

**Minutes of the Annual Members Meeting
The Dudley Group NHS Foundation Trust
Thursday 10th September 2015
Clinical Education Centre, Russells Hall Hospital**

Present

Governors

Mr Darren Adams
Mr Fred Allen
Mr Richard Brookes
Mr Sohail Butt
Mr John Franklin
Mr Richard Gee
Mr John Ira
Mr Robert Johnson
Mrs Diane Jones
Mrs Alison Macefield
Ms Yvonne Peers
Mrs Karen Phillips
Mrs Patricia Price
Mrs Shirley Robinson
Ms Jackie Snowdon
Mrs Helen Stott-Slater
Mr Alan Walker

Status

Public Elected Governor
Public Elected Governor
Public: Elected Governor
Staff: Elected Governor
Appointed: Elected Governor
Appointed Governor
Public: Elected Governor
Public Elected Governor
Public Elected Governor
Staff: Elected Governors
Public: Elected Governor
Staff: Elected Governor
Public: Elected Governor
Staff: Elected Governor
Staff: Elected Governor
Public: Elected Governor
Staff: Elected Governor

Representing

Stourbridge
Central Dudley
Brierley Hill
Medical and Dental
Volunteers
Dudley
Tipton and Rowley Regis
Halesowen
South Staffordshire and Wyre forest
Nursing and Midwifery
North Dudley
Non Clinical Staff
Rest of the West Midlands
Nursing and Midwifery
Nursing and Midwifery
Brierley Hill
Partner Organisation Staff

Board of Directors

Mr David Badger
Mrs Ann Becke
Ms Paula Clark
Mr Richard Miner
Mr Glen Palethorpe

Status

Chairman
Non Executive Director
Chief Executive
Non Executive Director
Associate Director Governance/
Board Secretary
Director of Finance
Chief Nurse
Non Executive Director

Representing

DG NHS FT
DG NHS FT
DG NHS FT
DG NHS FT
DG NHS FT
DG NHS FT
DG NHS FT
DG NHS FT
DG NHS FT

Mr Paul Taylor
Mrs Dawn Wardell
Mr Doug Wulff

Apologies

Name

Mrs Anne Baines

Ms Katie Bennett
Mr David Bland
Mr Jonathon Fellows
Mr Paul Harrison
Mrs Kelly James

Status

Director of Strategy and
Performance
Governor public
Non-Executive Director
Non-Executive Director
Medical Director
Governor staff: Allied Health
Professionals and Health care
Scientists
Governor public
Governor Public

