

**Minutes of the Full Council of Governors meeting  
Thursday 5<sup>th</sup> March 2015, 6.00pm, Clinical Education Centre,  
Russells Hall Hospital, Dudley**

**Present:**

<b>Name</b>	<b>Status</b>	<b>Representing</b>
Mr Darren Adams	Public Elected Governor	Stourbridge
Mr Fred Allen	Public Elected Governor	Central Dudley
Mr David Badger	<b>Chair of Council</b>	DGH NHS FT
Mr Richard Brookes	Public Elected Governor	Brierley Hill
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
Mr Rob Johnson	Public Elected Governor	Halesowen
Mrs Diane Jones	Public Elected Governor	South Staffordshire and Wyre Forest
Mrs Alison Macefield	Staff Elected Governor	Nursing and Midwifery
Mrs Joan Morgan	Public Elected Governor	Central Dudley
Ms Yvonne Peers	Public Elected Governor	North Dudley
Miss Claudia Pinto de Oliveira	Staff Elected Governor	Allied Healthcare Professionals and Healthcare Scientists
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
Miss Jacqueline Snowdon	Staff Elected Governor	Nursing and Midwifery
Mrs Helen Stott-Slater	Public Elected Governor	Brierley Hill

**In Attendance:**

<b>Name</b>	<b>Status</b>	<b>Representing</b>
Mrs Helen Board	Patient and Governor Engagement Lead	DGH NHS FT
Mrs Anne Baines	Director of Strategy & Performance	DFH NHS FT
Mrs Julie Cotterill	Associate Director of Governance/Board Secretary	DGH NHS FT
Mrs Denise McMahon	Director of Nursing	DGH NHS FT
Ms Karen Morrey	Service Development Manager	DGH NHS FT
Mr Glen Palethorpe	Associate Director of Governance/Board Secretary	DGH NHS FT
Miss Chace Smith	Patient Experience & PALS Administrator	DGH NHS FT
Mr Paul Taylor	Director of Finance & Information	DGH NHS FT

**Apologies:**

<b>Name</b>	<b>Status</b>	<b>Representing</b>
Cllr Dave Branwood	Appointed Governor	Dudley MBC
Ms Paula Clark	Chief Executive	DGH NHS FT
Mr Ian Dukes	Staff Elected Governor	Medical and Dental
Mrs Karen Phillips	Staff Elected Governor	Non Clinical Staff

## **COG 15/1.0 Presentation: Trust strategy development**

Mrs Baines, Director of Strategy and Transformation introduced a set of slides and provided an update on the future plans for The Dudley Group NHS Foundation Trust.

Mr Taylor explained that the Trust had projected an overspend of £6.7m for 2014/15 with potential to increase to £8.7m and that the Trust had planned to agree with Monitor an overspend of £4m for the next financial year and projected that the Trust would be in the balance the following year.

Mrs Robinson asked for an update on how the location of the Urgent Care Centre would impact other clinics and what space would be compromised.

Ms Morrey explained that all areas affected by the siting of the UCC had been reviewed and temporary measures had been taken and gave examples.

Mrs Price told the Council that she was aware of a patient whose GP practice is not in our immediate catchment area had not been given the option to choose which hospital she wished to receive treatment. She commented that the Trust could be losing many more patients in this way.

Mr Gee and Dr Jain both commented that they had knowledge of this happening quite often.

Mrs Baines replied that all patients have the right to choose and patients not offered a choice should approach their GP practice or the CCG to resolve. She confirmed that the Trust were losing some patients in this way and would be making every effort to ensure that people choose The Dudley Group for their care and treatment.

Mr David Badger thanked Mrs Baines for an informative presentation.

*[Mrs Baines and Ms Morrey left the meeting at this point]*

## **COG 15/2.0 Welcome and introductions**

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

### **COG 15/2.1 Apologies**

Apologies had been received and recorded as above.

### **COG 15/2.2 Declarations of Interest**

No Declarations of Interests were received relating to any item on the agenda.

Mr David Badger explained for clarification that a Register of Governors Interests was maintained by the Foundation Trust office and at the end of each financial year, the Trust was required to ensure that all Governors declarations were up to date. All Council members would shortly receive an email request to provide an update as appropriate.

**COG 15/2.3 Quoracy**

The meeting was declared quorate.

**COG 15/2.4 Announcements**

There were no announcements.

**COG 15/3.0 Minutes of the previous full Council of Governors meeting**

The minutes of the previous meeting held on 11<sup>th</sup> December 2014 were accepted as a true and accurate record and would be signed by the Chairman subject to the following amendments.

Page 8 paragraph 3: changed 'majority of C.diff' to 'some cases of C.diff'.

Page 8 paragraph 3: changed 'where cares were presented' to 'where cases were presented'.

Page 10 paragraph 3: changed 'clear learning process' to 'the learning process'.

**COG 15/3.1 Matters arising**

There were none.

**COG 15/3.2 Action points**

All action points were complete.

