

Council of Governors (in Public)

Item 5

minutes

Tuesday 5th June 2018
1.00pm
LHCH Conference Room

Present:

Neil Large
 Mark Allen
 Lynne Addison
 John Black
 Ken Blasbery
 Peter Brandon
 Dorothy Burgess
 Amanda Clarke
 Lynn Trayer Dowell
 Elaine Holme
 Vera Hornby
 Dorothy Price

Alexandra Thompson
 Trevor Wooding

Chairman
 Public Governor - Merseyside (until Item 9.4)
 Public Governor – Rest of England and Wales
 Public Governor - Merseyside
 Public Governor - Cheshire
 Public Governor - Cheshire
 Public Governor – Merseyside
 Public Governor – North Wales
 Staff Governor – Registered and Non Registered Nurses
 Public Governor - Merseyside
 Public Governor – Merseyside
 Staff Governor – Allied Health Professionals, Technical and Scientific
 Staff Governor – Non Clinical
 Senior Governor/Public Governor – Merseyside

In attendance:

Peter Cassidy
 Gill Donnelly
 Julie Donnelly
 Julian Farmer
 Mark Jones
 Lucy Lavan
 Paul Maines
 Ken Morris
 Sue Pemberton
 Marion Savill
 Jane Tomkinson
 Jo Twist
 Tony Wilding
 Claire Wilson
 Megan Underwood

Trainee Physiologist (Item 3 only)
 Membership and Communications Officer (Minutes)
 Clinical Physiologist (Item 3 only)
 Non Executive Director/Deputy Chair
 Non Executive Director
 Director of Corporate Affairs
 Clinical Physiologist (Item 3 only)
 Non Executive Director
 Director of Nursing & Quality
 Non Executive Director/Senior Independent Director
 Chief Executive
 Director of Workforce Development
 Director of Strategic Partnerships & Chief Operating Officer
 Chief Finance Officer
 Clerical Assistant

Apologies for absence:

Glenda Corkish
Kerry Fitzpatrick
Sharon Hindley
Ian Jones
Caroline McCann
Allan Pemberton
Ruth Rogers
Ron Smith

Nominated Governor – Friends of Robert Owen House
Staff Governor – Registered and Non Registered Nurses
Staff Governor – Non Clinical
Nominated Governor – LJMU
Staff Governor – Registered Medical Practitioners
Public Governor – Cheshire
Public Governor – Merseyside
Public Governor – North Wales

1. Apologies for absence

Noted above.

2. Patient Story

The Director of Nursing and Quality shared a patient story with the Council of Governors which outlined a positive experience received from a patient on Elm Ward. The story also highlighted the appreciation felt by patients and families for the Robert Owen House relatives' accommodation, which provides a real comfort and convenience to them at a difficult time.

3. Healthcare Science at LHCH

Dorothy Price introduced her colleagues from the Pulmonary Function Department to the meeting and explained she was proud of the team and what they had achieved to date.

Paul Maines, Julie Donnelly and Peter Cassidy provided an overview of the work of the Healthcare Scientist and noted that more than 80% of patient diagnosis is carried out by staff in this specialism. It was also highlighted that 21,125 patients attended clinic in this department in 2017-18 and a total of 36,732 diagnostic tests carried out. The department carries out a range of diagnostic tests including spirometry and sleep studies.

It was noted that the department currently only offers sleep study diagnostic tests for both inpatients and outpatients, although the team would like to offer a treatment plan for patients with sleep apnoea. This was discussed, and Tony Wilding stated that he hoped that commissioning arrangements for this would be reviewed in the future.

Dot Price discussed a review of the work of the department had been undertaken and explained underpayments had been identified. These had been recognised as a fault and issue now resolved.

The Chairman thanked the team for their attendance and showcasing the work of the department.

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 5th March 2018

The minutes of the last meeting were noted and approved.

6. Chair's Briefing

The Chair informed the Council of Governors that notification had been received that the new Nominated Governor for Liverpool City Council was Councillor Sharon Connor. It was also noted that the Trust was still awaiting an appointment for a representative from Knowsley Council.

It was highlighted that NHS England and NHS Improvement regional teams were being integrated to enable a more joined up approach. There was also discussion around the wider healthcare landscape of which the Board of Directors will share thinking of the broader city area with governors at the Joint CoG and BoD Development Day later in the autumn.

The Chairman informed the CoG of the Listening into Action initiative, which engages staff to make service improvements. The recent LiA Pulse Check had been a success with 63% response rate from staff and 865 suggestions received.

