

Minutes of the Annual Members Meeting
The Dudley Group NHS Foundation Trust
Thursday 18th July 2019
Clinical Education Centre, Russells Hall Hospital

Present**Governors**

Mr Fred Allen
 Mr Marlon Amulong
 Mr Arthur Brown
 Dr Richard Gee
 Mrs Hilary Lumsden
 Mrs Ann Marsh

Mrs Natalie Neale
 Mr Rex Parmley
 Ms Yvonne Peers
 Mr Peter Siviter
 Mrs Mary Turner
 Mrs Farzana Zaidi

Status

Public Elected Governor
 Staff Elected Governor
 Public Elected Governor
 Appointed Governor
 Public Elected Governor
 Staff Elected Governor

Public Elected Governor
 Public Elected Governor
 Public Elected Governor
 Public Elected Governor
 Appointed Governor
 Public Elected Governor

Representing

Central Dudley
 Nursing & Midwifery
 Stourbridge
 Dudley CCG
 Halesowen
 Allied Health Professionals & Health Care
 Scientists
 Brierley Hill
 Halesowen
 North Dudley
 South Staffordshire & Wyre Forrest
 Dudley Council for Voluntary Service
 Tipton & Rowley Regis

Board of Directors

Mr Julian Atkins
 Dame Yve Buckland
 Prof. Gary Crowe
 Dr Julian Hobbs
 Mr Tom Jackson
 Mr Andrew McMenemy
 Mrs Mary Sexton
 Ms Diane Wake

Status

Non-executive Director

Interim Chairman

Non-executive Director
 Medical Director
 Director of Finance
 Director of HR
 Interim Chief Nurse
 Chief Executive

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

Apologies**Name**

Mrs Joanna Davies-Njie
 Cllr Colin Elcock
 Dr Anthea Gregory
 Ms Sandra Harris
 Mr Mike Heaton
 Mr Jonathan Hodgkin
 Mrs Catherine Holland
 Dr Mark Hopkins
 Mr Ian James
 Mrs Karen Kelly
 Dr Atef Michael
 Mr Richard Miner
 Mrs Margaret Parker
 Ms Karen Phillips
 Ms Nicola Piggott
 Mrs Patricia Price
 Mrs Edith Rollinson

Status

Public Elected Governor
 Appointed Governor
 Appointed Governor
 Public Elected Governor
 Public Elected Governor
 Non-executive Director
 Non-executive Director
 Associate Non-executive Director
 Associate Non-executive Director
 Chief Operating Office
 Staff Elected Governor
 Non-executive Director
 Staff Elected Governor
 Staff Elected Governor
 Public Elected Governor
 Public Elected Governor
 Staff Elected Governor

Representing

Stourbridge
 Dudley Metropolitan Borough Council
 Wolverhampton University
 Central Dudley
 Brierley Hill
 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
 Nursing & Midwifery
 Non Clinical Staff
 North Dudley
 Rest of the West Midlands
 Allied Health Professionals & Health Care
 Scientists
 DG NHS FT
 Partner Organisations' Staff
 DG NHS FT

Mr Adam Thomas
 Mr Alan Walker
 Ms Natalie Younes

Interim Chief Information Officer
 Staff Elected Governor
 Director of Strategy & Business
 Planning

Item No	AMM 2019
1.	<p><u>Welcome</u></p> <p>Apologies received as listed above.</p> <p>Mr Fred Allen – Lead Governor, Public Elected Governor Central Dudley</p> <p>Mr Allen formally welcomed everyone to the 2019 Annual Members Meeting (AMM).</p> <p>Mr Allen gave a summary of the work of the Governors in 2018/19, including the development of the Trust Strategy, Governor involvement in initiatives inside and outside of the Trust and fulfilling the statutory duties of a Council of Governors. Council of Governor meetings are held in public forum and dates are published on the Trust web site.</p> <p>Mr Allen introduced Dame Yve Buckland; Interim Chair to the meeting, Dame Buckland joined the Trust in May this year.</p> <p>Mr Allen welcomed Mrs Wake, Mrs Sexton and Mr Jackson, Executive Directors to the meeting.</p> <p>Mr Allen thanked Mrs Jenni Ord, previous Chair for her Chairmanship of the Trust over the last 3 years, the Board of Directors for their continued efforts and Mrs Board, for her work as Governor liaison.</p> <p>Mr Allen informed the meeting that there would be two staff Governor vacancies arising later in the year and there would be a call for nominations in October 2019.</p>
2.	<p><u>Chairman's opening remarks and approval of minutes of the Annual Members meeting in 2018 (Appendix 1) – Dame Yve Buckland, (Interim Chair)</u></p> <p>The Chairman thanked Mr Allen for his introduction and confirmed that she welcomed the opportunity as Chair of the Trust and was very much enjoying working with the staff at Dudley who without exception displayed the vision and values of the Trust. Dame Buckland also thanked Mrs Ord for her previous Chairmanship.</p> <p>The Chairman confirmed that there would be time at the end of the meeting for questions on the content of the reports and presentations.</p> <p>The Chairman reminded the meeting that if there were questions on personal experiences or concerns then there would be an opportunity raise these with members of the Board who would remain at the end of the meeting.</p> <p>The Chairman asked all those present if they were content to approve the minutes from the 2018 Annual Members Meeting as a true and accurate record.</p> <p>All present agreed to approve the minutes without abstention.</p>
3.	<p><u>End of Life Services (presentation) – Dr Joanne Bowen (Palliative Medicine Consultant)</u></p> <p>Dr Bowen gave an update on End of Life Services in Dudley. A short video was presented to the audience from "Dying Matters".</p>

