

Combined General Meeting of the Council of Governors and Annual Members Meeting 2015

Item 4

minutes

Date of Meeting: 1st October 2015
Time: 4.30 pm
Venue: Conference Room, Research Centre

Board of Directors: Neil Large/Chairman
David Bricknell/Deputy Chair/Senior independent Director
Lawrence Cotter/Non-Executive Director
Julian Farmer/Non-Executive Director
Mark Jones/Non-Executive Director
Marion Savill/Non-Executive Director
Lucy Lavan/Associate Director of Corporate Affairs
Jane Tomkinson/Chief Executive
Raphael Perry/Medical Director
Debbie Herring/Director of Strategy & Organisational Development
David Jago/Chief Finance Officer
Sue Pemberton/Director of Nursing & Quality
Tony Wilding/Chief Operating Officer

Governors: Dennis Bennett/Governor – North Wales
Ken Blasbery/Senior Governor
Glenda Corkish/Governor – Partner Organisation (Part)
Mike Desmond/Staff Governor
Peter Hannaford/Staff Governor
Roy Griffiths/Governor – North Wales
Sharon Hindley/Staff Governor (Part)
Neil Marks/Governor - Merseyside
Paula Pattullo/Governor - Merseyside
Brian Roberts/Governor - Merseyside
Tony Roberts/Governor – Rest of England
Doreen Russell/Staff Governor
Roy Stott/Governor - Merseyside
Trevor Wooding/Governor - Merseyside

In attendance: Geoffrey Appleton/Lay Chair – St Helens Clinical Commissioning
Group
Saad Alshukri/Member – Merseyside
Christine Austin/Member – Cheshire
Victor Austin/Member – Cheshire
Mathew Back/Communications & Marketing Manager
Jackie Bellard/Director – Grant Thornton Auditors
Ann Concepcion/Lady Mayoress of Liverpool
Cllr Tony Concepcion/Lord Mayor of Liverpool

Carolyn Cowperthwaite/Head of Nursing - Medicine
 Gill Donnelly/Membership and Communications Officer
 Kath Griffiths/Member – North Wales
 Lesley Heath/Committee Secretary
 Philip Hughes/Senior Healthcare Assistant
 Adam Kaye/Lord Mayors Driver
 Thomas Lee/Member - Merseyside
 Mary Liley/Head of Fundraising
 Len McGrail/Member – Cheshire
 Arthur Newby/Member – Merseyside
 Jennifer O'Brien/Executive Office Secretary
 Allan Pemberton/Public
 Jean Redfern/Members – Merseyside
 John Rice/Member – Cheshire
 Lisa Salter/Head of Nursing - Surgery
 Jo Shaw/Lead Nurse for Patient Family Experience and Safeguarding
 Gary Thomas/Member – Merseyside
 Alex Thomson/Personal Assistant
 Lynn Trayer-Dowell/Infection Prevention Nurse Specialist
 Jo Whittingham/Senior Manager – Grant Thornton Auditors

Apologies for absence:

Mike Brereton/Governor – Cheshire
 Tony Grimes/Staff Governor
 Ruth Hirschfield/Governor – Liverpool City Council (Partner Organisation)
 Vera Hornby/Governor – Merseyside
 Michelle Laing/Governor – Liverpool John Moores University (Partner Organisation)
 Neville Rumsby/Staff Governor
 Judith Wright/Governor - Cheshire

1. Welcome and Introduction

The Chair welcomed members and attendees to the Combined General Meeting of the Council of Governors and Annual Members Meeting 2015. He reflected on the quality of its staff; team work and the success in delivering the best care, respect and compassion to patients and their families.

The Chair also expressed his personal pride and appreciation to his staff, volunteers and Governors for their contribution, commitment and hard work.

2. Patient Story

The patient story was read by Trevor Wooding

3. Apologies for absence

The above apologies were received and noted.

