

## Minutes of the Annual Members Meeting of The Dudley Group NHS Foundation Trust on Thursday 13<sup>th</sup> September 2012 in the Clinical Education Centre, Russells Hall Hospital.

### Apologies

Brian Chappell  
Ian Dukes  
Anne Gregory

### Constituency

Public Elected Governor  
Staff Elected Governor  
Staff Elected Governor

North Dudley  
Medical and Dental  
Allied Health Professional and Health Care Scientists  
Dudley CVS and DGH Volunteers

Jackie Kelly

Appointed Governor

Item No	AGM 2011/12 minutes
1.	<p><u>Introduction and approval of 2011 AGM minutes – Darren Adams and John Edwards</u></p> <p>Apologies received as listed above.</p> <p><b>Darren Adams – Lead Governor</b> Darren Adams, Lead governor, and public governor for Stourbridge constituency, formally welcomed everyone to the 2012 Annual Members Meeting and Health Fair. He introduced the agenda for the evening and went through some of the work of the Council of Governors (CoG) including the review of the CoG committee structure and Trust constitution</p> <p><b>John Edwards – Trust Chairman</b> John Edwards sought approval for the minutes from 2011/12. He said he had completed his first full year with the trust against the backdrop of proposed changes to the NHS including the formation of the Clinical Commissioning Groups and the responsibility to ensure healthcare works better for the people of the borough.</p> <p>He spoke of changes to the trust Board including Non Executive Director Kathryn Williets stepping down after completing two terms. Richard Miner, who was formerly an associate Non Executive Director, was now full voting member of the Board. John said the Council of Governors continued to strengthen The Dudley Group's accountability to patients and thanked them for all their hard work.</p> <p>He said the Trust was a progressive organisation with a highly motivated workforce providing the best possible care for patients said their work contributes greatly to the ongoing maintenance in both quality and finance indicators. He requested that questions should be asked once all presentations had taken place.</p>
2.	<p><u>Chief Executive's overview of 2011/12</u></p> <p>Chief Executive Paula Clark introduced 'I am the patient experience' film and said it was designed to inspire staff to look at patients experience in a new way. She said the way staff behave embodies the patient experience.</p> <p>In her overview of 2011/12 Paula explained how the Trust aimed to be the best place for patients to receive healthcare and the best place for staff to work.</p> <p>She said the organisation re-launched its vision and values with a competition among staff to come up with a strap line to use as the Trust's new vision – something inspirational, meaningful and memorable. She said more than 800 people took part and, after much deliberation, 'Where People Matter' was chosen to be the new vision. The values chosen to underpin the vision were Care, Respect and Responsibility.</p> <p>Paula said helping to achieve the vision and values were 30 Customer Care Ambassadors. Created in October 2011, the ambassadors brought together a set of standards to help improve staff attitude and behaviour on how to treat patients, visitors and colleagues as warmly as they</p>

	<p>would in their own homes.</p> <p>She said one of the Trust's top quality priorities was improving patients experience and said this can only be done by listening o what people say. She listed the many ways this was done, including real time patient surveys, patient panels, NHS Choices feedback, comment cards and personal letters. She said the safety of patients was paramount and The Dudley Group pledged to put safety at the centre of our services.</p> <p>She said integral to improving patients experience and providing top quality care was a passionate workforce, and she went on to list some of their achievements. During the year they had: delivered more than 5,000 babies; treated almost 38,000 day cases; carried out 14,658n inpatient operations; saw 516, 876 outpatients, saw nearly 100,000 patients in the Emergency Department and made 367,000 face-to-face contacts with Dudley patients in 2011/12 split across various aspects of care including district nurses (recorded 225,000 contacts) and Rehabilitation Services (127,000 contacts).</p>
3.	<p><u>Presentation of Accounts 2011/12</u></p> <p>John Balmforth, Public Elected Governor for Halesowen, introduced Director of Finance and Information Paul Assinder.</p> <p>Paul Assinder presented a summary of the Accounts for 2011/12 by first setting out the economic context within which the Trust was operating including the Government's austerity measures, PCT commission pressures and the pressure of increased activity in the Trust. He said the year saw a challenging approach from local GPs in the day to day discussion and negotiation around the working budget.</p> <p>He talked about activity over plan and said the trust saw 4 per cent more emergency spells and five per cent more planned spells in hospital.</p> <p>Explaining targets and standards, Paul said the Trust was monitored against 741 KPIs by Monitor, the independent regulator of NHS foundation trusts and adhered to national targets via the contract with the Primary Care Trust. He was pleased to report the Trust had met or exceeded all targets and standards with the exception of the reduction target for Clostridium difficile. He did explain, however, that in the latter part of the financial year, the Trust was well on trajectory for Clostridium difficile.</p> <p>Paul said the income for 2011/12 was £285 million of which £273 million was spent on pay and non pay. He said 62 per cent of income came from the PC and turnover was up by £25 million (£21 million relates to the transfer of community services). The Trust saw a £627 million surplus which he said was sufficient to run the hospital for 19 hours. Paul said net income grew by 1.5 per cent which, when taking into account inflation, was a cut of 1.9 per cent in real terms.</p> <p>Talking through the balance sheet, he said there was a small reduction in current assets but overall said The Dudley Group has a relatively strong balance sheet showing £36 million cash liquidity.</p> <p>Paul pointed out some capital spending including a new decontamination unit at Russells Hall Hospital and Corbett Hospital costing £2.4 million. He said updating or replacing medical equipment cost £1.6 million.</p> <p>Looking to the future, he said the Trust needed to make 4 per cent efficiency savings against a backdrop of an ageing population. He said GPs will have hard cash spending power which would present different challenges and that reducing cost while maintaining quality was going to be "an Olympian task".</p>
4.	<p><u>Presentation of Quality Report</u></p> <p>David Stenson, Public Elected Governor for Brierley Hill, introduced the Director of Nursing, Denise McMahon.</p>

