

Minutes of the Full Council of Governors meeting
Thursday 3rd September 2015, 6.00pm, Clinical Education Centre,
Russells Hall Hospital, Dudley

Present:

Name	Status	Representing
Mr Fred Allen	Public Elected Governor	Central Dudley
Mr David Badger	Chair of Council	DGH NHS FT
Mr Richard Brookes	Public Elected Governor	Brierley Hill
Mr Sohail Butt	Staff Elected Governor	Medical and Dental
Dr Subodh Jain	Public Elected Governor	North Dudley
Mr Rob Johnson	Public Elected Governor	Halesowen
Mrs Diane Jones	Public Elected Governor	South Staffordshire & Wyre Forest
Ms Yvonne Peers	Public Elected Governor	North Dudley
Mrs Karen Phillips	Staff Elected Governor	Non Clinical Staff
Mrs Patricia Price	Public Elected Governor	Rest of the West Midlands
Mrs Shirley Robinson	Staff Elected Governor	Nursing and Midwifery
Mr Roy Savin	Public Elected Governor	Stourbridge
Mrs Jacqueline Smith	Staff Elected Governor	Allied Healthcare Professionals and Healthcare Scientists
Miss Jacqueline Snowdon	Staff Elected Governor	Nursing and Midwifery
Mr Alan Walker	Appointed Governor	Partner Organisations

In Attendance:

Name	Status	Representing
Mrs Liz Abbiss	Head of Communications and Patient Experience	DG NHS FT
Mrs Helen Board	Patient and Governor Engagement Lead	DG NHS FT
Ms Jennifer Bree	Matron	DG NHS FT
Ms Paula Clark	Chief Executive	DG NHS FT
Mr Jonathon Fellows	Non Executive Director	DG NHS FT
Mr Glen Palethorpe	Director of Governance/Board Secretary	DG NHS FT
Miss Chace Smith	Patient Experience & PALS Administrator	DG NHS FT
Mr Paul Taylor	Director of Finance & Information	DG NHS FT
Mrs Dawn Wardell	Chief Nurse	DG NHS FT
Mr Terry Whalley	Program Director	Black Country Alliance

Apologies:

Name	Status	Representing
Mr Darren Adams	Public Elected Governor	Stourbridge
Cllr Dave Branwood	Appointed Governor	Dudley MBC
Mr John Franklin	Appointed Governors	Dudley CVS
Dr Richard Gee	Appointed Governors	Dudley CCG
Ms Kelly James	Staff Elected Governor	Allied Healthcare Professionals and Healthcare Scientists
Mr Ira John	Public Elected Governor	Tipton and Rowley Regis
Mrs Alison Macefield	Staff Elected Governor	Nursing and Midwifery
Mrs Joan Morgan	Public Elected Governor	Central Dudley

COG 15/9.0 Presentation: Black Country Alliance

Mr Whalley, Program Director introduced a set of slides and provided an update on the future plans for the Black Country Alliance.

Mrs Robinson asked if community services would be included within the Black Country Alliance.

Mr Whalley confirmed that both hospital and community services would be involved.

Dr Jain asked if current services would be cut or rationalised stating that the needs of individual patients need to be taken into account.

Mr Whalley explained that the right measures and actions would be looked at collectively as it was important to keep services available to patients.

Mr Badger explained that all services would face challenges and changes but expressed how vital it was that frontline colleagues were involved.

COG 15/10.0 Welcome and introductions

Mr Badger opened the meeting and welcomed members of the Board of Directors and Council of Governors.

COG 15/10.1 Apologies

Apologies had been received and recorded as above.

COG 15/10.2 Declarations of Interest

No declarations of Interest were received relating to any item on the agenda.

COG 15/10.3 Quoracy

The meeting was declared quorate.

COG 15/10.4 Announcements

Mr Badger explained that a members' event had been arranged for 18th November 2015 which would focus on the development of services for older people.

Mr Badger added that on the 19th November there would be an opportunity for directors and governors to network and look at formulating the strategy for 2016.

Mr Badger also added that the Trust would arrange another members' event between January and March 2016 which would be discussed at the next meeting of the Governor Development Group.

