

**Minutes of the Full Council of Governors meeting
Thursday 7th May 2015, 6.00pm, Clinical Education Centre,
Russells Hall Hospital, Dudley**

COG 15/9.0 Presentation: End of Life Care Project

Mr Badger welcomed Dr Bowen, Palliative Medicine Consultant who presented a set of slides that provided an update on improvements to 'end of life' care at the Trust.

Dr Bowen asked if there were any questions.

Mr Badger introduced Mr Wulff as the Non-Executive Director who was the Board of Directors lead for the newly established Health Economy Strategy Group for End of Life Care.

Mr Wulff explained that the Trust was working closely with organisations across the local health economy to develop a strategy and resolve some of the challenges relating to end of life care. Mr Wulff explained that the project, led by the Clinical Commissioning Group, aimed to create a borough wide team and would meet September 2015 to review existing provision and where further work was required.

Mr Savin asked if Dr Bowen could distribute the presentation to the Group.

Dr Bowen confirmed it would be circulated to the Council of Governors.

Action Mrs Board to distribute the 'end of life' care presentation to the Council of Governors.

[Dr Bowen and Mr Wulff left the meeting at this point]

COG 15/10.0 Welcome and introductions

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

Mr Badger welcomed Mr Fellows, Deputy Chair and Senior Independent Director to the Group.

COG 15/10.1 Apologies

Apologies had been received and recorded as per the enclosed table.

COG 15/10.2 Declarations of Interest

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

COG 15/10.3 Quoracy

The meeting was declared quorate.

COG 15/10.4 Announcements

All Governors were reminded to ensure that their Safeguarding Training was up to date and book on one of the forthcoming training sessions.

COG 15/11.0 Minutes of the previous full Council of Governors meeting

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

Add Dr Jain and Mr Fellows to the attendance list.

COG 15/11.1 Matters arising

Mr Badger updated the Group regarding the arrangements for Trust staff using the main canteen area and explained that there had been no proposal to deny staff a place in the canteen. The case appeared to have been mis-communicated. Mr Badger concluded that it was possible that a member of Interserve staff informed a member of Trust staff that it was to be implemented but this had never been the case. The Trust had raised this with Summit and Interserve at recent meetings.

Mr Brookes added that he thought Interserve were trying to separate staff not deny them a place.

Ms Clark explained that the Trust had undertaken an audit of staff room facilities across which had highlighted not every department had a staff room and other areas were under consideration and gave examples.

Mr Badger added that once the Trust had an overview on the subject, staff would be consulted and Governors would be kept updated.

COG 15/11.2 Action points

COG 15/15.1 The action point was marked as complete and would be removed from the list.

COG 15/12.0 Finance and Performance report Q4, 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 ended the year with a total deficit of £6.4m (£0.3m better than the plan).

Performance targets and standards

The March 2015 A&E four hour target performance was 96.8% compared to the national target of 95%. The Dudley Group was ranked one of the best performing Trusts in the country.

The referral to treatment time target of 90% had been met in March 2015 with 94% of patients being seen on time.

Monitor update

Monitor had advised that they were content with the Trust's plan and subject to on-target performance for the first few months of the 2015/16 financial year the monthly monitoring would be lifted.

Mr Taylor invited questions.

Mr Johnson asked a question relating to the availability of staff, for example, sonographers within the Trust.

Ms Clark advised that there were more training places for sonographers available at the local University and work was on going to review the bandings of posts and job descriptions. Ms Clark gave examples of other trusts facing similar issues. The Trust was maintaining its reputation as a high performing trust and she hoped this would attract more staff. She added that she would be hosting staff briefings over the coming months to provide updates on Trust performance and updating all staff on the future plans.

Mr Johnson added that he wanted to offer his congratulations to A&E staff on behalf of the Governors.

Ms Clark stressed it was a whole team effort from all staff across the Trust.

Mr Savin referred to his latest stay at Russells Hall Hospital and expressed his thanks to the staff on ward C7 and added that he thought the food was good.

Mr Franklin asked what the impact the Urgent Care Centre would have on the Emergency Department.

Mr Taylor explained that there had not been a noticeable decrease in the amount of patients attending the Emergency Department in the first few weeks of operation and added that the figures should improve.

Ms Robinson asked if the Urgent Care Centre had been receiving the same volume of patients that the Holly Hall walk-in centre previously received.

Mr Taylor expressed that Urgent Care Centre is a 24/7 service compared to the former Holly Hall Walk in centre which had not and explained that the numbers were higher due to those circumstances.

Ms Clark added that the Urgent Care Centre was working well and added that the streaming process had reduced queues especially at busy times.

Dr Gee informed the Group that there had been 2000 patients seen by the Urgent Care Centre since 1st April and the figures had increased on a daily basis and gave an example of the amount of people who were seen by the Urgent Care Centre on Monday 4th May 2015 as 410.

