

**Minutes of the Full Council of Governors meeting
Thursday 21st October 2010, 6.00pm, Clinical Education Centre,
Russells Hall Hospital, Dudley**

Present:

Name	Status	Representing
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
Mr Ian Dukes	Staff Governor	Medical & Dental
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
Mr Bill Etheridge	Public Elected Governor	North Dudley
Mrs Neal Gisborne	Appointed Governor	Summit Healthcare
Dr P D Gupta	Public Elected Governor	Central Dudley
Mr Simon Hairsnape	Appointed Governor	Worcester PCT
Cllr Anne Hingley	Appointed Governor	Wyre Forest DC
Mr Atif Janjua	Elected Governor	Central Dudley
Mr Rob Johnson	Elected Governor	Halesowen
Mrs Diane Jones	Public Elected Governor	South Staffordshire
Prof. Linda Lang	Appointed Governor	Wolverhampton University School of Health & Wellbeing
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

In Attendance:

Name	Status	Representing
Mr David Badger	Deputy Chair	DGOH NHS FT
Mrs Ann Becke	Non-executive Director	DGOH NHS FT
Mr David Bland	Non-executive Director	DGOH NHS FT
Mrs Helen Board	FT Project Officer	DGOH NHS FT
Ms Paula Clark	Chief Executive	DGOH NHS FT
Mr John Edwards	Chair (commencing 1/11/10)	DGOH NHS FT
Mr Jonathan Fellows	Non-Executive Director	DGOH NHS FT
Mrs Mandy Green	Communications Manger	DGOH NHS FT
Mrs Denise McMahon	Nursing Director	DGOH NHS FT
Mr David Orme	Chairman	Dudley LINK
Ms Erica Pearce	Membership Officer	DGOH NHS FT
Mr Glyn Shaw	Chair	Dudley & Walsall Mental Health Partnership NHS Trust
Mr Adam Burling	Reporter	Express & Star

Apologies:

Name	Status	Representing
Mr Paul Assinder	Director of Finance & Information	DGOH NHS FT
Mrs Jane Beard	Public Elected Governor	Halesowen
Mr Richard Beeken	Director of Operations & Transformation	DGOH NHS FT
Cllr Lesley Faulkner	Appointed Governor	Dudley MBC
Mr Paul Harrison	Medical Director	DGOH NHS FT
Mr Phil Higgins	Appointed Governor	West Midlands Ambulance Service
Ms Beverley Hill	Appointed Governor	Sandwell PCT
Prof Martin Kendall	Appointed Governor	University of Birmingham Medical School
Mr Richard Miner	Non-Executive Director	DGOH NHS FT
Ms Annette Reeves	Head of HR	DGOH NHS FT
Mrs Janet Robinson	Public Elected Governor	Rowley Regis
Kathryn Williets	Non-Executive Director	DGOH NHS FT
Mr Harvey Woolf	Public Elected Governor	North Dudley

1. Welcome & apologies

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

Mr Simon Hairsnape, Worcester PCT replacing Brian Hanford as their Appointed Governor, Mr Bill Etheridge, Public Elected Governor for North Dudley and Mr John Edwards who will chair the Trust from 1st November 2010.

2. Minutes from previous Council of Governors meetings

Enclosures 1& 1a

The minutes from the meeting held in December 2009 had been slightly amended to show the correct constituency for Steve Waltho, these were signed by the Chair. The minutes from the last meeting held in July 2010 were accepted as a true and correct record and signed by the Chair.

3. Matters arising

3.1 Performance report Q1

Enclosure 2

Paula Clark referred to the document and explained Monitor's Board meeting to consider the de-escalation of our Governance rating had been postponed and was now due to take place at the beginning of November. Good performance had however continued throughout quarter two and the Trust Board is therefore hopeful that this will satisfy Monitor requirements.

John Balmforth noted that our Emergency department is top of the league for our Region in September. Dr Gupta asked if the Trust investigates the reasons for breaching of the A&E target. Paula Clark replied a root cause analysis is always conducted and will be done to fully establish why we experienced problems a couple of Sundays previous. Even though the National targets are no longer applied, we have adopted to retain the target rate against the 4 hour target and noted that other parts of the country have dipped well below this. Denise McMahon added our contract with the PCT had originally been signed based on 98% and had just recently signed the variation to the lower rate.