	<p>Dr Bowen presented on some of the key elements provided by End of Life services including:</p> <ul style="list-style-type: none"> • Story so far in Dudley: In 2012 signed up to a national initiative for improving end of life care across the health economy in Dudley. • National documentation: Culminated in 6 ambitions for end of life care. • Economy Strategy: Developed and launched in February 2018. • Change in Culture: Working to the Gold Standards Framework (GSF) • Dudley Improvement Practice: Initiative with NHSI looking at improving end of life care.
4.	<p><u>Trust Constitution</u> – Mr Fred Allen (Lead Governor)</p> <p>Mr Allen advised that in line with good governance, the Trust Constitution has been subject to its annual review and updated to reflect and adopt best practice and would be available to access on the Trust website during the following week.</p>
5.	<p><u>Chief Executive Overview 2018/19</u> – Diane Wake (Chief Executive)</p> <p>Ms Wake, Chief Executive, thanked Mr Allen and the Council of Governors for their contribution, and gave an overview of the previous year, highlights included:</p> <ul style="list-style-type: none"> • A year of challenge and change. • Increased volume of feedback from patients: Overall feedback received is incredibly positive. • Financial efficiencies: £20m efficiencies saved. • Excellence Awards: Celebration of the amazing work taking place in the organisation. • Volunteers: Thanked for their continued dedication. • Care Quality Commission: Report published last week. The Trust is disappointed by the recent media attention. The Chief Executive provided an update on the Section 31 notices issued by the CQC. The meeting noted the improvements made to performance within the Emergency Department and in particular the Chief Executive provided an update on the significant improvement around Sepsis which now stands the Trust among the best performing in the West Midlands. Emergency Department staffing had received over £6m of additional investment. • Key Performance Metrics for 2018/19: Excellent performance was noted for infection control, diagnostic waits and referral to treatment times, for which the Trust was rated 3rd best in the country. • Priorities for 2019/20: Meeting the new Emergency Access Standard, improving Cancer performance against the 38 day standard, 28 day faster diagnosis target. <p>The Chief Executive asked that the tremendous work taking place across the Trust was acknowledged by its members.</p> <p>The Chief Executive updated the meeting on improving care and outcomes including the new Cardiac Assessment Unit, Children's ED, minor procedures room and ambition to become the Endometriosis Centre for the Midlands. The Trust has received capital investment for redesigning its Emergency Department, which is a very exciting initiative for the Trust.</p>
6.	<p><u>Quality Report 2018/19</u> – Mary Sexton (Interim Chief Nurse)</p> <p>The Chief Nurse presented the highlights of the Quality Report including:</p>

	<ul style="list-style-type: none"> • 7 Quality Priorities set to improve quality of care and patient experience including: <ul style="list-style-type: none"> - Patient Experience: increasing Friends and Family Test responses, increased patient involvement and a target of 95% for recording a patient's pain score. - Pressure Ulcers: reduction in category 3 ulcers and no avoidable category 4 ulcers all year. - Infection Control: Flu vaccination rate of 75%, C.Diff performance of 20 cases against a target of 28, introduction of a catheter passport and robust antimicrobial prescribing. Only 1 MRSA case experienced in the last 4 years. - Nutrition and Hydration: to make sure that any high risk patients are identified on admission, 90% achieved in hospital and 97% in the community. Menus re-designed across the organisation and snack boxed introduced with positive feedback. Launched re-fuel and rehydrate campaign for staff. - Medication: 94% of all medications signed for in line with Trust policy. - Discharge Management: Large reduction in delayed discharges, the Trust continues to work with health and social care colleagues. - Incident Management: Open and safe culture, which is displayed by a high level of reporting. Improved reporting by 3.4% with a 52% decrease in the number of serious incidents. This priority will also be included in the current year's Quality Priorities.
7.	<p><u>Trust Financial Accounts 2018/19 – Tom Jackson (Director of Finance)</u></p> <p>The Director of Finance presented the Trust Financial Accounts for 2018/19.</p> <p>The Director of Finance commenced his presentation by informing the meeting of the 4 primary financial statements.</p> <p>The meeting noted the following key highlights:</p> <ul style="list-style-type: none"> - Context: Challenging national financial environment. - Financial Performance for 2018/19: Income increased by 5%, main expenditure is on pay which increased by 3.6%. Non pay increased by 4%. Sustainability Fund monies paid based on performance and this improved the deficit position. A&E and elective attendances increased. A number of measures taken to drive efficiencies and aim to deliver a surplus position. The Trust ended the year of 3.5% efficiencies against national target of 3.6%. £11m capital programme for last year. - Looking Ahead: Challenging year to bridge the financial gap. - Trust Charity: Income of £666k for last year. £100k charity appeal for the adult and children's department and resus.
8.	<p><u>Auditor's Report – Matthew Elmer (PwC)</u></p> <p>Mr Elmer presented the External Auditors Report and explained that the purpose of external audit was to make sure that financial statements presented a true and fair view of the Trust and to ensure the Trust is delivering value for money and makes an effective use of its resources.</p> <p>Mr Elmer presented on the 3 key areas of external audit work:</p>

