019 was slightly above target of 1.5% with 1.9%. It was also added there had been one breach of 52 week pathway and the target is to have zero breaches. However, this was unavoidable as patient required complex investigations and was referred to LHCH at 50 weeks.

The Council of Governors received the report.

9.2 Finance Report for Period Ended 31st March 2019

Claire Wilson, Chief Finance Officer confirmed that all financial targets for 2018/19 had been achieved. It was noted that there had been a slight delay in the commencement of capital project schemes and therefore £0.7m behind 18/19 plan of £10.6m but in line with the revised forecast at the end of December 2018. It was added that the Trust was very committed to delivery this year's extensive capital project scheme for 2019/20 which is part of a five year capital programme.

The Council of Governors noted the report.

9.3 Patient & Family Support Team Activity Report 2018/19

Sue Pemberton, Director of Nursing & Operations presented the Quarter 4 Complaints & Annual Complaints Summary 2018/2019. It was noted that there had been a 26.5% decrease in the number of formal complaints investigated in 2018-2019 compared with the previous year. This was due to the swift and proactive action of the Patient & Family Support Team to resolve

complaints. The Director of Nursing & Operations paid testament to Lisa Gurrell, Patient & Family Support Manager and team for their hard work which has ensured this.

The Council of Governors received the report.

10. Governor Issues

10.1 CoG Objectives

Lucy Lavan, Director of Corporate Affairs presented an update on the Council of Governor Objectives and noted good progress had been made and remained on track in achieving all five objectives. It was noted that all new Governors receive an initial meeting with the Chair and Director of Corporate Affairs as part of their induction. New Governors were invited to let Director of Corporate Affairs know if they require any further training or development.

The Council of Governors received the report.

10.2 National Governors Conference

Trevor Wooding, Senior Governor and Allan Pemberton, Public Governor-Cheshire presented their report on the NHS Providers Governor Focus Conference held in London. The Trust had been one of twelve selected to participate in the Governor Focus Showcase and it was explained that this had raised the profile of the Trust.

The Council of Governors noted the report.

10.3 Membership & Communications Sub Committee

Elaine Holme, Deputy Chair of the Membership & Communications Sub Committee presented the hot topics report and highlighted the upcoming events which the Council of Governors are invited to attend.

Mark Allen, Public Governor – Cheshire explained there would be a Healthy Lungs event held at Halton Stadium on Monday 10th June.

The Council of Governors received the report.

10.4 Staff Governors Drop In

Nothing to note.

10.5 Governor Walkabouts

The walkabouts held earlier that day to Liverpool Centre for Cardiovascular Science LHCH Laboratories and Cardiac Diagnostics were discussed.

Governors had been impressed with both areas and noted that Cardiac Diagnostics demonstrated great skill in delivering exceptionally high standard of care whilst managing increasing demand.

10.6 Interest Groups/External Events

The Chair invited comments and feedback from the interest groups held earlier that day. It was confirmed that these had been informative and were well received.

11. Board of Directors

11.1 Report from the Audit Committee

Julian Farmer, Deputy Chair/Senior Independent Director presented an update from Audit Committee meetings held on 26th March and 28th May. Assurance was given that all work was on track and there had been good preparation for the year ahead. In addition to this all formalities had been completed satisfactorily in terms of the Annual Report and Accounts.

The Council of Governors received the report.

11.2 Receipt of Minutes of Board of Directors (in public) Meeting

The Council of Governors received the minutes from the meeting.

12. Action Log

Action 1 – completed and closed

13. Date of the next meeting

Monday 23rd September 2019 at 1.00 pm in the LHCH Conference Room.