3.2 Annual Plan

Enclosure 3

Paula Clark explained the enclosure provided a mid year progress report on the achievement of 2010-11 strategic objectives. Paula explained that some of the items were not yet complete such as SO1.2 (Strategic Objective to remain as one of the safest hospital trusts in England as measured by national safety benchmarks throughout the period of this plan) this had been labelled unknown as there is still a requirement to fully develop meaningful KPI's (key performance indicators) and measures for items including Infection rates, falls and prescribing. Other SO's not achieved at this stage include the Trust performance dashboard being green for quality indicators in quarter 2 and throughout the period of this plan. Paula explained that this related to a similar situation for KPI's for stroke care, smoking cessation and breast feeding in pregnancy still to complete.

Dr Gupta raised that it does not give a good impression of the organisation when people continue to smoke at the entrances to the main hospital building. Paula Clark replied that it was a difficult issue to address to encourage smokers to walk the few feet to the nearest designated smoking shelter and invited David Ore, Security Specialist to comment further. David Ore shared experiences of staff being threatened by smokers who were very reluctant to move.

Gill Cooper asked what progress had been made on attaining prescribed care standard for stroke patients. Paula Clark replied that the recent visit of the West Midlands Regional Quality Review Service (WMRQS) included a review of our stroke series and had been impressed with the work being done in this area.

Dr Gupta then asked what percentage of stroke patients had a CT scan within 4 hours of the stroke. Paula Clark replied that although our systems have improved, there is more work to be done in this area and currently 60% are scanned within 24 hours. Stroke cases are fast tracked in the Emergency Department.

Paula continued by referring to a large poster she had brought along illustrating the proposed Annual planning process for 2011/12 and for the next five years emphasising the role of Governors throughout the whole cycle. A formal report will be presented to the next Full Council meeting in January 2011 and work will continue via the Service Strategy Development Steering Group in the interim. The focus of the planning will uphold the mission to be the 'Hospital of Choice' using the priorities identified by the QIPP (Quality, Innovation, Productivity and Prevention) programme adopted by the Department of Health, plus two further objectives of our own. The Trust is continuing to work with ATOS to develop the framework for the Annual Plan and timelines and stressed that it would look much different than last year with the aim to have the whole process signed off by both Trust Board and the full Council of Governors by March 2011.

3.3 RSM Tenon, Deloitte review

Enclosure 4

Paula Clark presented the documents to update Governors on the status of the recommendations made following a review of Board assurance, commissioned in 2009 by the Trust's Audit Committee from Deloitte's.

RSM Tenon, the Trust's new Internal Auditors had in September 2010 carried out a follow up to the initial report and had reported very positively on the progress made by the Board to strengthen Governance arrangements.

3.4 Patient Experience report

Enclosure 5

Provided for information.

4. Appointments Committee update

Enclosure 6

John Balmforth, Deputy Chair.

John presented the report prepared by Harvey Woolf, Chair of Committee and only wished to add that work in progress currently is in line with guidance from the FTGA (Foundation Trust Governors Association) Essential Brief number 12 relating to Non Executive Directors.

5. Update from the Communications Committee

Enclosure 7

Darren Adams, Chair sent his apologies and asked that the report to be received for information and any questions arising to be addressed to him via the Foundation Trust office.

6. Update from the Patient and Public Experience Steering group

Mandy Green, Deputy Chair.

Mandy Green gave the following verbal update report from the last meeting held on 6th October 2010 with Governors in attendance. Recent activities and actions include;

- Sub group set up to develop volunteer strategy.
- Way finding maps produced for patients and funded by advertising nearing finalisation.
- Draft Patient & Public Experience Strategy document presented to group and included proposals to implement a more systematic way of capturing and using patient experience feedback.

The Patient and Public Experience Steering Group has dedicated time over the last year to discuss whether or not to ban cut fresh flowers on all wards and what alternatives will be more suitable, such as small potted plants. Denise McMahon explained to the Council that there were several reasons for the desire to ban cut flowers in vases including limited space on bedside lockers leading to vases being knocked over. To date, two incidents have led to damage and subsequent loss of high value electronic bedside equipment to the value of £10,000.00. Additionally, no dedicated sluicing facilities or staff resources for water changing activities are available on the wards. Consequently the Steering group voted in favour of banning fresh cut flowers on all wards with the exception of the Maternity unit where flowers in their own water reservoir will still be allowed. The Council of Governors were asked to ratify this decision with an effective ban for the New Year. All Governors present supported this decision.

Bill Etheridge explained that the feedback from constituents in his area was initially one of fury at the proposed plan to ban flowers at the hospital. He continued by saying that this abated once they have an understanding of the reasons behind the proposal and suggested that more information be placed in the public domain about this issue. Mandy Green reiterated that full information will be made available in preparation for the ban now ratified. David Ore added that the public only disagree because media make it so and are selective about the information they publish. Dr Gupta asked if this information could be provided to patients via posters on wards, patient leaflet with the pre-admission information pack and so on. Mandy Green replied that every effort will be made to communicate to patients and visitors in a wide variety of ways.