4. Minutes of the Annual Members Meeting held on 29th September 2014

The minutes of the Annual Members Meeting held on 29th September 2014 were approved as an accurate record.

There were no matters arising.

5. Board of Directors' Reports:

5.1 Receipt of Annual Report and Accounts 2014/15

The Council of Governors and Members received the Annual Report and Accounts 2014/15.

Full copies of the Annual Report and Accounts 2014/15 were available to collect following the meeting or available for download via the Trust website www.lhch.nhs.uk under the "About Our Hospital" section.

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5.1.1 Quality

A presentation on quality was delivered by Sue Pemberton/Director of Nursing & Quality which set out the four quality priorities as follows:

- **Priority One:** To ensure dementia patients are identified and assessed while under the hospitals care and referred to their GP for investigation at discharge. Sue Pemberton took the opportunity to acknowledge the hard work and commitment of Jo Shaw/Lead Nurse for Patient Family Experience and Safeguarding.
- **Priority Two:** Reduce pressure ulcer development. A presentation that had been delivered at the CoG Public Meeting by Julie Tyrer/Tissue Viability Nurse was referred to and Julie's work over the previous 5 years to imbed a practice of excellence was acknowledged.
- **Priority Three:** Reduce the number of patient falls.
- **Priority Four:** Improve the timeliness of communications to GPs at the point of discharge.

The presentation demonstrated the actions in place to address the priorities and how these were being implemented.

The CoG were also updated on progress following an unannounced visit from the Care Quality Commission (CQC) in February 2014 and how a programme of improvement was initiated to address staff concerns within the Critical Care Unit. A robust action plan had been issued to the CQC which was followed up by a further visit in September 2014. Staff reported positively about the changes that had been implemented demonstrating a significant improvement in staff morale.

A Trust-wide culture survey had been undertaken allowing the Trust to understand how staff rated elements of their working lives and provided an opportunity to work with teams to understand staff feedback.

The CoG noted the improvements in safety culture by the introduction of a daily safety huddle from October 2014. The Chief Executive chaired the daily huddles which were open to all staff across the Trust. The focus on safety resulted in the Trust being part of the national 'Sign Up to Safety' campaign and the 'Speak Out Safely' campaign which introduced confidential ways for staff to

Speak out.

The CoG noted the key achievements for 2014/15 which resulted in a friends and family test score of 92 against a target of 90. 97% of staff would recommend the hospital as a place to receive treatment and infection control reported nil against MRSA and 4 C-Diff infections, of which three were unavoidable where it was demonstrated that there were no lapses of care.

The Trust was noted as number one in the country for nurses, patient care, treatment and cleanliness in the 2015 National Patient Survey.

5.1.2 Finance

A presentation on finance was delivered by David Jago/Chief Finance Officer which outlined the summary financial statements, notes to accounts, the Annual Governance Statement and Auditors Report.

The CoG noted the financial target plan, the outcome achievements and the financial challenges around the efficiency programme and the target saving of £4.5m.

Against a financial target plan the Trust had achieved:

- A planned income and expenditure surplus of £0.1m before exceptional items
- An I&E margin of 0.1%
- An EBITDA margin of 6.5%.
- Liquid ration of -4 days.
- Cash closing balance of £12.3m.
- A continuity of service risk rating of 4.
- Investment of £5.2m to improve its environment and services.

Future challenges to improve patient care at lower costs, reduce agency costs and the need to deliver on a challenging Cost Improvement Programme were acknowledged.

5.1.3 Performance

A presentation on Performance was delivered by Tony Wilding/Chief Operating Officer which set out the key areas as follows:

- The Monitor risk rating had been reported green throughout the year.
- Failure to achieve two of the three 18 week referral to treatment target was due to the national initiative to reduce long wait patient across the NHS.
- All cancer targets had been achieved.
- All diagnostic targets had been achieved.
- Commissioner targets of 0.6% for cancelled operations had not been met; due to the complexity of the case one patient did not meet the 28 day guarantee.