COG 15/11.0 Minutes of the previous full Council of Governors (enclosure 2)

The minutes of the previous meeting held on 7th May 2015 were accepted as a true and accurate record and would be signed by the Chairman subject to the following amendments.

Page 5 Patient Experience heading: changed Q2 to Q4

Page 1 paragraph 4: changed 'the Trust was working closely with organisations across the local health economy' to 'he was Chairing a Health Economy Wide group on behalf of the Board'.

COG 15/11.1 Matters arising

There were none.

COG 15/11.2 Action points

All action points were complete.

COG 15/12.1 Update from Council Committees

COG 15/12.2 Appointments Committee (enclosure 2)

Mr Johnson referred to enclosure two and explained that the Committee had:

- discussed and approved the appointment of the recruitment support company to support with the appointment of the new Trust Chair.
- agreed to recommend the appointment of Mrs Ord as the Trust Chair from 1st January 2016.

He also advised that David Bland would not be re-joining as a new Non-Executive Director after December 2015 and that the Trust would appoint a replacement before 1st January 2016.

Mr Badger asked those present to approve the appointment of Mrs Ord as Chair of the Trust from 1st January 2016.

Those present **agreed** with no abstentions.

Mr Badger asked those present to accept the recommendation of the Appointments Committee and approve the appointment of Mrs Ord as an Associate (non-voting) Non-Executive Director of the Trust for a period of three months from 1st October 2015 to 31st December 2015.

Those present **agreed** with no abstentions.

COG 15/12.3 Remuneration Committee (enclosure 3)

Mr Johnson referred to enclosure three and highlighted that the Committee had considered the remuneration of the Chair and agreed to submit a recommendation to the full Council that the appointment of the new chairperson be made at the current Chair's salary level.

Mr Johnson added that the Committee also agreed to recommend that while Mrs Ord was an Associate (non-voting) Non-Executive Director, the new Chair be remunerated at the standard Non-Executive Director level from 1st October 2015 for a period of 3 months.

Mr Badger asked those present to approve the remunerations for the new Chair of the Trust from 1st January 2016 at the level of the current Chair's salary.

Those present **agreed** without abstention.

Mr Badger asked those present approve the remuneration of the new Chair at the standard Non-Executive Director level for a period of 3 months from 1st October 2015.

Those present **agreed** without abstention.

COG 15/12.4 Experience & Engagement Committee (enclosure 4)

Mrs Price referred to enclosure four and highlighted the following items;

- the Committee had discussed the proposed review of visiting times at Russells Hall Hospital
- PLACE inspections had taken place and queries relating to patient food was highlighted
- Mrs Price also mentioned that she had been in touch with the deputy matron for Dementia who was keen for Governors to gain a better understanding of the condition and added that Mrs Jones and Mrs Price would be attending an event at Brierley Hill Civic Hall on 24th September 2015 which involved engagement, community safety and other areas of community care and safety.

Mrs Price added that she would develop contacts with GP surgeries/patient panels and had been in touch with Dudley CCG.

Mr Badger explained that resources were available to support Governors 'out there' and added that quality review visits would be developed and would replace Patient Safety Walk Rounds and Governors would be once again invited to participate.

Ms Price noted that governor participation in these quality reviews was invaluable.

Mrs Peers confirmed she had been on walk rounds and added that she had been to her GP practice and spoke to patients.

Mr Johnson noted that the Committee agreed to review the Governors 'out there' pack and guidance to support Governor/public engagement activity.

Mr Johnson also explained that three Governors had come forward to review the Governor Portal and encouraged other Governors to be involved to support the Trusts Communications team who had limited resources.

Ms Snowdon expressed that she wanted to be more involved in the Governor role but as a staff member her working hours made it difficult to attend meetings and participate in other activities.

Mr Badger recommended that the subject could be picked up in the Governor Development Group or Mr Johnson could meet or facilitate a meeting with staff Governors and possibly directors.

Mrs Phillips explained that her line manager is comfortable with her allocating time to attend meetings.

COG 15/12.5 Governance committee (enclosure 5)

Dr Jain referred to enclosure five and explained that the Governance Committee had met but had not been quorate. The recent election of new governors would fill vacancies on the Committee and future meetings should then be quorate.