7. Update from Service Strategy Development Working Group

Enclosure 8

John Balmforth, Chair

Enclosure for information. He repeated his message to all Governors that information received in closed meetings should be treated accordingly and not be passed to the press or anyone else outside the Council of Governors.

The next meeting of the group is to be held on the 25th November 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 9

Rob Johnson, Chair

Update provided as per the attached report. Key notes from the last meeting held on the 8th October 2010 include;

- discussion relating to the review of the Council of Governors
- Survey of Appointed Governors to be undertaken by Darren Adams and Harvey Woolf to develop their role
- Noted concern over the time taken for the Trust to provide response to Governors on actions undertaken following the Mid Staffs Francis report
- Networking session for Governors are to be reviewed and feedback is needed from the Council as to how they could work more effectively. Paula Clark added that recent conversation with Deloitte raised the subject of ongoing development of the Dudley Governors and improving their effectiveness using their experience of working with other Trusts.

9. Foundation Trust Membership update

Enclosure 10

Mandy Green presented the attached report for information.

10. Any other Business

- **Staff car parking.** Richard Brookes wished it to be minuted that he felt it was wrong that staff should have to pay to park for work on site, indicating that this does not happen in any other industry sector. Paula Clark replied that the construction of the new multi-storey car park adds a significant amount to the revenue costs of our organisation and as part of the planning agreement with the local Council (to avoid paying VAT on the build) a charge would be levied to all staff. The yearly cost to run the facility is £650k including lighting,

security and the charges levied will only contribute a very minor amount. It is proposed that full time staff will pay £15 per month and those on low salary/part time basis will pay as little as £5.00 per month which compared to other trusts in our region is a fair and modest amount.

Rob Johnson asked if the charges would apply to Volunteers at the hospital. Paula Clark replied that there would be no charge to Volunteers.

John Balmforth asked how fair it is for staff at the satellite sites to pay when there have not been improvements or additional parking provided. Paula Clark replied the Trust is looking into options for the Corbett and Guest sites and being mindful to retain enough patient parking.

Bill Etheridge asked for clarification on permit allocation and car parking space availability for staff being charged and not guaranteed a space. Paula replied the monthly fee paid would not necessarily guarantee a space for everyone and consequently the allocation of permits would be made on a phased basis. Other alternatives are being investigated as part of the objective of the Green Travel plan to reduce the amount of traffic to our sites including an exclusion zone for staff living within a mile of the hospital, utilising existing bus services and cycle to work schemes. The complexity of parking requirements on site are many including shift crossovers and peripatetic staff, the consensus is that there will ultimately be sufficient spaces.

Dr Gupta asked if the exclusion zone would apply to those on emergency call out and Doctors. Paul Clark replied that arrangements would be put in place for these staff.

Ian Dukes asked if the issues of safety for staff working at night had been taken into consideration. Paula Clark replied that limitation to parking and exclusions zones are likely to apply only in the daytime, it is not anticipated that there will be parking capacity problems at night. The Car Park Strategy Group is working through this and all other issues raised.

11. Handover of Chair to John Edwards

David Badger, Deputy Chair congratulated Alf Edwards on his many achievements since joining the Trust in 1990, highlighting his role in developing the wonderful facilities of the new hospitals through a leading role in the PFI (Private Finance Initiative) arrangements leading to the redevelopment of the five original sites. Alf had then led the refinement of the Trust's vision and objectives as the NHS developed. David further highlighted Alf's role in achieving Foundation Trust status and the development of the Council of Governors. Under his leadership the organisation had also achieved 3 star status and always maintained high standards of financial performance. David Badger brought forward Diane Jones to present a card from the Council of Governors thanking Alf Edwards for his contribution over the years and wishing him every happiness in his retirement.

Alf Edwards thanked everyone for their kind wishes and added that he had enjoyed his time tremendously at the Trust with a role that had been varied and challenging against a backdrop of constant changes. The working relationship with Governors during the one year in shadow form and the two years since attaining FT status has matured and developed in a very positive way and continues to contribute to the shaping of the organisation. Alf Edwards thanked all for their help and support over the years. He continued by saying that it had been a wonderful experience and he would miss both the place and the people. He welcomed John Edwards to the Trust and wished him every success.

John Edwards thanked Alf Edwards for the introduction and said that he is looking forward to taking up his new role and working with Governors in the months ahead.

12. Date of next meeting

The meeting closed at 7pm.

The next meeting will be held on Thursday 13th January 2011 at 6pm in the Clinical Education Centre, Block C, Russells Hall.

John Edwards, Chair of meeting

Signed.....

Dated.....