Dr Jain asked what the Urgent Care Centre provided.

Ms Clark explained that it was a 24/7 walk-in centre.

Mr Johnson asked for an update regarding blood test facilities since it change of location.

Mr Franklin added that he felt that the Guest Outpatient Centre was underused and explained that patients tend to turn up during mornings at Russells Hall Hospital for blood tests when the service is not available. He believed it was difficult having the warfarin clinic and bloods in the same place.

Mr Allen expressed that he thought the Corbett Outpatient Centre was very good.

Dr Jain stressed that the locations and times were written down and readily available for patients so it was important that they read the correct times and ensure they were aware of the correct locations for where the blood tests were being taken.

Ms Clark explained that they were addressing the improvements required to make it run as smoothly as possible. Time and locations of blood test facilities across the borough had been communicated widely and it would take time for the new system to bed in as new facilities and been provided at Guest Outpatient Centre and facilities expanded at Corbett Outpatient Centre. Patients would also be able to book appointments at many GP surgeries across the Borough.

[Dr Gee and Mr Taylor left the meeting at this point]

Performance targets and standards

Mr Badger introduced Ms Morrey to provide the latest update for Governors.

Ms Morrey distributed an extract from the Operational Plan and presented her update on the Strategy plan.

Ms Stott-Slater asked if the enclosure could be updated to include a glossary of exclude the acronyms to make it easier to read

Ms Morrey explained that a public facing document would be produced and would ensure that all Governors would receive a copy.

[Ms Morrey left the meeting at this point]

COG 15/12.1 Board Secretary report Q4, 2014/15

Mr Palethorpe referred to enclosure three that related to three key areas of activity over the next quarter:

- Council of Governor elections
- Non-Executive Director Appraisal
- Appointment of Trust Chair

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

Mr Badger asked the Group to receive the rest of the report for information.

COG 15/12.2 FT Membership report Q4, 2014/15

Mrs Board presented the above report given as enclosure three for information and highlighted that throughout 2014/15 the Trust had focussed on engagement with

members and the wider public and referred to events hosted by the Trust that more than 300 people had attended.

Mrs Board asked if there were any questions. There were none.

Mr Badger added that the Board was keen to maintain the existing number of members and focus on engagement activity and noted this would form a key part of the Governors Engagement Committee.

COG 15/13.0 Patient Experience report Q2, 2014/15

Ms Clark presented the report given as enclosure four and highlighted the following items;

Friends and Family Test – Inpatient ward areas achieved the CQUIN target of at least 40% response rates required in March 2015 with an actual response rate of 41% for the quarter.

NHS Choices – The NHS Choices rating had increased from 4 stars to 4.5 stars (out of 5 stars) in quarter four based on 333 ratings.

Compliments – The Trust had seen a slight decrease in compliments and received 1,710 in quarter four compared to 2,305 in quarter three. The total received for 2014/15 is 7,555 compared to just over 2,000 for 2013/14.

Learning from feedback – Analysis of feedback enabled the Trust to identify areas for improvement. These become our ‘You said, We did’ action plans which are used by wards and areas to make improvements.

Quality priorities

More volunteers had been recruited to assist with nutrition and hydration tasks and it was noted that the Trust had narrowly missed the call bell target.

Mr Badger noted the NHS Choices 4.5 star rating (out of a possible 5 stars) and expressed that larger neighbouring Trusts had a lower star rating and commented it was an impressive result for the Trust. Mr Badger invited questions.

Ms Helen Stott-Slater asked if the Trust asked students to help on the wards.

Mrs Board reported that students from local colleges attend Russells Hall Hospital every Wednesday providing patients hair and beauty treatments and the volunteers mentioned by Ms Clark had been drawn from Access to nursing students from a local college.

Mr Franklin added that potential volunteers were being interviewed every week to build the number of volunteers the Trust has.

Mrs Jones discussed a case when she had been at the Trauma and Orthopaedics Outpatient Department at Russells Hall Hospital where she had witnessed an 85-year-old patient who had to wait four hours for transport and asked why this was the case.

Ms Clark expressed that it was disappointing to hear about the poor experience and advised that the ambulance patient transport had recently been re-tendered and contracted by the Dudley CCG.

Ms Macefield expressed the importance of the Trust working together as a health wide economy and that staff engagement was vital.

Mr Badger expressed it was important to learn from all complaints received by the Trust.

[Ms Snowden left the meeting at this point]

COG 15/13.1 Quality Priorities update as at end of Q3 2014/15

Mrs McMahon advised that the Quality Accounts had been provided to Deloitte who had expressed that they were pleased with the quality of the report.

Mrs McMahon added that the Trust had met the majority of targets except the targets relating to calls bells, pressure ulcers and nutrition and hydration.

COG 15/13.2 Infection Control report

Mrs McMahon introduced enclosure seven and advised that the Trust had met all targets and asked all to receive the enclosure for information.