Dr Jain confirmed that the Committee had received reports on the Trust's financial and operational performance, the Trust's corporate risk register and the Trust's performance against Monitor's risk assessment framework.

He added that the Committee actively sought assurance from the Non-Executive Directors about risks and the actions that had been taken and that there had been improvement with two cancer targets in the first quarter.

Ms Clark explained that Trust had looked at how it achieved its cancer targets and confirmed that the Trust had hit all cancer targets for quarter one. She added that the Trust had asked Wolverhampton to help accelerate the treatment of some patients and explained that one of the Trust's consultants had moved to Wolverhampton which meant that some patients who had waited a long amount of time should now be seen sooner but the 62 day target would be missed as the patients have already breached the target.

COG 15/12.5 Strategy Committee (enclosure 6)

Mr Badger referred to enclosure six and explained that Ms Macefield was away on holiday which meant she was unable to present and invited Mr Johnson to present on her behalf.

Mr Johnson explained that the most recent Strategy Committee had been held on Thursday 2nd July 2015 and that the Trust Strategy Update video was discussed along with questions around where The Dudley Group would fit into the partnership with the Dudley CCG for the Vanguard project.

Mr Johnson explained that all Governors are invited to attend and added that Mrs Macefield had suggested using a group email system or a Governors forum on which to share ideas.

Mr Palethorpe referred to the workshop on the 19th November 2015 and how it would feed into the Strategy Committee.

Mr Badger noted that there would be learning to consider after the workshop on 19th November 2015.

Mr Badger asked if the Council agreed for their email addresses to be shared and encouraged people to attend the workshop on 19th November 2015.

Those present **agreed** without abstention for their email addresses to be shared for the purpose of setting up a group email for strategy matters.

COG 15/12.6 Governor Development Group (enclosure 7)

Mr Johnson presented enclosure seven and highlighted the following items:

- clarified the membership of the Governor Development Group to be the Council Committee Chairs and Lead Governor
- the Trust response to the Secretary of State's letter of June 2015
- Governor training attendance
- Assignments of recently elected Governors to Council Committees: Mr Butt assigned to Strategy Committee, Mrs Smith and Mr Walker assigned to the Governance Committee

Mrs Board advised that a 'mop up' training session would take place on 29th September 2015 for those Governors who had been unable to attend the series of modules that had run from January to June 2015.

Mr Johnson provided more information regarding the Committee Chair reports and the Annual Members Meeting which would take place on 10th September 2015.

Mr Badger asked those present to approve the Governor membership of the Governor Development Group to be the Council Committee Chairs and Lead Governor.

Those present **agreed** without abstention.

Mr Badger asked the Council to approve the allocation of Mr Butt to the Strategy Committee, and both Mrs Smith and Mr Walker to the Governance Committee.

Those present **agreed** without abstention.

COG 15/14.0 Finance and Performance report Q1, 2015/16 (enclosure 8)

Mr Fellows presented enclosure eight and discussed performance against finance, access, waiting times and other clinical and operational targets April 2015 – July 2015. He told the Council that the Trust were in the top 10 performing hospitals for the A&E four hour target.

Mr Fellows related the financial performance for the period of April 2015 – July 2015 and also updated the Council regarding referral to treatment waiting times, diagnostic and cancer waits and the turnaround progress report.

Mr Badger added that the Trust would meet with Monitor on 21st September 2015 with the hope of no longer being in breach but added Monitor would be under a lot of pressure as a lot of foundation trusts nationally were in trouble financially.

Ms Clark added that the NHS was very badly overspent and that all Trusts had received a letter from Monitor and the Trust Development Body and had been told to improve their financial situation. She added that Monitor had asked the Trust to do better than the planned £3.7million deficit but had not given a specific target. She added that the NHS could possibly be £2billion overspent by the end of the year. Greater control of expenditure on agency staff was needed across the NHS as a whole. She explained that the Trust currently had spent 6.5% of the nursing bill on agency staff but had been told to reduce the percentage to 4% and added that the Trust would not compromise patient safety and would continue to make the best use of bank and employed nurses. Ms Clark explained that agency spends on doctors and allied healthcare professionals would be a future focus.

