

**Minutes of the Governor Update meeting  
Thursday 8<sup>th</sup> July 2010, 5.15pm, Clinical Education Centre,  
Russells Hall Hospital, Dudley**

**Present:**

<b>Name</b>	<b>Status</b>	<b>Representing</b>
Mr Darren Adams	Public Elected Governor	Stourbridge
Mrs Kacey Akpoteni	Public Elected Governor	Rest of the West Midlands
Mr John Balmforth	Public Elected Governor	Halesowen
Mrs Rosemary Bennett	Public Elected Governor	Central Dudley
Ms Pamela Boucher	Appointed Governor	Dudley Council of Voluntary Services
Mr Richard Brookes	Public Elected Governor	Brierley Hill
Mrs Gill Cooper	Appointed Governor	Dudley NHS Acting Chair
Mrs Sarah Dugan	Appointed Governor	Dudley PCT
Mrs Catherine Earle	Public Elected Governor	Stourbridge
Mr Alf Edwards	Chair of Meeting	DGOH NHS FT
Mrs Jane Elvidge	Staff Governor	Allied Healthcare Professionals & Health Care Scientists
Cllr Lesley Faulkner	Appointed Governor	Dudley MBC
Mrs Neal Gisborne	Appointed Governor	Summit Healthcare
Mr Phil Higgins	Appointed Governor	West Midlands Ambulance Service
Mr Rob Johnson	Elected Governor	Halesowen
Mrs Diane Jones	Public Elected Governor	South Staffordshire
Prof Martin Kendall	Appointed Governor	University of Birmingham Medical School
Prof. Linda Lang	Appointed Governor	Wolverhampton University School of Health
Mr David Ore	Staff Governor	Non-clinical staff
Mr Graham Russell	Staff Governor	Nursing and midwifery
Mr Roy Savin	Public Elected Governor	Stourbridge
Mrs Pat Siviter	Public Governor	Wyre Forest
Mrs Jane Southall	Staff Governor	Nursing and midwifery
Mr Peter Totney	Public Elected Governor	Brierley Hill
Mr Simon Tovey	Staff Governor	Partner Organisations
Mrs Mary Turner	Appointed Governor	Dudley Council for Voluntary Services
Cllr Steve Waltho	Public Elected Governor	Brierley Hill
Mr Harvey Woolf	Public Elected Governor	North Dudley

**In Attendance:**

<b>Name</b>	<b>Status</b>	<b>Representing</b>
Mr Paul Assinder	Director of Finance & Information	DGOH NHS FT
Mr David Badger	Non-Executive Director	DGOH NHS FT
Mrs Ann Becke	Non-executive Director	DGOH NHS FT
Mr Richard Beeken	Director of Operations & Transformation	DGOH NHS FT
Mrs Helen Board	FT Project Officer	DGOH NHS FT
Ms Jane Bradbury	Critical Care Nurse	DGOH NHS FT
Ms Paula Clark	Chief Executive	DGOH NHS FT
Ms Linda Geddes	Pharmacy	DGOH NHS FT
Mrs Mandy Green	Communications Manger	DGOH NHS FT
Denise McMahon	Nursing Director	DGOH NHS FT
Mr David Orme	Chairman	Dudley LINK
Ms Annette Reeves	Head of HR	DGOH NHS FT
Mr Lee Watton	Reporter	Express & Star

## Apologies:

Name	Status	Representing
Mrs Jane Beard	Public Elected Governor	Halesowen
Mr Ian Dukes	Staff Governor	Medical & Dental
Mr Jonathan Fellows	Non-Executive Director	DGOH NHS FT
Dr P D Gupta	Public Elected Governor	Central Dudley
Mr Brian Hanford	Appointed Governor	Worcester PCT
Mr Paul Harrison	Medical Director	DGOH NHS FT
Ms Beverley Hill	Appointed Governor	Sandwell PCT
Cllr Anne Hingley	Appointed Governor	Wyre Forest DC
Mr Rafat Hussein	Appointed Governor	Dudley Youth Council
Mr Atif Janjua	Elected Governor	Central Dudley
Mrs Janet Robinson	Public Elected Governor	Rowley Regis
Kathryn Williets	Non-Executive Director	DGOH NHS FT