Representing

DG NHS FT

Halesowen
DG NHS FT
DG NHS FT
DG NHS FT
DG NHS FT

North Dudley
Stourbridge

Dr Subodh Jain
Mr Roy Savin

Item No	AMM 2015 minutes
1.	<p data-bbox="245 264 1267 297"><u>Introduction and approval of 2014 AMM minutes – Mr Johnson and Mr Badger</u></p> <p data-bbox="245 331 708 365">Apologies received as listed above.</p> <p data-bbox="245 398 1177 432">Mr Johnson – Lead Governor, Public Elected Governor Halesowen</p> <p data-bbox="245 432 1289 465">Mr Johnson formally welcomed everyone to the 2015 Annual Members Meeting.</p> <p data-bbox="245 499 1426 633">He explained the role and responsibilities of the Council of Governors including how they hold Non-Executive Directors to account for the performance of the Board of Directors and represent the interests of the Trust members. He gave examples of Governors' activities during the year and the levels of assurance provided by the Board of Directors.</p> <p data-bbox="245 667 1410 768">Mr Johnson explained how the Committees of Council work to support the work of the full Council and went on to describe a number of ways that Trust Members can get involved with the Trust including volunteering activity.</p> <p data-bbox="245 801 1449 902">He summarised the overwhelming amount of positive feedback received by the Trust and its performance against many of the key national targets. He acknowledged the hard work of all staff at the Trust.</p> <p data-bbox="245 936 644 969">Mr Badger – Trust Chairman</p> <p data-bbox="245 969 890 1003">Mr Badger summarised the agenda for the event.</p> <p data-bbox="245 1037 1426 1104">The minutes of the previous Annual Members Meeting held on 11th September 2014 were accepted as a true and accurate record and would be signed by the Chairman.</p> <p data-bbox="245 1137 1385 1238">He noted that the year had begun with the Trust facing many challenges and had been subject to much inspection and scrutiny. Recruitment to nursing posts had remained an issue and there had been constant pressure to improve A&E performance.</p> <p data-bbox="245 1272 1417 1339">There had been a number of changes to the executive team in 2014/15 and the Trust had reorganised into three main divisions.</p> <p data-bbox="245 1373 1422 1440">Mr Badger placed on record his thanks to his predecessor as Chair, Mr John Edwards, for over four years of clear and strong leadership up to 31st December 2014.</p> <p data-bbox="245 1473 1437 1574">At the end of the financial year, there had been concerns about the breach of licence linked to financial sustainability and A&E performance. Monitor, our regulator, had required a legally binding commitment to improve the recovery plan.</p> <p data-bbox="245 1608 1410 1675">He noted that significant improvement had been made in these areas and the Trust had more recently been established as one of top performers nationally for A&E performance.</p> <p data-bbox="245 1709 1417 1910">He commended the commitment of the Chief Executive to engage with as many staff as possible who attended one of the many CE update events she had hosted throughout the year. He concluded by noting his thanks to the tireless work of the Trust's volunteers and governors and to staff throughout the organisation who, despite all the challenges, continued to provide excellent service and care to patients, their families and the wider community.</p>

2.	<p><u>Chief Executive's overview of 2014/15</u></p> <p>Ms Clark, Chief Executive Officer</p> <p>Ms Clark presented a set of slides that highlighted some of the successes of 2014/15 including the Trust's A&E performance that had continued to be amongst the top performing nationally. Achieving the four hour target meant that patients received really good care. The Trust had traditionally had a good record for cancer waits which had seen some deterioration in the last quarter.</p> <p>She reported that the Trust continued to receive a high volume of patient experience feedback from numerous sources and noted that the NHS Choices website ranked the Trust with a 4.5 star rating out of five and the maternity services has received a 100% rating in the Friends and Family Test.</p> <p>Staff had also recommended the Trust in the top 20% of trusts nationally as a place to work.</p> <p>Against a background of tightening finances the Trust had reviewed its strategy in line with effective use of budget and continued efficiencies to effect savings in excess of £16m for 2016/17 without affecting patient care. On-going projects included integration of hospital and community services to ensure that patients received the right care in the right setting and work was underway to update clinical records systems.</p>
3.	<p><u>Presentation of Financial Accounts 2014/15</u></p> <p>Mr Taylor, Director of Finance and Information</p> <p>Mr Taylor advised that the full set of financial accounts was contained with the Annual Report and Accounts available via the Trust website with hard copies available on request.</p> <p>He noted a deteriorating financial position which had prompted Monitor to request a financial recovery plan which had been provided. This had contributed to the Monitor red rating the Trust had received for governance and finance. Some of the deficit incurred had been due to investments made by the Trust and gave examples including the investment of more than £34m in additional staffing to help reduce agency costs. The year had ended with an overspend of £8m against a plan of £6.7m.</p> <p>He then explained that both elective and emergency activity were well up on planned activity.</p> <p>During the year there had been a capital spend of £8.6m with a large proportion used bring the IT services back in-house which would yield savings of £2.3m per year.</p> <p>He highlighted agency costs as on-going challenge for the Trust and the NHS at large where recruitment of key staff in some specialties was proving hard to resolve and agency personnel were used to ensure patient flow and safe effective patient care.</p>
4.	<p><u>Presentation of Quality Account 2014/15</u></p> <p>Mrs Wardell, Chief Nurse</p> <p>Mrs Wardell explained that the Trust produced Quality Accounts which included a progress report on the Trust's Quality Priorities that the Trust had agreed with local stakeholders as the focus for the year. She asked those present to refer to the Your Trust magazine, provided to all attendees in their welcome pack, where performance against each of the</p>