Mr Butt asked if the Trust were looking at ways of reducing staff sickness leave.

Ms Clark explained that the Trust's staff sickness rates are better in comparison to a lot of other Trusts and had reviewed the policy as to how long term and short term sickness were managed. She added that staff also had the opportunity to see a member of trust physiotherapy staff if they had a musculo-skeletal issue also quicker access to counselling.

Dr Jain added that staff sickness was not just about physical health but it was also about people's mental health and explained that reducing staff could have an impact on other members of staff's stress levels.

Mr Badger noted that the Workforce and Staff Engagement Committee of Board monitored those items.

Mr Butt expressed that staff had previously been able to see a consultant informally for any health issues but now had to go through their GP as a referral and asked if this could be reviewed again to ensure staff receive prompt treatment rather than going through the system.

Ms Clark responded that the Trust needed to find ways to support staff in this regard and would look at ways to implement a more streamlined system.

Dr Jain added that he was concerned about staff receiving preferential treatment and thought it would need to be addressed in liaison with Dudley CCG.

Mrs Phillips asked what would happen if the Trust did not make the necessary savings requested by Monitor.

Ms Clark explained that it was the Trust's responsibility to use the money that the Trust receives to the best effect and the letters sent by Monitor make it clear. Ms Clark explained that the existing Board would be removed in the worst case scenario.

Ms Price asked if bank staff who were working extra hours were taking higher levels of sick leave.

Ms Clark explained that staff with a poor sickness record were unable to work on the staff bank.

COG 15/14.1 FT Membership Q1, 2015/16 (enclosure 9)

Mrs Board presented the report as enclosure nine and explained the report also included a diversity report and asked the Council to receive the report for information.

COG 15/14.2 Board Secretary including results of 2015 elections (enclosure 10)

Mr Palethorpe presented enclosure 10 highlighting the following items:

Council of Governor Elections 2015 - these had concluded and successfully returned the following Governors:

Staff, Medical and Dental: Mr Sohail Butt
Staff, Allied Health Professional and Healthcare Scientists: Mrs Jacqueline Smith
Staff, Partner Organisations: Mr Alan Walker

Recruitment of new Trust Chair - he confirmed that the Trust had recruited a new chair who would take their post from 1st January 2016.

Update to Trust Constitution - Mr Palethorpe explained that the Constitution is subject to annual review and any changes would only take effect when amendments are approved by more than half of the voting members of the Trust Board and half the voting members of the Council. The 2015 review had been undertaken and a table of amendments was submitted to the Board of Directors who had approved them at their meeting held on 3rd September 2015. It should be noted that these changes were not material to the operation of the Trust but did take into account regulation or guidance changes such as the introduction of the Fit and Proper Person Requirement placed on all NHS Directors or alignment of the Constitution to more other processes ensuring future updates were more efficient, for example, the review of the Scheme of Delegation to be undertaken at the same time as happens for the Trust.

Mr Badger asked those present to approve the proposed amendments to the Trust Constitution as set out in the appendix.

Those present **agreed** without abstention.

COG 15/15.0 Quality

COG 15/15.1 Lessons Learnt From Incidents, Complaints and Claims. Report Q1, 2015/16 Enclosure 11

Mr Palethorpe explained that the Trust had reviewed the report to more clearly highlight learning points the Trust actively needed to take forward. He noted that the total number of complaints were lower for quarter one compared to quarter four 2014/15.

Mr Palethorpe told the Council that the rest of the report was there for information.

Mr Badger added that there was a lot of important information and that it was useful for Governors and asked the Council to note the report.

COG 15/15.2 Patient Experience report Q1 (inc. PALS), 2015/16 (enclosure 12)

Mrs Abbiss presented enclosure 12 and explained that the report was different compared to previous reports and referred to the infographic on page two of the report.

Mrs Abbiss highlighted the Trust's NHS Choices rating was at 4.5 stars (out of 5 stars).

Mr Badger explained that the Trust should be proud as the Trust had the highest rating and had received the most comments compared to other Trusts in the region.

