

Enclosure 1

Minutes of the meeting of the Council of Governors Thursday 18th February 2010 at the Clinical Education Centre, Russells Hall Hospital, Dudley

Present:

| Name | Status | Representing |
|---------------------|-------------------------|--|
| Mr Darren Adams | Elected Governor | Stourbridge |
| Mr John Balmforth | Public Elected Governor | Halesowen |
| Mr Richard Brookes | Public Elected Governor | Brierley Hill |
| Mrs Jane Elvidge | Staff Governor | Allied Healthcare Professionals & Health Care Scientists |
| 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 Roy Savin | Public Elected Governor | Stourbridge |
| Mr Simon Tovey | Staff Governor | Partner Organisations |
| Cllr Steve Waltho | Public Elected Governor | Brierley Hill |

In Attendance:

| Name | Status | Representing |
|------------------|---|--------------|
| Liz Abbiss | Head of Customer Relations and Communications | DGOH NHS FT |
| Paul Assinder | Director of Finance & Information | DGOH NHS FT |
| David Badger | Non-Executive Director | DGOH NHS FT |
| Paula Clark | Chief Executive | DGOH NHS FT |
| Denise McMahon | Nursing Director | DGOH NHS FT |
| Ruth Serrell | Acting Operations Director | DGOH NHS FT |
| Kathryn Williets | Non-Executive Director | DGOH NHS FT |
| David Orme | Chairman | Dudley LINK |
| Helen Board | Foundation Trust Officer | DGOH NHS FT |
| Mr David Orme | Chairman: Dudley LINK | |

Apologies:

| Name | Status | Representing |
|----------------------|-----------------------------|--------------------------------------|
| Mrs Jane Beard | Elected Governor | Halesowen |
| Mrs Ann Becke | Non-executive Director | DGOH NHS FT |
| Mrs Rosemary Bennett | Public Elected Governor | Central Dudley |
| Ms Pamela Boucher | Appointed Governor | Dudley Council of Voluntary Services |
| Mrs Janine Clarke | Director of Human Resources | DGOH NHS FT |
| Mrs Sarah Dugan | Appointed Governor | Dudley PCT |
| Mrs Catherine Earle | Public elected | Stourbridge |
| Mr Alf Edwards | Chair of Meeting | DGOH NHS FT |
| Cllr Lesley Faulkner | Appointed Governor | Dudley MBC |
| Mr Bob Ferguson | Public Elected Governor | Central Dudley |
| Mr Jonathan Fellows | Non-Executive Director | DGOH NHS FT |
| Miss Nikky Gill | Appointed Governor | Dudley Youth Council |
| Dr P D Gupta | Public Elected Governor | Central Dudley |

| | | |
|--------------------|-------------------------|---------------------------------------|
| Paul Harrison | Medical Director | DGOH NHS FT |
| Cllr Anne Hingley | Appointed Governor | Wyre Forest DC |
| Mr Atif Janjua | Elected Governor | Central Dudley |
| Mr Ian Mullins | Appointed Governor | Summit Healthcare |
| Mrs Janet Robinson | Public Elected Governor | Rowley Regis |
| Mr Graham Russell | Staff Governor | Nursing and midwifery |
| Mrs Pat Siviter | Public Governor | Wyre Forest |
| Ms Jane Southall | Staff governor | Nursing & midwifery |
| Mr Peter Totney | Public Elected Governor | Brierley Hill |
| Mrs Mary Turner | Appointed Governor | Dudley Council for Voluntary Services |
| Mr Harvey Woolf | Public Elected Governor | North Dudley |

1. Presentation

Presentation 1(enclosure) – Security across The Dudley Group of Hospitals. David Ore gave a presentation providing information on his role and the current security arrangements for the 3 Trust sites as well as giving an insight the National picture across sites in the NHS.

Questions arising –

Mr John Balmforth recalled a recent incident at the Corbett site regarding a queue jumping episode that he thought could have escalated out of control and was surprised to learn that there is no full time security on site. He added that after hours, staff leaving work have to go back to their cars in a group and would like the trust to look at security arrangements. David Ore replied that it is not cost effective to have full time security personnel at the site in relation to the level and type of incidents. He continued by saying that in the last 2 years there has been only one serious assault and few minor incidents. In light of the issue raised, the arrangements will be reviewed and outcomes will be reported back to the Governors.