**COG 15/4.0 Finance and Performance report Q3, 2014/15**

Mr Taylor presented the report given as enclosure two and highlighted the following;

**Financial performance**

The Trust had started the year with a planned deficit budget of £6.7m for 2014/15 but that figure would more than likely be exceeded, with a £7.5m forecast which would represent an improvement of £0.5m on the previous month's projection.

**Performance targets and standards**

The December 2014 A&E four hour target performance was 95.2% compared to the national target of 95%. The Dudley Group was ranked one of the best performing Trusts in the country amongst non-specialist Trusts.

The referral to treatment time target of 90% had been met in December 2014.

Ms James commented that three quarter of Trusts across the country were in deficit and asked whether our Trust had been looked at sooner than others who would be in a worse position financially. There appeared to be a huge number of Trusts falling short and asked how likely it was that all trusts would be put into turnaround.

Mr Taylor responded that many Trusts who had predicted that they would be in a breakeven situation had not performed as well as planned. He noted that only foundation trusts were looked at by Monitor adding that Non FT trusts had also seen

worsening financial performance and would be unlikely to become Foundation Trusts within the next two years.

**COG 15/4.1 FT Membership report Q3, 2014/15**

Mrs Board presented the above report given as enclosure three for information and asked those present to note the report.

**COG 15/5.0 Patient Experience report Q2, 2014/15 (came after the action point)**

Mrs McMahon presented the report given as enclosure four and highlighted the following items;

**Friends and Family Test** – The results for Q3 show that the Trust was on track to achieve the response rate element of the CQUIN.

The NHS England published scores for November 2014 show The Dudley Group scoring above the national average across each of the four maternity areas as well as the highest FFT score in the Black Country.

**Patient Advice and Liaison Service** - The number of queries and concerns received by the PALS team increased slightly for Q3 when compared to Q2 and the number of queries and concerns raised against overall patient activity remains low. In quarter three PALS had received 270 queries and concerns from patients, their carers or family members.

**Compliments** - The Trust had seen a slight rise in compliments and received 2,305 in quarter three.

**Learning from feedback** – Analysis of feedback received by the Trust enabled areas for improvement to be identified. These became action plans and recent improvements had included updated patient information, more drinks rounds, and additional training for staff.

**NHS Choices and Patient opinion** – NHS Choices 4 star rating was based on 325 responses for quarter three with 26 fewer people uploading comments. 90.5% of comments were positive with the trend for both positive and negative comments showing a downward trend.

Mr Franklin asked if there had been any impact as a result of the food tasting, new menus, new trolleys and if there was more detailed feedback about food complaints, for example, whether food was too hot or cold.

Mrs McMahon confirmed that the new menus were now available in four ward areas and some final amendments would be required prior to a full roll out to all ward areas. The introduction of the new trolleys was awaiting confirmation. Matron and lead nurses had been reminded of the importance of protected mealtimes and preparing patients ahead of food service. The meal bell greatly assisted with this routine and there was still work to do to improve the speed of food service.

Mr Badger confirmed that the Board received regular reports containing the scores from food surveys where patient were asked to rate temperature of food and provide comments as appropriate. He noted that scores had recently decreased and advised Governors that this would be addressed by the Board.

Mrs Price reported that during a visit to Ophthalmology she noted that the Friends and Family Test cards were on one side of the reception area and the box was on a different side. She had also not been able to find a Foundation Trust membership application form in the waiting area either.

Ms McMahon thanked Mrs Price for the feedback and confirmed she would review with the area involved.

#### **COG 15/5.1 Quality Priorities update as at end of Q3 2014/15**

Mrs McMahon presented the report given as enclosure five and highlighted the following key items;

She reported that excluding Patient Experience the Trust was on track to meet all quality priority targets. Performance for Community targets would only be available once the survey work had been completed in quarter four.

Mrs McMahon explained that the Council would be required to choose the next quality priority to be data tested by internal audit for 2015/16. She recommended that Nutrition and Hydration be selected as the indicator for local audit to ensure targets from last year had been implemented effectively.

The Full Council **agreed** with Nutrition and Hydration.

Mrs McMahon invited Governors to once again provide a comment on the quality accounts and gave details of the timetable for it completion.

Mr Johnson confirmed that he would be happy to facilitate this alongside one or two Governors that had been in post during the year.

**Action** Mr Johnson to work with Council members to prepare a comment on the Quality Account by 3<sup>rd</sup> April 2015.

Mr Badger asked if there were any questions. There were none.

#### **COG 15/5.2 Infection Control report**

Mrs McMahon presented the report given as enclosure five and supplied an update on the following;

Ms McMahon reported that there had been no cases of MRSA.

She added that the Trust would meet the C.diff target of 48 cases for 2014/15 and confirmed the target would be 29 for 2015/16.

She confirmed that a Root Cause Analysis happens was undertaken for every case C.diff to understand things that may have gone wrong.

There had been no cases of Ebola.