	<p>Quality Priorities for 2014/15 had been summarised. The full report formed part of the Annual Quality Report available via the Trust website with hard copies available on request. She noted that overall targets had been achieved with the exception of narrowly missing the target for response times to answer inpatient call bells and reduction in stage three and four pressure ulcers where the target had been partially met.</p> <p>It had been agreed to keep same Quality Priorities for 2015/16. Mrs Wardell asked all present to complete a feedback form to indicate what topics should be considered by the Trust for the following year.</p> <p>Mrs Wardell concluded by recognising the hard work and dedication of nursing staff across the Trust and those who had recently received national awards. These included:</p> <p>Karen Lewis who received the Macmillan Excellence Award for her inspirational work supporting healthcare professionals to deliver high quality palliative care.</p> <p>Kate Owen who received the Queen’s Nurse award recognising her commitment to high standards of patient care, learning and leadership.</p> <p>Lisa Turley received a national award of excellence from Wounds UK for her work on the Trust’s move to static air mattresses.</p>
5.	<p><u>Auditors Report</u></p> <p>Mr Miah, Healthcare and Public Sector Partner, Deloitte LLP</p> <p>Mr Miah presented the external auditor findings on the Annual Report and Accounts and Quality Report presented earlier in the meeting.</p> <p>He explained that the External Auditor was required to give an opinion on use of resources and look at outcomes for various regulatory bodies that reflected positive and negative issues.</p> <p>Deloitte had given an unqualified opinion of the financial report and quality accounts subject to the opinion of Monitor on the Trust’s Financial position. He noted that the Trust Board had taken the findings seriously and had prepared a comprehensive financial recovery plan to bring the Trust back to a break even position.</p> <p>He congratulated the Finance Team on the high standard of preparation of the financial and quality accounts within the timeframe set and had been one of the first to submit nationally especially when the time frames for submission have been brought forward significantly over the years.</p> <p>The Quality Report Findings received an opinion where nothing had come to their attention to suggest that the Quality Report was not in accordance with the Annual Reporting Manual and that the indicators in the Quality Report were not reasonably stated in all material aspects. He explained that Governors had nominated the Nutrition and Hydration priority for local audit and noted the data quality was very good.</p>
6.	<p><u>Dudley Group NHS Charity Annual Report 2014/15</u></p> <p>Mr David Bland, Chair, Charitable Funds Committee</p> <p>Mr Bland provided a brief overview of the DGNHS Charity as an umbrella for 90 separate funds and a general fund. He gave some examples of how charitable funds are spent</p>