Councillor Steve Waltho asked who employed the security personal. David Ore replied they are supplied by a private professional security firm contracted to Summit and had recently been reviewed.

Darren Adams asked if the trend in the rate of incidents across our sites was going up or down. David Ore replied that most recent figures confirmed a downward trend.

2. Welcome & apologies

David Badger, Deputy Chair, welcomed everyone to the meeting and in light of deteriorating weather conditions, the meeting would be concluded without delay. All attendees were reminded to sign the attendance register. Apologies received are listed above.

3. Minutes of the Council of Governors meeting 10th December 2009 (Enclosure 1)

The minutes were agreed by the Governors as a correct record and signed by the Deputy chairman.

4. Matters arising

4.1 The Quarter 3 performance report (enclosure 2) was presented by Paul Assinder who highlighted the strong performance on finance & mandatory services and amber on governance issues. The latter was expected for the final quarter as the Trust had not

declared compliancy against all items such as A & E performance where Q3 was 96.2% against a target of 98% and a health economy performance of 97.08%. David Badger noted the tremendous amount of work completed so far in A & E to improve patient flow and results were starting to show and the Trust was still showing excellent performance on infection control.

Professor Martin Kendall asked if pain was classed as a chronic or acute problem. Paula Clarke replied that this is a service the Trust is looking to expand as referrals are received from all over the UK and our service provision would stay in focus until better resourced.

4.2 Paula Clark presented the Trust Response to the Mid Staffs Report (enclosure 3). She recapped that it is a year since the first report came out which had identified 107 recommendations and issues. The Dudley Group team had worked their way through each and every item and established what work we needed to do or was already covered. As a result we have identified the following areas with work to do be done;

1. Transfer between wards and departments
2. How we feedback complaints to the directorates
3. Reducing delays in patient pathway from our emergency department to EAU and onto the wards
4. Reducing delays in patient pathways from Ed to EAU to wards
5. Reviewing nursing staffing levels

An update on all these areas will be given to governors in the next quarter.

4.3 NHSLA report summary. Denise McMahon had previously presented the summary document at a recent governor update meeting. She explained that in recent weeks, NHSLA had assessed our acute service section and we had hoped to score sufficiently to retain a level 2 but in fact had received a level 1. This is against a backdrop of radical changes to the assessment systems which has become far more complicated when compared to the initial assessment regime; the system policies and procedures now are more focused on outcome based results. The recent assessment had revealed some issues resulting in level 1 status and the accompanying document sets out these areas. The Trust will be reassessed next year and all work now being done is to enable a level 2 assessment.

Maternity services were rated at a level 0, the full report is not yet with the Trust but a briefing on the day of the assessment indicated that there were similar issues as per the acute services section. An action plan is in place to achieve level 2 by the next assessment. Denise concluded that across the whole of the Health economy, NHSLA ratings were much lower this year.

Professor Linda Lang asked what progress was being made in implementing our electronics record management system. Paula Clark replied that we were still a way off realising a fully working system on site and the current manual system was heavy and hard to manage.

Simon Tovey asked if we had the opportunity to have a trial 'pre assessment to check everything before the 'live' assessment. Denise McMahon replied that we had with reciprocal visits from Worcester hospitals who also saw reduced levels. Our Trust is the pilot site for the new standards and we were aware of the items that needed more work.

4.4 CQC update. Denise McMahon explained that this was compiled by the CQC gathering every piece of information in the public domain that makes a reference to our Trust and on the basis of that prepare a risk assessment to establish if there is enough assurance 'out there'. Though not yet published, we have been made aware that we have 5 red areas amongst a majority of green. The CQC has also released new standards as detailed in the enclosed document. Denise added that we have had to register the Corbett and Guest as separate sites. Of the 17 standards in the document, the Trust has declared compliance on all but 5 areas which are the same 5 areas highlighted in the NHLSA document. Denise concluded that action plans will be shared with the council once available. We are waiting for our authorisation with or without conditions, or not registered at all and should hear during early March. CQC will do field visits and talk directly to staff and patients to gain direct feedback.

Professor Martin Kendall remarked that the recent governor update session was extremely helpful and a better forum for discussion than the full council meetings as it left all much clearer about the issues and challenges the Trust faces. He proposed that a similar meeting should be held in a few months time. Denise McMahon confirmed that further meetings are being planned.

