

| **Council of Governors (Public) – 7 December 2017** |
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Chair:

Ms Susan Symington

**Public Governors:**

Mrs Ann Bolland, Selby

Mr Andrew Butler, Ryedale & East Yorkshire

Mr Roland Chilvers, Selby

Mrs Helen Fields, City of York

Mrs Margaret Jackson, City of York

Mrs Sheila Miller, Ryedale & East Yorkshire

Ms Karen Porter, Stakeholder Governor

Mr Michael Reakes, City of York

Mr Clive Neale, Bridlington

Mrs Pat Stovell, Bridlington

Mr Richard Thompson, Scarborough

Mr Robert Wright, York

**Appointed Governors**

Cllr Chris Pearson, NYCC

Mr Gerry Richardson, University of York

**Staff Governors**

Dr Andrew Bennett, Scarborough/Bridlington

Mr Mick Lee, York

Mrs Jill Sykes, York

**Attendance**

Mr Patrick Crowley, Chief Executive

Mrs Lynda Provins, Foundation Trust Secretary

Mr Mike Sweet, Non-executive Director, York Teaching Hospital

Mrs Jenny McAleese, Non-executive Director, York Teaching Hospital

Mrs Jennie Adams, Non-executive Director, York Teaching Hospital

Two members of the public

Apologies for Absence:

Apologies were received from the following:

Mrs Jeanette Anness, Public Governor, Ryedale and East Yorkshire

Ms Dawn Clements, Appointed Governor, Hospices

Mr John Cooke, York

Mr Stephen Hinchliffe, Whitby

Mrs Sharon Hurst, Community

Mrs Helen Noble, Scarborough/Bridlington

Mrs Diane Rose, Scarborough

Mrs Catherine Thompson, Hambleton

Ms Libby Raper, Non-executive Director

Prof. Dianne Willcocks, Non-executive Director

Mr Mike Keaney, Non-executive Director

**17/44 Chair’s Introduction and Welcome**

Ms Symington welcomed everyone to the meeting.

**17/45 Declarations of Interest**

There were no changes to the declaration of interests noted.

## 17/46 Minutes of the meeting held on the 7 September 2017

The minutes of the meeting held on the 7 September 2017 were agreed as a correct record subject to the following amendment:

The minutes should read 7 September 2017 not 7 December 2017.

## 17/47 Matters arising from the minutes

Exploring the use of discounts for members – Mrs Provins stated that following a discussion with a membership person from NLAG, she is looking at the use of the national NHS discount system for members.

Attendance at Membership Seminars/AGM – Mrs Provins stated that there was a small element of people who attended both seminars and the AGM, the numbers were small so this could not be taken as a trend.

Mrs Bolland provided an update from the Fairness Forum regarding the use of the Big Word interpretation service. Further discussions were being held about what other mechanisms the Trust could put in place. Ms Symington stated that it would be useful for have a formal update at the next meeting.

**Action: Mrs Provins to invite Ms McMeekin to provide an update at the next meeting.**

## 17/48 Update from the Private Meeting held earlier

Ms Symington noted that the following items were discussed at the private meeting:

* Chair’s Quarterly Report
* Nomination and Remuneration Committee’s 4 recommendations on NED succession planning were approved.
* An update was received from the Governors Forum.
* The recommendation to reappoint External Audit for a further two years was approved.

## 17/49 Governors Reports

**Lead Governors Report** – Mrs Jackson highlighted the following items from her report:

* Patient Participation Group should read Patient Experience Steering Group.
* Mrs Jackson and Mr Reakes met with Vicki Parkin to discuss some infection control issues recently. Mrs Jackson was aware that Vicki Parkin had left the Trust and asked about the new arrangements. Ms Symington stated that an Infection Control Lead Nurse was in the process of being appointed.

**Arts Strategy Group –** this was deferred to the next meeting.

**Out of Hospital Group** – The terms of reference for the Group were approved by the Council of Governors.

**Transport Group** – Mrs Miller raised that discussions were ongoing with the Bus Company regarding the use of minibuses.

**Fairness Forum – Project Choice** – Ms Porter provided an update on Project Choice stating that there were 20 Students now on placement with the Trust. Further work was being done around awareness as there were more students available to place. One student has been placed in Harrogate due to proximity to the Trust. Ms Porter noted that Mr Proctor is due to present on the work with Project Choice to the Department of Health shortly and the presentation shows all the positive work which has been achieved.

Mrs Bolland will write a further report for the Friday email, but she did note that there are now 41 Fairness Champions in the Trust and that she will sit on the group which oversees these as part of her work for the Fairness Forum.