	<p>including the purchase of bladder scanners, a breast care gamma detection system and tablet computers for patients to use prior to theatre sessions.</p> <p>Mr Bland explained that a Board of trustees, drawn from the Trust Board oversee the charitable trust with day-to-day activity managed by finance staff within the Trust. Matrons and senior managers ensure donations are spent in accordance with the wishes of the donor.</p> <p>Charitable donations are received via legacies, donations, fundraising activity and investment income. The Charity held assets of £2.5m which had been reduced intentionally from the previous year as the Trust increased the spending for the benefit of patients and staff.</p>
7.	<p><u>Questions from the public relating to the Annual Report and Quality Accounts</u></p> <p>Mr Badger, Chairman</p> <p>Mr Badger invited questions from those present.</p> <p>Mr John Farmer acknowledged how complicated it must be to run a hospital like this. He noted the excellent medical staff and administration responsible for the finances. He said he didn't understand all of the figures and queried the £800 per day paid to a contract senior manager and asked how that can be substantiated.</p> <p>Ms Clark replied that the NHS has found it increasingly difficult to recruit into senior posts. Managers have received a bad press in the media which made it extremely difficult to fill some posts. A large number of chief executive posts across the NHS also remain vacant. Referring to the daily rate paid, she clarified that the Trust had no further costs to bear such as sick pay, or annual leave. She confirmed that the Trust Board had agreed these rates to secure quality people to do tough jobs. The improved performance was testament to those running the Trust.</p> <p>Mr Badger confirmed that such decisions had not been taken lightly but had made a huge contribution to the improved performance and position of the Trust.</p> <p>Mr Geoff Downing asked what the cost of health tourism is to the Trust and what was meant by 'minor work' in relation to capital expenditure. He also asked why consultants and doctors secretaries were not allowed to book appointments on the current system and when appointments are cancelled can he be assured that patients who need to be seen urgently are rescheduled more promptly than those with less urgent conditions.</p> <p>Ms Clark replied that the Trust took every step not to cancel appointments. On the occasions when it becomes unavoidable for clinics to be rescheduled the central booking team is best placed to action this. Some clinics had been adversely affected by being unable to fill consultant vacancies but Ms Clark was pleased to report a recent example of improvements in this area was that an ophthalmologist had recently been appointed and more clinics would become available.</p> <p>Mr Taylor replied that the Trust has a robust system for identifying and pursuing health tourists for what they owe. He explained he Trust had £107,000 income from non EU countries for treatment and did not have the exact figure to hand for those pursued unsuccessfully. He noted that rules have tightened and in some cases payment would be taken prior to treatment.</p>

	<p>Mr Taylor explained that the term ‘minor works’ referred to small expenditure to complete projects such as putting up of shelves and other small works.</p> <p>Mr David Orme asked what health research programmes are presently on-going at the Trust and asked what the Trust was doing to develop patient research ambassadors.</p> <p>Ms Clark replied the Trust currently conducts research in a growing number of specialities with 112 research studies currently underway and would be happy to provide a full list. She explained that every effort is made to involve patients and services users in research and gave examples including Lupus UK. The concept of patient research ambassadors is still in its infancy.</p> <p>Mr Badger confirmed that the Trust had a very active research and development and the Board of Directors had received a full report at their September 2015 meeting. Mr. Badger indicated that this information would be shared with anyone interested upon request.</p> <p>Mr Ken McClymont in his capacity as Chair for Dudley Centre for Inclusive Living raised an issue about the Trust’s strategy for communicating with those who are deaf and blind and asked what the Trust doing to ensure materials are made in a way people can understand. He referenced the recently launched Accessible Data Standard which needs to be implemented by July 2016 and in particular the sending of appointment letters via email.</p> <p>Ms Clark replied that the Trust had developed a phone call system and a text system to remind patients of upcoming appointments which had to adhere to strict information governance standards. Work was also underway to improve accessibility for those with learning disabilities with the recent launch of a Trust wide strategy.</p> <p>Mrs Janet Turner noted her thanks to the pain management team at the Guest Outpatient Centre for fibromyalgia and raised the issue that GPs don't know about available fibromyalgia services and needed to join up more.</p> <p>Ms Clark replied that the Trust worked closely with the local commissioners to develop patient pathways and chronic pain is one of the areas currently under review.</p> <p>Mr Richard Turner asked if the Urgent Care Centre that had replaced the Holly Hall Walk-in Centre in centre was having an appreciable effect on the number patients visiting A&E</p> <p>Mr Taylor replied that the Trust had seen a 4-5 % decrease A&E activity which in turn had a positive effect of patient flow.</p>
8.	<p><u>Close of Annual Members Meeting</u></p> <p>Mr Badger thanked all for their attendance and drew the Annual Members Meeting to a close of 6.00pm.</p> <p>The next Annual Members Meeting would be held on 21st July 2016.</p>