19:15pm Denise McMahon left the meeting.

4.5 Appointments committee update. Harvey Woolf reported that at the recent meeting the key responsibilities had been defined in respect of the appointment and appraisal of non-executive directors and chairman;

- a. Defined process in relation to the appointment of David Wilton's successor. With the prevailing strategic background and guidance from Monitor at the time of authorisation, the job description and person specification would focus on a financial background and it is intended to appoint a replacement without delay. Head-hunters have been recruited and briefed.
- b. Defined a process for the appointment of a new chairperson. Job description and person specification has been prepared and will be sent to Governors for review and comment. It is intended to have a seamless transition from Alf to the new appointee and therefore ask Governors for their agreement to assist the appointments committee by complying with any deadlines given and approving the appointments committee to undertake the recruitment activity.
- c. Outline of the yearly appraisal process for non executive directors (NEDS) & chair. This process will be piloted for one full year, thereafter conduct a review. Feedback in relation to the appraisal of NED's will be sought from;
 - Fellow NEDs
 - Executive and directors of the Board
 - lead governor
 - Chairs of council of governors sub committees

Feedback in relation to the appraisal of the chair will be sought as per the NED's process including feedback from;

- Lead governor
- Chairs of Council of governors sub committees
- Governor views
- Chair of local PCT

- Chair of SHA

The subsequent report based on this evidence will go to the appointments committee with a collated report to the full Council when complete.

4.6 QIPP. Paul Assinder explained that the paper (enclosure 6) sets out the national approach of the NHS to cope with the impact of the changing economy and setting out the strategic context. The focus is on improving the quality and value for money of health care in the West Midlands and highlighting the changes that will need to be made to achieve this.

5. Update from the Communications committee

Darren Adams, Chair

The last meeting had been held just prior to the full council meeting and a report will follow. Darren Adams extended an invitation to Governors to join in the activities of the committee or indeed to drop in from 'time to time' if they so wish.

6. Update from the Patient and Public Experience Group

Carry forward to the next meeting.

7. Update from Service strategy development working group

John Balmforth, Chair

Update provided as per the attached report.

Jane Southall raised the issue around the 'choose and book' system not working as it should and a huge piece of work still to be done with PCT and GP's. Paula Clark replied that the Trust communications team has just published a directory of services provided by the Trust, for distribution and shortly to develop an electronic version of this with a view to reducing wastage on the system with unnecessary follow ups and procedures.

8. Update from Development sub committee

Rob Johnson, Chair

Update provided as per the attached report. He presented the amended Development group sub committee terms of reference. David Badger asked the Council to approve them. He appealed to governors to involve the Development if any issues had arisen for them about how the Council/Board operate together particularly around Board Accountability. Those in attendance approved the terms of reference.

9. Foundation Trust Membership update

(Enclosure 8)

Liz Abbiss, Head of Communications and Customer Relations

Liz Abbiss presented the latest Membership report. She asked that it be noted that recent growth in membership numbers could be attributed to the hard work of Erica Pearce and Helen Board who along with governors had attended various recruitment events.

10. Any other Business

- Steve Waltho, in his capacity of Chair of the National Organ Donation Committee explained that two clinical guides had been appointed to the committee from our Trust. A written report would accompany the minutes when distributed to fellow governors.
- Liz Abbiss told the group that the results from the last Outpatient National Survey provided to the Trust at the end of 2009 had now been benchmarked by the CQC against other Trusts. The survey had raised a couple of issues requiring actions plans that the Trust transformation teams are leading on. When the report goes public, governors need to be aware that we are likely to encounter some negative publicity.

Rob Johnson asked if there were any positive to be gained from the survey. Liz Abbiss replied that we can be encouraged in the main as we are in the middle of the pack for the majority of areas with only a few red ratings.

- Diane Jones asked all governors attending the dinner on the 18th March to let her know their menu choices without delay.
- Liz Abbiss asked all Governors to make a huge effort to attend the Meet the Experts health fair on the evening of 25th February 2010 where over 180 members of the public have registered to attend.

11. Date of next meeting

David Badger closed the meeting at 8.15pm and wished all a safe journey home in the prevailing conditions. The next Council of Governors meeting will be held at 6pm on Thursday 8th April 2010 in the Clinical Education Centre at Russells Hall Hospital.