## 17/50 Chief Executive’s Report

Mr Crowley provided a high level overview of his report. He stressed that the current difficult environment (locally and nationally) created significant stress for staff at all levels. Mr Crowley noted the growing demands on services, the higher expectations of patients and the generally negative media focus which add to these levels of stress within the trust

Mr Crowley stated that a strategic time out had been held recently with the executive team and stressed the need to ensure planning continues around building services and developing staff and the importance of continuing to plan with ambition. Mr Crowley also stated that a meeting had been held with senior leaders from the STP, which was intended to look at refreshing and reorganizing the plan, but had ended up focusing on ED performance and the winter plans. Mr Crowley stated that despite planning for winter, there was still a lack of capacity in the system and the recent money injected was “too late” to recruit more staff and recruiting staff was already a problem. Despite all this Mr Crowley was pleased to note that the CQC assessors had found a compelling commitment to the patient needs and safety within the organisation.

Mr Crowley provided an overview of the current situation around community services in Scarborough and Outpatient services in Whitby.

Mr Crowley stated that in order to provide further focus on recruitment a listening exercise was about carried out with staff to look at how best to recruit and retain staff. He highlighted the Celebration of Achievement Awards and Star Awards which well a long way to lift morale and spirit in the organisation. He also noted the Carol Service which had taken place the night before which was a privilege to host and participate in.

Ms Symington stated that these were incredibly difficult times and highlighted the pressure on staff at all levels especially in light of the uncertainties around winter.

Mrs Miller noted some positive developments in relation to the mobile chemo unit and the move of some urology and dermatology services to Malton Hospital; however, she still expressed concern about the community services contract. Mr Crowley stated that the Trust endeavored to do the right thing and he confirmed that the trust had not tendered for the contract on the grounds that it was not financially viable. He stressed that the Trust was committed to partnership working and would still be in a position to influence services.

Mrs Fields asked if the Governors could do anything to provide more support to the organisation at this time and she also expressed concern about the impact of BREXIT on staff recruitment. In relation to overseas staff, Mr Crowley stated that only 4 nurses remained from the recent cohort of Spanish nurses and that some staff were feeling insecure. He noted the Governors role as advocates for the Trust.

Mr Richardson asked if there was any way to redress the balance of media stories. Ms Symington felt that the Trust already sought to do this. Mr Crowley stated that the Trust had a very active Communications Department who used social media and enjoyed a healthy relationship with local press. In respect of a locum doctor at Scarborough hospital who had been tweeting in relation to ED Mr Crowley stated that the Trust worked hard to be an open organization especially in terms of hosting people on placements; however, he stated that there was concern about the lack of respect in the system.

Mr Reakes praised the leadership of the Trust and was pleased about the work being done in relation to the recruitment listening exercise. He asked if there was a national mechanism to link the number of beds and staff to the allocation of finances especially as numbers grow. Mr Crowley stated that there is a funding and allocation formula but this is more about deprivation and life expectancy which does not favour this area as it has a higher life expectancy and people are more likely to use services.

Mr Chilvers asked about the recent Blue Badge Parking discussion and Mr Crowley stated that discussions are being held with Healthwatch and no decision has been taken as yet.

Mr Crowley stated that the first indication of the latest finance figures will be received soon and he will ensure that the Governors receive an update.

**Action: Governors to be provided with the latest finance figures.**

## 17/51 External Audit – Quality Account

Mr Kelly thanked the Governors for the opportunity to come and present the Quality Account Report. Mr Kelly provided the Governors with an overview of his role and the role that the External Auditors played at the Trust giving opinions on the financial statements, the quality account and around value of money.

In relation to the Quality Account, Mr Kelly explained that External Audit look at 3 indicators, 2 of which are mandated nationally; referral to treatment (RTT), emergency care standard (ECS) and then the Governors quality indicator choice for 2016-17 which was Dementia. It was noted that the wrong report had been included in the papers so this will be forwarded to the Governors following the meeting.

**Action: LP to send out the External Audit Report**

Mr Kelly provided an overview of the report stating that it was a mandated requirement for the Quality Account to be audited. He also explained the reasoning behind a limited assurance audit which was different to those of Internal Audit. Mr Kelly commended the Trust on being very open. He noted the Quality Account included all the right content areas and the ECS and Dementia elements were fine. Mr Kelly explained that in relation to RTT the Trust has been found to be under reporting which had highlighted data quality issues.

Mr Reakes asked about trends and Mr Kelly stated that assurance was taken from the work done and that RTT metrics were very complex and other Trusts had also received qualified reports. Mr Kelly noted that this is the first year this has come up and he is confident following discussions with key staff that issues are being put right.

Mrs Bolland wondered how building works in ED in York would affect targets. Mr Bennett stated that the Estates Team would be guided by clinicians, but were aware of the clinical pressures.

Mr Butler asked about the error rate and Mr Kelly stated that External Audit had conducted a number of tests in conjunction with the Trust and the Trust had responded very positively.

Mrs Provins stated that the External Audit Report had been discussed at length at both the year-end Audit Committee and year-end Board due to the RTT issue and an internal audit report had also been requested which had led to an action plan.