Denise presented the Quality Accounts and explained they were annual reports for the public on quality that sit alongside financial accounts and are subject to external audit. Denise set out what the Trust is doing well, what it could do better and how it was performing against national targets.

She said staff, partners and patients groups attending a Listening into Action had helped decide the quality priorities for 2012/13 which are:

- Priority 1: increase the number of people who report positively on their experience on a number of measures
- Priority 2: improve systems of reporting and reduce the occurrence of avoidable pressure ulcers
- Priority 3: reduce our MRSA and Clostridium difficile rates in line with the national and local priorities
- Priority 4: increase the number of patients who have a risk assessment regarding their nutritional status within 24 hrs of admission
- Priority 5: Priority five – Increase the number of patients who have fluid balance charts completed

Denise said she was pleased to say the Trust had not had an MRSA infection in 15 months but that in May 2011 the Trust, along with many trusts across the West Midlands, saw a “concerning rise” in Clostridium difficile. She invited in national experts to help pinpoint the reason for the rise. By investing in HPV ‘fogging’ machines to clean the environment, the numbers of patients with Clostridium difficile came down drastically in the end part of 2011/12 but that it was important to remain vigilant.

5. Role of the Audit Committee

Rob Johnson, Public Elected Governor for Halesowen, introduced Non Executive Director, and Chair of the Audit Committee, Jonathan Fellows.

Explaining the role of the Audit Committee, Jonathan said it was fully independent of the Trust’s management and provided independent scrutiny. He said the committee reported to the Board of Directors, meets at least four times a year and reviews its terms of reference every year.

He said the Audit Committee existed to understand risks facing an organisation, monitor the controls in place, oversees the financial reporting process, reviews fraud risk and controls, assesses the clinical audit process and delivers independent scrutiny.

Jonathan explained how the Audit Committee reported and listed some key highlights for the committee including the fact that 27 internal audits had taken place in 2011/12, nine fraud investigations and 250 clinical audit projects were undertaken.

Jonathan ended his presentation by stating: “Based on the evidence available to it, the Committee considers that the Trust’s risk management, control and governance processes are adequate and effective and may be relied upon by the Board of Directors. In addition, there are no matters that the Committee is aware of that have not been disclosed appropriately.”

6. Auditors Report

Alex Gilder, senior manager with Deloitte, presented the Auditor’s Report and explained the scope of their work before going through their key findings: she confirmed that at the year end the Trust reported a surplus of £627,000, achieved its £12.7 million cost improvement programme and had an end of year financial risk rating of 3.

Accounting performance – Alex said the Trust delivered draft and final papers within Monitor’s deadline, carried out early discussions for potential issues and provided a high standard of working papers.

Minor comments were provided and accepted by the Trust on accounting policies and financial