Mr Badger paid tribute to Ms McMahon who would be leaving the Trust at the end of May and thanked her for all of her hard work within the Trust and every success in her new venture.

Mr Johnson noted the outstanding work that Mrs McMahon had contributed to the Trust and thanked her for her dedication to Infection Control matters especially and noted some of her key highlights with the Trust.

Mrs Jones presented a bouquet of flowers.

Mrs McMahon thanked all for their good wishes and added that it had been a privilege to be on the Trust Board.

[Mrs McMahon left the meeting at this point]

COG 15/14.0 Governor Development Group

Mr Johnson referred to enclosure eight and highlighted the key changes to the Group's Terms of Reference.

The Group **agreed** the Terms of Reference.

Mr Johnson explained that the effectiveness review of the Council of Governors would be delayed until later in the year.

Mr Johnson informed the Group that Dr Jain would support Mrs Price as Governor representative on the Appointments Committee.

Mr Badger asked if there were any questions.

Mr Johnson asked for clarification of the appointment of the Chairman.

Mr Badger explained that in September/October there would be someone in place to shadow him ahead of taking up the post on 1st January 2016.

The Group were asked to approve the following:

- Committee membership
- Dr Jain to be an interim member of the Appointments Committee
- Lead Governor to be the Chair of Governor Development Group and the Appointments and Remuneration Committee

The above items were **agreed** by all present.

COG 15/15.0 Any other business

There were no items raised.

Mr Badger explained that any business from Governors should be given to the Chair 10 days before any Council of Governors meeting and that exceptions should only be for urgent business.

COG 15/16.0 Close of meeting and 2015 forward dates

Mr Palethorpe mentioned to the Group that the Annual Members' Meeting could be brought forward to earlier in the year in following years and would be discussed further.

The next meeting of the Full Council of Governors would be held on Thursday 3rd September.

The meeting closed at 7.33pm

Mr David Badger, Chair of meeting

Signed..... Date.....

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

Action Sheet
Council of Governors meeting held 7th May 2015

<i>Item No</i>	<i>Subject</i>	<i>Action</i>	<i>Responsible</i>	<i>Due Date</i>	<i>Comments</i>
COG 15/09.1	End of Life presentation	Distribute to Council of Governors	HB	10/5/15	Complete

Attendance record

Governor	Title	2014/15	07/05/15				
Adams – Darren	Public Elected Governor: Stourbridge	5/6	A				
Allen – Fred	Public Elected Governor: Central Dudley	6/6	✓				
Bennett – Katie	Public Elected Governor: Halesowen	1/3	A				
Branwood – Cllr Dave	Appointed Governor: Dudley MBC	1/4	A				
Brookes – Richard	Public Elected Governor: Brierley Hill	3/3	✓				
Dukes – Ian	Staff Elected Governor: Medical and Dental	1/6	A				
Franklin – John	Appointed Governor: Dudley CVS & DGH Volunteers rep.	5/6	✓				
Gee – Dr Richard	Appointed Governor: Dudley CCG	3/3	✓				
Jain – Dr Subodh	Public Elected Governor: North Dudley	5/6	✓				
John – Ira	Public Elected Governor: Tipton & Rowley Regis	3/3	✓				
Johnson – Rob	Public Elected Governor: Halesowen	6/6	✓				
Jones – Diane	Public Elected Governor: South Staffordshire & Wyre Forest	5/6	✓				
Macefield – Alison	Staff Elected Governor: Nursing & Midwifery	6/6	✓				
Morgan – Joan	Public Elected Governor: Central Dudley	3/3	✓				
Peers – Yvonne	Public Elected Governor: North Dudley	3/3	✓				
Phillips – Karen	Staff Elected Governor: Non-Clinical	4/6	A				
Price – Patricia	Public Elected Governor: Rest of the West Midlands	6/6	A				
Robinson – Shirley	Staff Elected Governor: Nursing & Midwifery	3/3	✓				
Savin – Roy	Public Elected Governor: Stourbridge	6/6	✓				
Snowdon – Jacky	Staff Elected Governor: Nursing & Midwifery	3/3	✓				
Stott – Slater Helen	Public Elected Governor: Brierley Hill	3/3	✓				

Attendees

Badger – David	Chairman
Beach – Teekai	Medical Directorate Manager
Board – Helen	Patient & Governor Engagement Lead

Bowen – Dr Joanne	Palliative Medicine Consultant
Clark – Paula	Chief Executive
Fellows – Jonathan	Non-Executive Director
Morrey – Karen	Service Improvement Manager
McMahon – Denise	Director of Nursing
Palethorpe – Glen	Associate Director of Governance/Board Secretary
Smith – Chace	Patient Experience & PALS Administrator
Taylor - Paul	Director of Finance
Wulff - Doug	Non-Executive Director