## Pre meeting

Prior to the main meeting, Helen Standish Bevan and colleagues from the Interserve catering team brought along examples of food that is provided to inpatients at Russells Hall for Governors to sample. This took place in the Costa dining area. After trying the various main meal dishes and desserts, Governors were asked to complete a short questionnaire providing feedback on food temperature, presentation and taste. Staff from Interserve also circulated amongst the tables and answered questions from individual governors. In addition, Interserve brought along samples of menus and food supplied to patients with special dietary requirements and had a display board illustrating comments received from patients.

<b>Action point</b> – Alf Edwards to send a letter of thanks to Helen Standish Bevan and her team.
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At 17:55 Alf Edwards invited Governors and visitors to move through to Room 7 & 8 to commence the formal business of the evening.

### 1. Presentation

**Presentation 1** – Linda Geddes & Jane Bradbury, both Trust employees, attended the meeting to present a limited edition print to Paula Clark, Chief Executive of The Dudley Group of Hospitals NHS Foundation Trust. The original picture is entitled 'Safe Return' by artist Tom Kelly. The presentation was on behalf of their commanding officer, Colonel R J McBroom, 202 (Midlands) Field Hospital (Volunteers), Territorial Army Centre, Dawberry Fields Road, Birmingham. The presentation was made to recognise the support of the Trust in releasing Linda Geddes and Jane Bradbury from their duties at Russells Hall Hospital to serve on a recent tour of duty in Afghanistan.

Paula Clark asked Linda and Jane to pass on her thanks to their commanding officer adding that both Jane and Linda brought back immediate value to their respective teams within the Trust based on their experiences.

<b>Action point</b> – Paula Clarke to send a letter of thanks to commanding officer Colonel RJ McBroom.
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**Presentation 2** (enclosure) – HR Team – goals and objectives 2010/2011. Annette Reeves, Head of Human Resources, presented a slide show illustrating the different aspects of the responsibilities and the work of the Trust Human Resources department.

Peter Totney asked if the appraisal process represented a frank and straight exchange between staff and their line managers. Annette Reeves replied that the focus is on things that will improve and enhance the staff member's personal development. Rob Johnson asked if all line managers receive training on conducting effective appraisals. Annette Reeves replied that appraisal training courses ran every week but recognised that not all line managers had completed the course and anticipate that by the end of the next 12 months 90% will have done so.

## **2. Welcome & apologies**

Alf Edwards, Chair, welcomed everyone to the meeting and introduced the following people;

Ms Gill Cooper, Appointed Governor Dudley NHS Acting Chair replacing Rachel Harris  
Mr Richard Beeken, Director of Operations & Transformation, newly appointed by the Trust  
Mrs Mandy Green, Communications Manager, acting Head of Communications and Customer Relations

## **3. Minutes of the Council of Governors update meeting 8<sup>th</sup> April 2010** (Enclosure)

Subject to one minor amendment for the minutes to show that Harvey Woolf was present at the last meeting, they were agreed by the Governors as a correct record and signed by the Chairman.

## **4. Matters arising** **4.1 Annual Plan** (Enclosure)

Paula Clark introduced the presentation by explaining the business planning process will start again in autumn 2010 with a deadline of Christmas to have gathered all relevant and pertinent information from all Directorates. Governors will be fully involved in approval of the plan prior to sign off. Paula Clark then presented a set of slides with an overview of the key points of the 2010/11 Annual Plan.

Peter Totney asked for clarification on the £2.6m spent on Consultants. Paula Clark replied that his referred to medical consultants.