	<p>reporting. No significant issues were found on the Annual Governance Statement and no significant issues were found on the Annual Report.</p> <p>Statement of Internal Control: the review of the Trust's Statement on Internal Control identified no significant issues although minor controls improvements recommended were accepted by the Trust and action plans agreed.</p> <p>Quality Report: in Deloitte's opinion on the Quality Report stated that there was nothing which had come to our attention to suggest that the Quality Report was not in accordance with the Annual Reporting Manual; and the indicators in the Quality Report are not reasonably stated in all material aspects.</p> <p>In summary, Deloitte was able to give a true and fair opinion that the accounts were accurate. The Trust was very well controlled and management was open and honest with the external auditors.</p>
7.	<p><u>Presentation on DGoH Charitable Funds annual report</u></p> <p>Jason Whyley, Public Elected Governor for Tipton and Rowley Regis, introduced Richard Miner, Non Executive Director, for his presentation on the Charitable Funds report.</p> <p>Richard said he had taken over from Kathryn Williets in May 2012 and said the charity's name had changed to Dudley Group NHS Charity. He said the Charity is an umbrella for 120 individual funds.</p> <p>He said the day to day running of the charity was the responsibility of staff working in the Finance Department and overseen by the Charitable Funds Working Group. Money for the charity came from a variety of sources including legacies, donations, investment income and fundraising. Total income in 2011/12 was £790,000. Total money spent was £530,000 – half of which was the cost of running the charity including the fundraiser's salary.</p> <p>To give an example of where the money goes, Richard said £177,000 of charitable funds was spent on the purchase of new equipment; £78,000 on staff education and welfare; £112,000 on patient education and welfare; £10,000 on research.</p> <p>As at 31 March 2012 the charity held assets of £2,474,000 an increase from £2,256,000 (previous year). There has been an increase in general donations, plus an additional £19,000 in legacies.</p> <p>He talked about the importance of raising the profile of the Trust charity and set out the key challenges for the coming year as: consolidation of funds, speedier distribution of funds and raising the charity's profile with the local business community for corporate sponsors.</p>
8.	<p><u>Organ Donation – The Story So Far</u></p> <p>Councillor Steve Waltho, Appointed Governor Dudley Metropolitan Borough Council Chair, Organ Donation Committee, introduced Non Executive Director David Badger.</p> <p>David gave the facts of organ donation to the assembled group:</p> <ul style="list-style-type: none"> <li>• Since April this year 436 people have donated their organs in UK</li> <li>• 1,117 people have received a life changing organ transplant</li> <li>• But there are still 7,546 people awaiting a transplant today</li> <li>• There are 77 people awaiting a transplant in Dudley</li> </ul> <p>He said three people a day will die waiting for an organ transplant and spoke of the work Of the Dudley Group and NHS Blood and Transplant in encouraging more people to sign up to the Organ Donation Register. Their aim is to increase the number of Dudley donors from 86,000 to 93,000.</p> <p>He listed the upcoming events to help raise awareness of organ donation and showed a moving film about organ donation.</p>
9.	<p><u>Questions from the public relating to the Annual Report and Annual Accounts</u></p>

Questions were taken from attendees.

- **Question 1: David Orme asked are all reports from tonight going to be available on the website.**

Paula Clark said yes the reports from the AGM could be made available on the Trust website

- **Question 2: re organ donation; John Balmforth asked if the Trust would consider asking all pregnant women if they would like to donate their placenta for stem cell research**

Dr Paul Harrison explained the rules around stem cell research are very strict and are governed by the Human Tissue Act and overseen by the Human Tissue Authority. He said the Trust does not harvest placenta but it does take cord blood for donation. However, the Trust does not store cord blood for research – it would need to be taken solely for a research project and even then the process would involve approval by our Ethics Committee.

- **Question 3: What is the Trust's vision for tackling dementia patients on our wards and in our community?**

Denise McMahon said dementia is challenging everyone, especially in the provision of care and support for patients in the community. She said the Trust needed to do more to get patients with dementia discharged better and that was a challenge across both health and social care. She said dementia care was a piece of work the Trust needed to do better.

- **Question 4: Should you employ Admiral Nurses?**

Denise said the Trust could look into it. Paula added that people should be supported more in their own home. Steve Waltham welcomed the comments wholeheartedly.

- **Question 5: People with Fibromyalgia are expected to come here – can they be helped in their own homes? Why do appointments start at 9am when they can't get there? How can they be helped?**

Paula Clark said the Trust could look at appointment times and make them more flexible and suggested the questioner contacted the hospital.

Paul Harrison said the issue of flexibility and appointment times was an ongoing problem. We need to find a system that is fair and equal to everyone.

- **Question 6: Helping patients at home – does it just relate to people who have already been in hospital?**

Paula said it is about avoiding patients coming into hospital and offering different treatment options. We are expanding community services to offer antibiotics at home.

- **Question 7: Organ donation – we are registered donors. If both of us died at home, how would the paramedics know we are registered?**

Rebecca Timmins, specialist nurse for organ donation, said they were trying to ensure the organ donation register is checked for end of life care. She said she didn't know how paramedics would link to the register while attending patients.

David Badger said family and friends need to be clear about the wishes of people who carry a donor card.

9. **Close of Annual Members Meeting**

The meeting was drawn to a close by John Edwards who thanked everyone for attending.