## 17/52 Out of Hospital Care Report

Mr Reed provided an overview of the Out of Hospital Care Report which was about how patients can become deconditioned the longer they stay in hospital and the need to provide more alternatives to care in hospital. Some of the work was about changing mindsets and the assumption that hospital was the best place to be. The headlines from the report including work on stranded bed days, the use of community hospitals, refreshing the national SAFER initiative, Archways and home first which was about partnership working.

Mr Reed provided an example of a project to integrate teams in the community using charitable funds. Funds are being made available for a coordinator to be appointed which has worked well in the Easingwold area.

Mrs Miller asked for Humber FT to be included in the clinical workshop being arranged and Mr Reed stated that they would be invited. She also asked if the Trust could influence the amount of time carers spend with people in the community, but Mr Reed stated that this was a Local Authority funding issue.

Mrs Jackson asked for assurance that the right care is being provided in the community and how the Trust compared with other Trusts. Mr Reed stated that he would like to increase the use of technology which is underutilized especially elements like telecare. In relation to providing assurance that we are doing things right, Mr Reed stated that partnership working helps and also the recent system review by CQC which will provide a report in the New Year. Positive feedback is also received from Healthwatch and from the Friends and Family Test.

## 17/53 Governor Elections Update (External & Internal)

Mrs Provins congratulated Mrs Sykes and Mr Thompson on their election to the Council and Mrs Jackson for her re-election to the position of Lead Governor. Mrs Provins noted that the internal elections would start shortly for the available places on the Council’s supporting groups.

Mrs Miller asked about the numbers of people who had voted and Mrs Provins agreed to provide this information.

**Action: Mrs Provins to provide the voting numbers from the recent elections.**

## 17/54 PLACE Report

Mr Biggins provided an overview of the PLACE report, stating that cleanliness had provided some good results despite there being some adverse press about cleanliness earlier in the year. However, he noted that the privacy and dignity, food and access elements had not done as well. In relation to the food category, he was pleased to note that this was more about vending machines, menus being available in other languages and easy open wrappers than about the food quality. A few issues about food service at ward level had been highlighted such as lack of protected mealtimes, rushed dining times and lack of dedicated dining areas. He noted that action plans have been put in place.

Mr Biggins stated that PLACE was recognised as a good tool, but only occurred annually. Therefore, a Trust Assessment of the Care Environment (TAPE) process had been developed which will take place quarterly and provide robust monitoring of actions. A number of PLACE refresher training days have been instigated and will be rolled out to Scarborough and the Community shortly.

Mr Butler stated that whilst some of the results were disappointing, he was pleased to see the openness and honesty of the report and he did wonder how open and honest other Trusts were. The Trust did not take part in peer reviews this year, but hopefully this will be on the agenda for next year. Mr Biggins stated that there is national guidance available and the Trust has to take other scores at face value.

Ms Symington thanked Mr Biggins for his report and asked that he return in September to provide an update on the TAPE process.

**Action: Mr Biggins to provide an update on the TAPE process in September 2018.**

## 17/55 Constitutional Review Group Update

Mrs Provins highlighted that the Constitutional Review Group had decided to keep the current approach to Governors elections as moving to every 3 years could possibly mean the whole Council changing at once.

Mrs Provins also noted the decision taken in the Private Council meeting to reappoint the External Auditors for a further two years.

## 17/56 Any Other Business

Mr Richardson highlighted the York Talks session which will focus on the future of the NHS and take place on the 10 January at the University.

Mr Reakes stated that the new signs could include a link to the opportunity to become a member.

Mrs Stovell noted that the Membership stand at the recent Recruitment Marketplace was poorly placed and should be somewhere with more footfall. Mr Thompson concurred with this and stated that other stall holders were also unhappy. Mrs Provins stated that this is unfortunately due to the footprint of Scarborough Hospital and reception not being large enough to hold the market place. Mrs Provins will email HR with the concerns raised.

**Action: Mrs Provins to email HR.**

Mr Butler liked the move to morning meetings although others felt that the timings made the other meetings too early. He also picked up the thread about morale and noted that it would be useful to remind staff that they perform minor miracles and transform people’s lives every day. Mrs Miller stated that the star awards did this, but Mr Butler felt it was about expressing differently the impact that all staff have on lives. Ms Symington thanked Mr Butler and stated that it was about emphasizing the many positives which continue to occur in the most difficult of times. Mr Richardson asked how this could be done nationally and Mr Wright felt that there was some positive media coverage.

Ms Symington presented Mrs Jackson with some flowers and congratulated her on her reappointment as Lead Governor and also thanked her for the work she does.

## 17/57 Time and Date of the next meeting

The next meeting will be held on 8 March 2018 at Malton Rugby Club, Old Malton Road, MaltonYO17 7EY