Professor Martin Kendall asked if we were doing enough in relation to training and if our operating theatre resources are used as efficiently as possible. Paula Clark replied that the attainment of the training levels to the standards required by the NHSLA (National Health Service Litigation Authority) and CQC (Care Quality Commission) is the current focus. There is a strand of the Transformation Project looking at improving productivity of all Trust assets including operating theatres particularly examining causes for reduced productivity. Professor Kendall then asked if the Governors would be able to receive figures for operating theatre usage. Paul Clark replied that this data is provided to the Board on a monthly basis and is currently heading for 85% usage.

Councillor Steve Waltho asked if there was likely to be a reduction or removal of premium services on waiting lists as a result of the announcement to remove the 18 week target. Paula Clark replied that she believed that the 18 week target was still a good target and that

the Trust would continue to work on this basis and capitalise on the money spent on waiting list initiatives undertaken to ensure no beaches of the 18 week target. This will involve working with Consultants on efficient job planning to bring services back into 'normal days' working.

Councillor Lesley Faulkner asked for further information relating to the Service Strategy Development item on slide 14 for specialist medical, emergency, elderly. Paula Clark replied that this section represented the largest Directorate in the Trust including Emergency Department (ED), Emergency Assessment Unit (EAU), Cardiology, Respiratory and Elderly Care and had received significant investment of 15 consultants (9 in ED, 6 in EAU). Work was continuing with the local Primary Care Trust (PCT) to identify the optimum patient pathway as part of the urgent care programme.

#### **4.2 Quality Accounts**

Denise McMahon explained the Quality Accounts as bringing together a review of the past year performance and setting priorities for the coming year 2010 – 2011. This formed part of the statutory Annual Report that had been laid before Parliament on Wednesday 7<sup>th</sup> July 2010. A concise standalone Quality Accounts document will be produced shortly for distribution to our public members, stakeholders and other interested groups. David Orme, Dudley LINK asked for it to be noted that they had complied and submitted comment on the report.

#### **4.3 Appointments Committee update**

(Enclosure)

Harvey Woolf, Chair of Appointments Committee updated the Council on the following items in the enclosed document;

item 5. Three candidates have been shortlisted for the position of Chair who will be participating in the final selection process on 20<sup>th</sup> July 2010. Three candidates have been shortlisted for the position of Non Executive Director who will be participating in the final selection process on 21<sup>st</sup> July 2010.

item 9. Amended to 4 Governors attending each of the above days to informally meet candidates over lunch and give their feedback to the Appointments Committee.

item 10. Harvey Woolf thanked all who had submitted questions via Darren Adams as a contribution to the pool of questions for consideration by the selection panel.

item 13. Two dates for a proposed Extraordinary General Meeting had been distributed to all Governors – Thursday 22<sup>nd</sup> July at 6.45pm or Monday 26<sup>th</sup> July at 6.30pm.

Harvey Woolf asked to note a thank you to everyone involved in the process and especially for Annette Reeves, Head of HR and added that Governors comprised the majority as required by Monitor in the role of formal decision making.

Professor Martin Kendall asked the group to recognise the conscientious approach of the Appointments Committee and in particular the work to date of Harvey Woolf as Chairman of the Committee.

## 5. Update from the Communications Committee

(Enclosures)

Darren Adams, Chair.

Darren presented minutes from the last two meetings held in May and June 2010. He highlighted the following aspects of the group's activity;

- developing frequently asked questions document for Governor to use as reference when responding to Member queries.
- encouraging Governors to continue to provide feedback from their members via the Foundation Trust office and PALS as appropriate
- additional PALS training session booked for the evening of 20<sup>th</sup> July 2010
- Governors 'out there' project continuing to expand with membership engagement activities
- plan to engage with local MP's using a behind the scenes session in December 2010

## 6. Update from the Patient and Public Experience Steering group

Denise McMahon, Chair gave the following verbal update report from the last meeting held on 16<sup>th</sup> June 2010 with governors in attendance. Recent activities and actions include;

