

Combined General Meeting of the Council of Governors and Annual Members' Meeting 2018

Item 4

minutes

Date of Meeting: 18th September 2018
Time: 4.30 pm
Venue: Conference Room, Research Unit

Present:

Board Directors: Neil Large/Chairman
Nicholas Brooks/Non-Executive Director
Mark Jackson/Director of Research & Innovation (non-voting)
Lucy Lavan/Director of Corporate Affairs (non-voting)
Ken Morris/Interim Non-Executive Director
Dr Raphael Perry/Medical Director
Sue Pemberton/Director of Quality & Nursing
Marion Savill/Non-Executive Director
Jane Tomkinson/Chief Executive
Joanne Twist/Director of Workforce Development (non-voting)
Claire Wilson/Chief Finance Officer
Tony Wilding/Director of Strategic Partnership & Chief Operating Officer

Governors: Lynne Addison/Public Governor – Rest of England & Wales
Mark Allen/Public Governor - Cheshire
John Black/Public Governor - Merseyside
Peter Brandon/Public Governor - Cheshire
Dorothy Burgess/Public Governor - Merseyside
Charles Cowburn/Staff Governor – Registered & Non Registered Nursing Staff
Elaine Holme/Public Governor - Merseyside
Vera Hornby/Public Governor – Merseyside
Caroline McCann/Staff Governor – Registered Medical Practitioners (Part)
Dorothy Price/Staff Governor – Allied Health Professionals, Technical and Scientific (Part)
Lynn Trayer-Dowell/Staff Governor – Registered & Non Registered Nursing Staff
Ruth Rogers/Public Governor - Merseyside
Trevor Wooding/Senior Governor & Public Governor – Merseyside

In Attendance:

Auditors: Georgia Jones/Audit Manager – Grant Thornton
Mike Thomas/Director – Grant Thornton

Staff and Members of the Public:	Matthew Back/Communications & Marketing Manager Joan Burgen/Member Gillian Donnelly/ Membership & Communications Officer (Minutes) Mary Liley/Head of Fundraising Bernard Powell/Member Thomas Lee/Member Robyn Sefton/Charity Administrator Lindsey Van Der Westhuizen/Member
Apologies for Absence:	Ken Blasbery/Public Governor - Cheshire Cllr Sharon Connor/Nominated Governor – Liverpool City Council Amanda Clarke/Public Governor-North Wales Glenda Corkish/Nominated Governor – Friends of Robert Owen House Julian Farmer/Deputy Chair & Non Executive Director Kerry Fitzpatrick/Staff Governor-Registered and Non Registered Nurses Sharon Hindley/Staff Governor-Non Clinical Ian Jones/Nominated Governor - LJMU Mark Jones/Non Executive Director Allan Pemberton/Public Governor-Cheshire Ron Smith/Public Governor-North Wales Alexandra Thompson/Staff Governor – Non-Clinical Staff Dusty Rhodes/Public Governor – North Wales

1. Welcome and Introduction

The Chair welcomed members and attendees to the Combined General Meeting of the Council of Governors and Annual Members' Meeting 2018 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 2017/18 Annual Report and Accounts.

2. Patient Story

A patient story was read by Sue Pemberton, Director of Nursing & Quality.

3. Apologies for absence:

As noted above.

4. Minutes of the Annual Members Meeting held on 25th September 2017

The minutes of the Annual Members meeting held on 25th September 2017 were approved as an accurate record.

There were no matters arising.

5. Board of Directors' Reports

5.1 Receipt of Annual Report and Accounts 2017/18:

The Council of Governors and Members formally received the Annual Report and

Accounts for 2017/18.

The Annual Report and Accounts for 2017/18 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/6090/lhch-annual-report-2017-18-final.pdf>

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5.1.1 Overview of 2017/18

Sue Pemberton, Director of Nursing & Quality presented an overview of the Trust's 2017/18 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 Quarter 3 and 4. Above expected growth had impacted on diagnostic performance however, a business case for additional CT and MR scanners had been approved and building work due to commence in October 2018.
- The NHS continues to face a financially challenging environment. The Trust ended the year with a surplus of £8.3m which will be used to support future investment in our 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 2nd in the country for staff recommending the Trust as a place to work or receive treatment.