5.1.4 Workforce

A presentation on Workforce was delivered by Debbie Herring/Director of Strategy & Organisational Development and set out the following:

- Staff engagement score stood in the top 20 of all acute and specialist acute Trusts.
- Harassment, bullying or abuse score was the lowest within specialist trusts within the last 12 months.
- Listening into Action was introduced to improve staff involvement.
- LHCH was listed in the top 100 places to work by the NHS Health Service Journal.
- Staff values and behaviours agreed and introduced.

Sickness absence, staff turnover and recruitment were all under review with action plans in place to manage them effectively.

The Chairman thanked the Executive Directors for their presentations; the organisation had been rated as the top hospital in the country for overall patient care 7 out of the previous 8 years demonstrating the dedication of its staff while continually striving to improve on its performance.

5.2 Report of the Auditor

Jackie Bellard/Director - Grant Thornton (external auditor) presented the Audit Findings Report which highlighted the key issues affecting the results of the Trust; preparation of the Financial Statement for the year ended 31st March 2015 and reports audit findings to management and those charged with governance in accordance with the requirements of the International Standard on Auditing.

During the course of the audit there were no changes to the Auditors approach which was communicated in their Audit Plan of March 2015. The Auditors provided an unqualified audit opinion in respect of the financial statement. They had not identified any errors affecting the Trust's financial position and so the draft and audited financial statements for the year reported a surplus of £2.5m.

Six minor presentational amendments to the financial statement had been identified which the Trust had agreed to change.

Jo Whittingham/Senior Manager – Grant Thornton presented the Quality Report 2014/15 confirming that based on the results of their procedures:

- There was no cause to believe that the Quality Report was not prepared in all material respects in line with the criteria set out in the NHS Foundation Trust Annual Reporting Manual.
- That it was not consistent in all material respects with the specifications in the Detailed Guidance for External Assurance on Quality Report.
- The indicators in the Quality Report had not been reasonably stated in all material respects in accordance with the NHS Foundation Trust Annual Reporting Manual.
- That it was consistent with Monitor's guidance

The report highlighted the following key message from its review:

- The final draft report presented for audit was comprehensive but the Trust was asked to review its arrangements in order to improve the timeliness of the final draft and reduce the number of versions.

The Audit findings were noted.

Sharon Hindley/Staff Governor left the meeting.

5.3 Forward Look – Our Vision and Future Plans

Jane Tomkinson/Chief Executive delivered a presentation which provided an overview on the Trust's forward view with its vision to become the best integrated provider of cardiac services in the UK.

A short video was shown with patients and staff sharing their experiences in relation to treatment, its values and behaviours. Press headlines emphasised the pressures within the NHS and the lack of funds to support the increased ageing population while the Trust was striving to provide the best patient experience and care. The presentation set out the Trusts commitment to the Healthy Liverpool Programme following its launch in 2012 which introduced new models of care, best practice standards and a focus on efficiency. The Trust would be an active partner in its work streams reducing duplication, waste and inefficiencies.

There would be an investment of £6m including the provision of an inpatient entrance with state of the art facilities. Slides showing an artist's impression of a new inpatient entrance were displayed. The CoG also noted the plans for a new discharge lounge, upgraded outpatient department, catheter laboratories and the clear signage scheme.

The presentation also set out the action taken to improve its excellence through its employees, education, innovative services, its charity and world-wide reputation through supporting care abroad and running a highly regarded world class symposium, all of which demonstrates the Trust's vision to improve on care and the experience for patients and its staff in its ambition to be the best.

Raph Perry/Medical Director informed the CoG of the plans for service and innovation and how the Trust was recognised nationally and internationally for specialist service. He referred to its bid to be the hub of the spoke for cardiology services in Liverpool, Wrexham, Blackpool and Manchester and outlined how robotics in surgery was developing as a natural extension of minimally invasive surgery and was expected to reduce the length of stay and how there was some evidence to suggest a better outcome.