Thursday 5th July will be the 70th anniversary of the NHS and Governors were invited to join staff to attend a celebration event on the day. Lynne Addison will be attending a NHS 70 Carol Concert on this day at Westminster Abbey.

7. Strategy and Service Improvement

7.1 CQC Readiness for New Inspection Process

The Director of Nursing and Quality presented the recent changes to the Care Quality Commission (CQC) inspection process. Key changes include a more concentrated process with two small groups of inspectors who will select one or two service lines to focus on. Regular meetings with the CQC inspectors will also now form part of the inspection process. It was likely that the Trust would be inspected by no later than Summer 2019.

In September 2016, the CQC rated the Trust 'Outstanding'. Sue Pemberton provided assurance to the Council of Governors that the action plan put in place following the last inspection had been mostly completed. It was explained a preparation plan was in place for the forthcoming CQC inspection which included a mock inspection and regular sharing and learning meetings with staff.

It was explained that Governors may be requested to be interviewed by the CQC as part of this process. However, they will be supported in terms of a preparatory information booklet and workshop sessions if needed.

The Chair asked the Director of Nursing & Quality to explain the changes that had been made in Critical Care in light of the CQC inspection findings. Sue Pemberton provided assurance that a significant improvement had since been

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made to patient flow and issues had been dramatically reduced.

The Council of Governors noted the update.

7.2 Operational Plan

The Chief Finance Officer referred to the final 2018/19 Operational and Financial Plan which had been circulated to the Council of Governors prior to the meeting. The plan was submitted to NHS Improvement on 30th April 2018 and assumed a surplus of £7.756m in 2018/19 and the plan will require a delivery of £3.8m CIP.

The Council of Governors noted the report including operational and financial plan.

7.3 Cheshire & Merseyside Health & Care Partnership

The Chair presented the report provided which incorporated a briefing note published by NHS Providers for governors on Sustainability and Transformation Partnerships (STPs) and Integrated Care Systems (ICSs).

The Council of Governors noted the report and it was agreed that further discussion with Governors would be scheduled for the Autumn as part of the Joint Strategic Day on 30th October 2018.

7.4 CHD Update

The Director of Strategic Partnerships and Chief Operating Officer provided an update on the Level 1 ACHD services which were scheduled to be provided by the Liverpool network in September 2018. It was noted that a comprehensive project plan and governance structure is in place to ensure this timescale was met and the service is available to patients when they need it.

The Council of Governors noted the update.

7.5 Robotics Update

The Chair paid tribute to the exceptional work of the staff involved in the launch of the new heart and lung robotic surgery programme and highlighted the celebration event held in May for charity supporters, governors and members. Two videos outlining two different patient stories were shown which reiterated the positive and extraordinary benefits to our patients which have only been possible via the introduction of this new service.

7.6 Membership Strategy

The Director of Corporate Affairs presented the revised Membership Strategy, which had been reviewed and updated by the Membership and Communications Sub Committee. The revised strategy included the following key changes:

- Introduction of a minimum membership of 8,500
- More focus on engagement of a smaller, representative membership
- More emphasis in the strategy in using new communication channels and increased use of social media for promotion and engagement with members and members of the public

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The Council of Governors noted the contents of the report and approved the revisions to the Membership Strategy. The Membership Strategy would be presented to the Board of Directors for final sign off and approval.

8. Performance and Operations

8.1 Strategic & Performance Dashboard Period ended 31.03.18

The Director of Strategic Partnerships and Chief Operating Officer provided an update on Trust performance for the period to the 31st March 2018.

The Council of Governors noted the contents of the report.

8.2 Finance Report Period Ended 31.03.18

The Chief Finance Officer presented the financial position for the financial year ending 31st March 2018 and confirmed all statutory and regulatory targets had been met and in line with the control total set externally.

The Council of Governors noted the contents of the report.

8.3 Patient & Family Support Team Activity Report 2017-18

The Director of Nursing and Quality presented the Patient & Family Support Team Activity Report and confirmed there had been 50 formal complaints in this period and 48 had been investigated. Sue Pemberton thanked the Patient and Family Support team for their exceptional work in supporting our patients and families. It was noted that each complaint provides learning which is shared as relevant across the appropriate divisions and teams.

The Council of Governors received and noted the report.

8.4 Staff Survey Results 2017

The Director of Workforce Development presented the national Staff Survey Results 2017 and highlighted that the Trust had received the top score nationally against other acute specialist Trusts in 8 out of the 32 key findings.

The results were on the whole very positive however hot spots have been identified and action plans in place to address these.