It was noted that the Trust had celebrated the 70th anniversary of the NHS this year and a video was shown of members of staff reading a poem to mark the occasion. Sue Pemberton, Director of Nursing & Quality thanked Matthew Back, Communications & Marketing Manager who had written the poem and produced the video.

Sue Pemberton outlined key achievements as part of the Quality Strategy for 2017/18 which included:

- Top in the country for overall patient care in the National Inpatient Survey 2017
- 90% compliance for mortality reviews/medical and nursing
- Increased incident reporting 22% across all areas
- WHO safe survey checking compliance – with verification process in Catheter Labs and Theatres
- Reduction in falls by 20% across ward areas
- Reduction in formal complaints.

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

Sue Pemberton, Director of Nursing and Quality discussed how the Trust had embraced personalisation of care around the delivery of the six steps of patient and family centred care. This had included open visiting, encouragement of care partners and personalisation of care to put patients' needs first. For example, support was given to a patient with a 7 week year old baby on the Coronary Care Unit enabling the patient's family to stay. In addition to this staff had facilitated the stay of pets in the Critical Care Unit to support a patient's recovery.

Sue Pemberton, Director of Nursing highlighted that the Trust was due to be re-inspected by the Care Quality Commission in the next six months and that the focus would be on the Trust maintaining an 'Outstanding' rating.

Ruth Rogers, Public Governor – Merseyside commended the work the Trust had undertaken on patient and family centred care.

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

5.2 Report of the Auditor:

5.2.1 Audit Findings for Year Ending 31.03.18

Mike Thomas/Director – 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 2018; 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 Financial Statements were:

- The accounts presented for audit were high quality and were available to them by the required deadline.
- The accounts were supported by high quality working papers.
- No material amendments were made to accounts and only recommendations of minor presentational adjustments were given
- No major weaknesses in financial systems or internal control were identified.

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.

Grant Thornton was required to disclose their views on significant qualitative aspects of the Trust's arrangements for delivering economy, efficiency and effectiveness. The work focused on significant risks which were identified by the Trust therefore the following was considered:

- Good financial planning and reporting arrangements were in place.

- There was a level of challenge via “confirm and challenge” meetings.
- A CIP Improvement Group was in place.
- The integration of a risk management framework.
- There was a culture of openness and transparency at the Trust.
- Strategic planning and ongoing transformational change plans
- Strong arrangements in place to address the findings from Care Quality Commission inspection and Monitor’s licence conditions.
- The Trust delivered a surplus of £8.4m, performing better than the control total target of 6.9m.

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

Mike Thomas/Director-Grant Thornton also presented the limited assurance opinion on the Quality Report 2017/18 confirming that based on the results of the audit findings the following had been established:

- The report was consistent with NHSI’s guidance.
- The content of the report was consistent with the underlying information and auditors knowledge.
- Stakeholder feedback had been received 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:

- Maximum time of 18 weeks from point of referral to treatment in aggregate – patients on an incomplete pathway
- All cancers: 62 day wait for first treatment from urgent GP referral for suspected cancer.

The auditors were also required to review one local indicator which was chosen by Governors, namely Delirium screening for surgical patients. 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.

Bernard Powell, Public Member asked for an explanation on the work undertaken on Delirium screening for surgical patients. Sue Pemberton, Director of Nursing & Quality explained this was a programme of work undertaken in Critical Care that helped management of the condition following surgery.

The audit findings were noted; the Chair thanked Mike Thomas for his attendance and presentation.

The Council of Governors acknowledged receipt of the annual report and accounts incorporating the quality report for 2017/18.

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 patient experiences.

Jane Tomkinson, Chief Executive presented the progress to date which incorporated a number of highlights including:

- Expansion of the Freedom to Speak Up Strategy
- Launch of an extensive leadership development plan
- Development of new roles in nursing/apprenticeships
- Extension of staff engagement in service improvement
- Introduction of additional specialist expertise in areas such as cardio-oncology.