In conclusion Jane Tomkinson urged members to support the Trust's Christmas charity fundraising scheme "Shineathon" which suggested a donation of £10.00 for one light from 1,000 Christmas tree lights dedicating it to someone or something special.

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6.1 Governors' Reports 2014/15

Ken Blasbery/Senior Governor provided an overview of Governor activities and development during 2014/15, namely:

- 6.
- Joint development day with the Board of Directors
 - Governors being represented on local and national Governor network events.
 - Presentations of topics of interest during CoG meetings.
 - Regular walkabouts to wards and departments.
 - The continuation of interest groups led by an Executive Director.

The presentation set out the key tasks of the Governors and how their role provided assurance to members of the public.

CoG Public meetings were open to all staff and public to attend and any comments, suggestions or concerns are welcomed via the Membership Office.

Peter Hannaford/Staff Governor left the meeting.

6.2 Membership Report

Roy Griffiths/Governor – North Wales provided an overview of the work that had been undertaken by the Membership and Communications Sub-Committee. The CoG noted that the Trust had achieved its optimum 10,100 membership and aimed to improve representation within each geographical area in terms of age, ethnicity and gender.

Roy Griffiths expressed his appreciation to all Governors who attended the members' health and community events.

The remainder of the presentation was noted.

Glenda Corkish/Governor – Partner Organisation left the meeting.

Appointments/Changes to the Board of Directors and Council of Governors 2014/15 and 2015 Election Results

The Chairman announced the following changes during 2014/15:

Non-Executive Directors:

Geoffrey Appleton/Deputy Chair – Non-Executive Director resigned from his post from 31st October 2014. The Chairman took the opportunity to thank him for his commitment and dedication to the Trust during his term.

David Bricknell/Non-Executive Director and Senior Independent Director became Deputy Chair with effect from 1st December 2014.

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- Mark Jones/Non-Executive Director had taken up post 1st December 2014.

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Ken Morris/Interim NED/Chair of Audit Committee had been in post from 1st February to 31st May 2015.

Julian Farmer/Non-Executive Director/Chair of Audit Committee took up post from 1st June 2015

Mark Fuller/Non-Executive Director left his position on 31st January 2015.

Board of Directors:

Dr Glenn Russell/Medical Director stepped down from his post and was replaced by Dr Raph Perry from 1st July 2015.

Council of Governors:

Mike Bowyer resigned from his role as Public Governor – North Wales in September 2014.

Trevor Wooding and Sharon Hindley commenced their respective roles as Public Governor – Merseyside and Staff Governor non-clinical on 29th September 2014.

Ruth Hirschfield joined the CoG on 13th November 2014 as Nominated Governor for Liverpool City Council.

Carys Beth-Standing was elected uncontested to the role of Public Governor – North Wales in February 2015 but stood down from the CoG in May 2015.

Election Results:

The Chairman took the opportunity to welcome the newly elected Governors who were in attendance at the meeting, namely:

Allan Pemberton/Member of the Public
Alex Thomson/Personal Assistant - LHCH
Lynn Trayer-Dowell/Infection Prevention Nurse Specialist - LHCH

Their first Council of Governors meeting would be 7th December 2015.

The Chairman thanked the CoG for their commitment, the knowledge, skills and challenge that they brought to the meetings and also expressed particular appreciation to Ken Blasbery/Senior Governor for his wisdom and sound advice.

In memory of two of its members, the Chairman paid tribute to David Hicks and Mike Bowyer who were sadly missed.

Questions and Answers

The Chair invited questions from members.

Gary Thomas/Member – Merseyside raised an issue in relation to an incident which occurred during his time as a volunteer raising concerns around the

outcome of an investigation. The Chairman agreed to pick this up outside of the meeting.

The Chairman thanked all present at the meeting for their attendance and continued support.

Date and Time of Next meeting:

8. Monday 26th September 2016 at 4.30 pm, Conference Room, Research Centre, LHCH.

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