Mrs Abbiss noted that the Trust continued to perform above the national average for the Friends and Family Test percentage recommend score and the Trust was focussed on making improvements using patients feedback.

Mrs Peers enquired about the size of the tea cups on the Dementia ward as she thought that cups would be too small and potentially difficult to hold.

Mrs Abbiss explained that the Dementia ward had different cutlery and different sized mugs to make it easier for those patients.

Mrs Abbiss also highlighted the amount of compliments the Trust received and asked if the Group would prefer the paper to be shown as an infographic or a full report.

Mr Badger advised the question to be referred to the Governor Development Group for further discussion.

Mr Butt suggested that the meeting papers could be shown on the projector screen rather than providing printed copies.

Mr Palethorpe confirmed that having a visual display would be possible.

Mr Badger suggested that the whole document could be viewed on the projector.

Action The Governor Development Group to discuss at their next meeting whether the Patient Experience Report is submitted to the full Council of Governors meeting as an info graphic or a full report

COG 15/15.3 Quality Priorities up date as at end Q1 and Infection Control report (Enclosure 12)

Mrs Wardell referred to the five priorities that were being tracked and noted that the attendees at the Annual Members Meeting on Thursday 10th September 2015 would be asked what priorities they thought should be considered for inclusion in 2016/17.

Mrs Wardell provided updates on patient experience, pressure ulcers, infection control, nutrition and mortality.

Mrs Wardell asked the Council to receive the contents of the report and suggested that an infographic and exception report is produced for future meetings.

Infection control - Mrs Wardell presented the Infection Control report and highlighted the key issues around the C. difficile target, norovirus and MRSA. Mrs Wardell also informed that there was a glossary included in the report for Governors to look at should they need further information about terms they did not understand.

Mr Badger highlighted that it was the Trust's best performance ever on infection control.

COG 15/15.4 Nursing update (verbal update)

Mrs Wardell explained that 41 new nursing staff would be joining the Trust in September and October 2015 along with 40 midwives and 22 novices. She explained that there was a good number of staff joining the Trust but there was still a

significant number of vacancies to fill adding that: theatres had recruited to most of their vacant posts, there were still vacancies within community nursing, 11 new nursing staff had been recruited at an open day recently hosted by the Trust and that the Emergency Department still had vacancies. The Trust would be reviewing at the recruitment process to see what had worked well previously and what could be improved for the future.

Mrs Wardell also explained that between 20 and 25 students had expressed interest in staying on at The Dudley Group so it was important for the Trust to ensure they support staff and look after their wellbeing and ensure professional development to help them move around the Trust rather than moving to another Trust.

Mrs Price noted that previously the NHS used to train too many nurses and that there were no jobs for them to go to once qualified.

Ms Clark explained that it was at a time where finances were not as tough as they are now.

Mr Badger explained that the Trust met nursing ratios in line with national guidance.

Mrs Phillips asked if recently retired nurses had been approached and invited to re-join the Trust and if the recently recruited overseas nurses were still working at the Trust.

Mrs Wardell explained that it had been a national initiative that had received a very low uptake.

Ms Clark explained that some of the overseas nurses had moved to other cities in the country to be nearer to major airport hubs to make travelling to their home country easier.

COG 15/16.0 Any other business

There was none.

COG 15/17.0 Close of meeting and 2015 forward dates

The meeting closed at 7.51pm. The next meeting of the Full Council of Governors would be held on Thursday 3rd December 2015.

Forward dates for 2016 would be finalised and circulated to the Full Council.

Mr David Badger, Chair of meeting

Signed..... Dated

Outstanding	Item to be addressed
To be updated	Item to be updated
Complete	Item complete

Action Sheet
Council of Governors meeting held 3rd September 2015

<i>Item No</i>	<i>Subject</i>	<i>Action</i>	<i>Responsible</i>	<i>Due Date</i>	<i>Comments</i>
CoG 15/15.2	Patient Experience Report	The Governor Development Group to discuss at their next meeting whether the Patient Experience Report is submitted to the full Council of Governors meeting as an info graphic or a full report	Chair, GDG	Nov 2015	
CoG 15/17.0	2016 Forward meeting dates	To be finalised and circulated to the full Council	Helen Board	Nov 2015	