Mr Badger confirmed that it had been The Dudley Group's best performance ever with 10 cases less than the previous year and asked if there were any questions.

Mr Franklin asked why summary of wards and specialities was included if it was not up to date.

Ms McMahon confirmed that the list was in need of updating and thanked Mr Franklin for bringing it to her attention.

**COG 15/6.0 Governor Development Group**

Mr Johnson presented the report given as enclosure seven;

Mr Johnson thanked all Governors for replying with their Committee. Governors had now been assigned to their respective Committees as per the list contained within the report.

Mr Badger asked those present to approve the recommendations as per the report.

All Governors present **agreed**.

Mr Johnson added that all Committees would meet in March 2015 and Committee Chairs appointed.

**COG 15/7.0 Any other business**

**Nursing shortages** Mr Brookes asked about the ongoing shortage of trained nurses and what was currently being done to address the situation both locally and nationally.

Mrs McMahon explained that in recent years nurse training had received less funding and training places nationally had decreased and illustrated this by explaining that the Trust had recently employed all available 25 graduate nurses whereas in previous years there had been more than double that amount who had graduated.

She reported that the Trust planned to recruit a further 30 trained nurses and explore other opportunities and gave examples. The Trust had had recruited from Romania, Portugal, Spain, Ireland and Glasgow. She confirmed that the utilisation of Health Care Assistants instead of nurses had been mentioned but stated that Health Care Assistants were not included in the nurse to patient ratio.

Mr Brookes raised the issue of agency nurses costing a lot of money and asked if the Trust had considered recruiting nurses who had retired or worked at the Trust previously.

Mr Badger acknowledged that additional costs of agency nurses and confirmed that the Trust would need to continue to address this including the continuation of overseas recruitment.

Mrs McMahon confirmed that the Trust had approached nurses who had retired or worked here previously with partial success.

Mr Badger advised that he had received a question about staff walking around the hospital in scrubs at times when perhaps that should not be the case.

Mrs McMahon explained that sometimes it was the case when patients need to be collected from theatre and noted that staff working in A&E wear uniform scrubs. Otherwise staff would be reminded to wear a white lab type coat over their scrubs.

**Staff dining area** Mr Franklin raised the issue of Interserve apparently asking staff to not eat in the canteen to ensure more space for patients.

Mr Badger confirmed that there had been some discussion with Interserve at a time when they had new managers and advised there would need to be a staff engagement process before a conclusion could be reached.

Ms Pinto de Oliveira noted that Interserve food service staff asked whether people eat in or out and suggested that it could be part of an audit.

Ms Pinto de Oliveira reported that she had witnessed staff members buying food items and recognised the importance of staff taking a break. She added that dress codes are reinforced from her point of view and that if it was not the case line managers should look into the issue.

Ms Peers reported that she had observed staff eating their own sandwiches in the canteen.

Mrs Stott-Slater asked whether staff had anywhere else to go other than the canteen and noted that that it might be more suitable for some staff to not stay in their area of work.

Mr Badger mentioned that Interserve had indicated that outside peak times they did not mind staff eating their own food in there and confirmed that all points would be taken on board.

Mrs McMahon replied and said that not all wards had a dedicated break away area and some staff prefer to stay in their area for convenience.

**Unannounced CCG visit** Mrs McMahon explained that an unannounced visit had taken place on Thursday 5<sup>th</sup> March 2015 which had reviewed 11 ward areas. The verbal feedback received at that time showed no areas for concern. The Trust expected to receive a written report in the near future.

Mr Badger thanked Mrs McMahon for the update and noted that feedback recognised that patients were at the heart of the Trusts' activities and proposed that the Council place on record its appreciation of the efforts of staff across the Trust.

*[Ms McMahon left the meeting at this point]*

#### **COG 15/8.0 Close of meeting and 2015 forward dates**

Mr Badger reminded Governors that the Council/Board strategy workshop would take place on 19<sup>th</sup> March 2015 and encouraged as many Governors to attend as possible.

Mr Badger announced the forthcoming retirement of Mrs Cotterill who would leave the Trust later in the month and expressed his appreciation of the work she had done to develop governance and operation of the Council and Committees.

Mr Johnson gave a short speech noting the high level of professionalism and dedication to the development of the Council and wished her every happiness in her retirement.

Mrs Jones presented a bouquet.

Mr Badger then introduced Mr Glenn Palethorpe who had been appointed as the Associate Director of Governance/ Board Secretary and would take up his post from 1<sup>st</sup> April 2015.

The meeting closed at 19:42hr.

The next meeting of the Full Council of Governors would be held on Thursday 7<sup>th</sup> May 2015.

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 5<sup>th</sup> March 2015**

<i>Item No</i>	<i>Subject</i>	<i>Action</i>	<i>Responsible</i>	<i>Due Date</i>	<i>Comments</i>
COG 15/15.1	Quality Account Governor comment	Council members to prepare a comment on the Quality Account	Lead Governor	3/4/15	Complete