In terms of the future, Jane Tomkinson, Chief Executive discussed the plans to:

- Develop the next phase of the cardiovascular programme
- Collaborate with other specialist trusts to leverage research and enhance best value for money
- Drive Liverpool Health Partners research priority in CVD
- Develop more international partnerships.

Dr Raphael Perry, Medical Director/Deputy CEO noted that service developments for the forthcoming year included embedding the North West CHD partnership; enhancement of robotic surgery and research opportunities; the commissioning of new CT and MR scanners; upgrade of Catheter Laboratories; opening of new private patient facilities and an extension of the patient journey to include pre and post discharge care.

It was also highlighted that the Trust is taking a big step forward in research with the forthcoming launch of the Liverpool Centre for Cardiovascular Science. It was also noted that there is a good strong culture of learning from incidents.

Dorothy Price, Staff Governor-Allied Health Professionals, Technical and Scientific left the meeting.

Lucy Lavan, Director of Corporate Affairs discussed the Freedom to Speak Up (FTSU) expansion which was said to be integral to an open, transparent and safe culture. 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 2017/18 LHCH Charity raised £974,000 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 2017/18

Trevor Wooding, Senior Governor provided an overview of Governor activity and developments during 2017/18 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 and Deputy Chair of the Membership and Communications Sub Committee presented the membership report. At the end of the financial year the public membership was 9,852. 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 2017/18 covering a range of health topics including Diabetes and Stroke Rehabilitation. 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 the Membership Strategy had been reviewed and the target for membership 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 2017/18 and 2018 Election Results

The Chair presented the appointments and changes to the Board of Directors and Council of Governors during 2017/18 as outlined in the annual report.

Full copies of the Annual Report and Accounts for 2017/18 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/6090/lhch-annual-report-2017-18-final.pdf>

Neil Large, Chairman noted that since April 2018 the following changes had been made to the Board of Directors:

- Darren Sinclair had left his position as Non Executive Director on 30th April 2018 and Ken Morris was appointed Interim Non Executive Director on 1st May 2018.

Neil Large, Chairman noted there were 25 Governor Seats and presented the 2018 governor election results as follows:

Public Governor - Merseyside

- Rachel Glynn Williams elected

Public Governor – Cheshire

- Allan Pemberton re-elected and Lindsey Van Der Westhuizen elected

Public Governor – North Wales

- Dusty Rhodes, Ron Smith and Joan Burgen elected

Public Governor – Rest of England and Wales

- Lynne Addison re-elected

Staff Governor – Non Clinical

- Matt Greene elected

Staff Governor – Registered and Non Registered Nurses

- Lynn Trayer Dowell re-elected

Staff Governor – Registered Medical Practitioners

- Caroline McCann re-elected

Neil Large, Chairman paid tribute to the governors that would be stepping down from the role at the end of the meeting. In particular, Vera Hornby, Public Governor - Merseyside and Ken Blasbery, Public Governor-Cheshire who had both served the maximum of three terms in office (nine years).

8. Questions and Answers

Bernard Powell, Member asked how many staff had experienced an accident at work. Mark Jackson, Director of Research & Innovation answered that he did not have the detail to hand but that the numbers were very low. Tony Wilding, Chief Operating Officer & Director of Strategic Partnerships outlined the process for reporting and review of accidents, noting the daily safety huddle led by the Chief Executive and also that the executive team were updated formally of any such incident on a weekly basis.

Bernard Powell, Member then asked whether the Trust works in partnership with other Trusts in procurement to enable cost savings. Jane Tomkinson, CEO outlined the procurement arrangements including use of National Frameworks to ensure best value and commented also on the ongoing partnership work across the region to consider opportunities for further corporate cost savings, including those associated with procurement. Bernard Powell, Member commented further on some observations he had made and was invited share these further with Jane Tomkinson, following the meeting.

Thomas Lee, Member asked if the delays in the building of the new Royal Liverpool Hospital would impact on the Trust at all. Neil Large, Chairman replied that it would not impact directly.

9. Date & Time of Next Meeting:

Tuesday 24th September 2019, 4.30pm

The Annual Report and Accounts 2017/18 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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