- Group recently expanded to include representatives from the local LINK, Action for Disabled Care (ADC) and additional Governor representation.
- Picker Europe presented the results of the National Inpatient Survey 2009 which parallel the items that the Trust is working on to improve
- ATM and Post box soon to be installed in Russells Hall Main reception
- Emergency admission pack being developed containing single use items
- Hearing loop system to undergo enhancement work with ADC and other user groups to road test for us once works are complete

Denise McMahon asked for it to be noted that compliments received by our organisation had trebled in recent months and a process is in place to see that they are reported back to the relevant ward or department and displayed on the notice boards outside the related area.

Other issues being addressed by the group include;

- theatre staff visiting the restaurant facilities to collect food may be replaced by a food ordering service with delivery direct to their department. Currently, all staff from theatre to wear a white coat over their scrubs when collecting food from the restaurant.
- Meal times for patients on the wards are to be reviewed with particular focus on better use of snack boxes overnight
- Trolley service on wards may be withdrawn and the group is continuing to lobby for its continuation

<b>Action point</b> – Full Council to receive a copy of the groups action plans at future meetings
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## 7. Update from Service Strategy Development Working Group

(Enclosure)

John Balmforth, Chair presented the enclosure for information.

The next meeting of the Group is to be held on the 5<sup>th</sup> August 2010 and all Governors are invited to attend. Further meeting details are available from the Foundation Trust office.

## **8. Update from Governor Development Group**

(Enclosure)

Rob Johnson, Chair

Update provided as per the attached report.

## **9. Foundation Trust Membership update**

(Enclosure)

Denise McMahon presented the attached report for information.

## **10. Any other Business**

- Governor Elections. Helen Board, Foundation Trust office, reported to the Council that recent elections had returned Mr Bill Etheridge as the successful candidate for the constituency of North Dudley and Mr Nazir Ahmed for the constituency of Central Dudley. No nominations had been received from the membership of the Tipton or Staff Partners Organisation Constituencies. The election process for each of these areas would recommence shortly.
- Peter Totney, Public Elected Governor, Brierley Hill raised the issue of signage and access to the Russells Hall site off the main Pensnett Road and asked for support from the Council of Governors to get together to lobby for improvement and enforcement by writing a letter from the collective which he felt would have more impact than he alone approaching the appropriate agencies. David Ore highlighted the fact that the Pensnett Road is a main arterial route and historically has had flow problems that both the Highways Agency and the Local council are well aware of. John Balmforth proposed that a letter be written to the Highways Agency asking for the situation to be looked at. Alf Edwards asked for a show of hands in support of this action. It was carried unanimously.

<b>Action point</b> – Alf Edwards to send a letter to the Highways Agency
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- Peter Totney reported that some Members of his constituency believed that fixed penalty notices (parking tickets) issued on private land are not enforceable in a court of law and asked for clarification of this. David Ore replied that tickets issued on our sites for infringements of parking rules are enforceable in a civil court of law. Pam Boucher added that she had experienced recent problems with the ticket machines in the visitor car parking area had caused traffic to back up onto the main road. David Ore added that the closure of the Bushey Fields Road whilst refurbishment work to North block is completed has compounded the problem. Jane Elvidge explained to the Group that in the course of her business she visits a large number of different hospital sites and asked for it to be noted that access to and parking at our site is a good deal amount better than most.
- John Balmforth updated the group regarding the provision of bus services to and from the Wyre Forest area and was pleased to announce that Hansons and Whittles had extended their services saving time on the current journeys. (Enclosure)

**11. Date of next meeting**

Alf Edwards closed the meeting at 8.00pm and thanked all for attending. The next Council of Governors meeting will be held at 6pm on Thursday 21<sup>st</sup> October 2010 in the Clinical Education Centre at Russells Hall Hospital.

Alf Edwards, Chair of meeting

Signed.....

Dated.....