	<ul style="list-style-type: none"> - Financial Statements: including income and expenditure, value of land and buildings, annual report and remuneration report and going concern. A clean/unqualified report had been issued. - Use of Resources: issued a modified conclusion. - Quality Report: An unqualified/clean conclusion had been issued for this area. <p>Mr Elmer concluded by informing the meeting that he would remain for questions at the end of the meeting.</p>
9.	<p><u>Resolution</u> – Dame Yve Buckland, (Interim Chairman)</p> <p>The Chairman asked members of the Trust present at the Annual Members Meeting to formally acknowledge and accept the presentation of the following documents:</p> <p>The Annual Accounts The Report of the Auditor on them The Annual report</p>
10.	<p><u>Questions</u></p> <p>Dame Buckland, Chairman, thanked all those who provided a showcase of their services and then invited questions from those present.</p> <p>The Chief Executive, Director of Finance and Interim Chief Nurse took to the stage to answer questions.</p> <p>Mr Towner, member of the public, asked about the level of fraud within the Trust during the last year compared to previous years and the risk of fraud. The Director of Finance confirmed that there are clear counter fraud measures in place. There were no issues of concern to note in relation to fraud.</p> <p>Mr McClymont, Chair of the Dudley Centre for Inclusive Living, and thanked the Trust for allowing them to attend and present at the AMM. He asked when incidents or never events occur, a statement is made that the organisation has learnt from mistakes and will not happen again, how does the Trust show what lessons had been learnt. The Chief Executive confirmed that a new NHS Safety Strategy has been launched and this recognises that the sharing of learning needs to be improved and an NHS portal is being developed to aid learning within organisations. A lot of work has been taken across the Trust to improve this but there is more that can be done. The Interim Chief Nurse confirmed that a Complaints Learning Forum has been established and this will be built on during the year. Where errors have occurred or mistakes made this is followed up rigorously through the Trust's governance processes.</p> <p>A member of gallery (unnamed) asked that compared to neighbouring Trust's we had fewer advanced specialist roles, what is the reason for this. The Interim Chief Nurse confirmed that the Trust is looking at this area and how the roles can be delivered in different ways.</p> <p>Mr Stenson, former Governor, asked for assurance that improvements described today are becoming embedded within the Trust. The Chairman confirmed that the Trust is working with regulators in this area and is working with all of its staff to ensure that the Trust becomes an outstanding organisation.</p> <p>Anne Conroy, Action Heart Volunteer, congratulated the A&E department of behalf of one its members for the excellent care provided recently and confirmed that this was clear</p>

	<p>evidence that measures put in place were working.</p> <p>Mr Orme, member of the Quality Review Service asked about standards for Radiography and peer review in relation to the CQC report. The Chief Executive commented on the number of improvements made within the Radiology Department. A Getting it Right First Time Review for the Radiology Service is taking place in September. The Chairman confirmed that there needs to be a structured review and the Trust will await the outcome of the review in September.</p> <p>Mrs Hawker, member of the public, asked about the waste of cash spent of appointment letters/cancelled appointments. The Chief Executive asked that Mrs Hawker share her details after the meeting so that the Trust can investigate and understand why she had experienced an issue with receiving letters.</p> <p>Mrs Morgan, former Governor, asked about Drs writing to the Secretary of State regarding the allegation of bullying. The Chairman confirmed that there has been a full and independent review of the allegations and the Capsticks Report is available on the Trust website. Mr Atkins, Non-Executive Director, confirmed that he was Non-Executive Lead with the responsibility for Freedom to Speak up and he described his work with Speak Up Guardian's taking place within the Trust.</p>
11.	<p><u>Close of Annual Members Meeting</u></p> <p>Dame Buckland, Chairman thanked all for their attendance and drew the Annual Members Meeting to a close.</p> <p>Next Annual Members Meeting Thursday 16 July 2020</p>