It was also explained that the Listening into Action Pulse Check recently provided a further temperature check for the organisation when 875 suggestions were received from members of staff. 92 managers also completed the Leadership Audit. There are also further plans for a LiA launch event, AQUA training day and introduction of a Service Improvement Wall introduced. This work would be celebrated with a LHCH LiA Event in November.

The Chair thanked Jo Twist for her presentation and noted that although the results were positive the Trust could not be complacent. It was discussed that staff morale in areas had improved and the visibility of the executive team in departments was appreciated by staff.

9. Governor Issues

9.1 COG Objectives Progress Report

The Director of Corporate Affairs presented the progress report for the Council of Governors Objectives 2018 and stated she had been delighted with how well the new governors had settled into their roles and how the CoG is functioning well as a part of a team.

It was noted that the revised membership strategy had been approved earlier in the meeting and therefore Objective 4 could be closed off.

The Council of Governors noted progress for the CoG objectives for 2018 to date.

9.2 Election Update

Gill Donnelly provided an update on governor elections and explained that the North Wales By Election had now concluded and the turnout for these elections had been higher than the national average. It was also explained that the summer elections had now commenced and the deadline for nominations to be received by ERS is 13th June at 5pm.

Lucy Lavan explained that one of the elected governors in the North Wales election was unfortunately ineligible to take up the role and therefore proposed that the Council of Governors approach the next highest polling candidate from the election to take up the role. The Council of Governors approved this approach.

9.3 National Governors' Conference Report

Trevor Wooding presented the paper and highlighted the discussion and outcomes from the recent NHS Governors Conference he had attended with Allan Pemberton. It was noted that there had been a few suggestions to improve election turnout and increase number of candidates from other Trusts which will be shared with the Membership & Communications Sub Committee.

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The Council of Governors noted the contents of the report.

9.4 Membership & Communications Sub Committee

Amanda Clarke discussed the Membership & Communications Sub Committee Hot Topics report and highlighted the Disability Awareness Day on 15th July at Walton Hall Gardens, Warrington. Governors were encouraged to contact Gill Donnelly if they were able to attend the event and support the recruitment stand on this day. Amanda also welcomed Trevor Wooding to the role of Deputy Chair of the Sub Committee.

All

9.5 Staff Governors Meeting

Nothing additional to note.

9.6 Feedback from Governor Walkabouts

The Chair referred to the governor walkabout that had taken place earlier in the day to Telecommunications/Postal Services and Birch Ward. Peter Brandon commended the walkabouts confirming that they provide governors with a real insight of the way staff and the hospital work.

9.7 Interest Groups

The Chair discussed the interest groups held prior to Council of Governors meetings and invited governors to provide feedback on these and how well they are working.

10. Board of Directors

10.1 Report from the Audit Committee

Julian Farmer, Chair of the Audit Committee provided a report from the Committee. This explained that the draft annual governance statement had been presented for inclusion in the 2017/18 annual report and no significant control issues were reported. The electronic Declaration of Interests system was working well and MIAA had provided further independent assurance that this was the case. It was noted that MIAA would shortly be conducting a review of risk management arrangements. He also commented that the Audit Committee had reviewed the Annual Report and Accounts 2017/18 prior to Board approval and they have been successfully submitted to NHS Improvement. The accounts would be laid before Parliament on 26th June 2018 and presented to Governors at the Combined Council of Governors and Annual Members' Meeting on 18th September 2018.

The Council of Governors received the report.

10.2 Report from the People Committee

Mark Jones, Chair of the People Committee provided an update on current areas of focus for the committee. He referred to excellent staff survey results and to a continued reduction in agency spending. It was commented that voluntary staff turnover was only slightly over plan with 10.15%. A discussion arose in relation to staff turnover and it was stated that this was not considered a concern as some turnover in an organisation is necessary and can be positive. However, work was on going to ensure that this is managed appropriately and that the right people were developed and retained. He commented that the hospital was doing all the right things to ensure that trust staff are the 'best of the best'.

The Council of Governors received the report

10.3 NED Walkabouts

Julian Farmer, Non Executive Director/Deputy Chair discussed the timetable of walkabouts undertaken recently by Non Executive Directors. The key observation was that members of staff had been very positive when visited in their areas and that staff they had spoken to felt really engaged with the Listening into Action initiative. It was commented that a list of areas and feedback would be compiled with the Director of Nursing & Quality and any issues identified from this.

11. Action Log

Action 1 – completed and closed
Action 2 - completed and closed
Action 3 – completed and closed
Action 4 – completed and closed
Action 5 – completed and closed

12. Date and Time of Next Meeting:

Tuesday 18th September at 1.00pm in the LHCH Conference Room.