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| **Council of Governors (Public) Minutes – 12 June 2019** |
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Chair:

Ms Susan Symington

**Public Governors:**

Mrs Jeanette Anness, Ryedale and East Yorkshire

Mr Andrew Butler, Ryedale & East Yorkshire

Mrs Helen Fields, City of York

Mrs Margaret Jackson, City of York

Ms Sally Light, City of York

Mrs Sheila Miller, Ryedale & East Yorkshire

Mr Michael Reakes, City of York

Mrs Liz Black, Public Governor Scarborough

Mr Clive Neale, Public Governor Bridlington

Mr Richard Thompson, Public Governor Scarborough

**Appointed Governors**

Ms Dawn Clements, Hospices

**Staff Governors**

Dr Andrew Bennett, Scarborough/Bridlington

Mrs Helen Noble, Scarborough/Bridlington

Mrs Sharon Hurst, Community

Mr Mick Lee, York

Mrs Jill Sykes, York

**Attendance**

Mrs Becky Hoskins, Deputy Director of Patient Safety, Medical Governance

Mr Steve Reed, Head of Strategy for Out of Hospital Services

Ms Catherine Rhodes, Lead for Patient Experience

Mr David Thomas, Care Group Manager, A&E and Elderly Medicine, SGH

Mr Neil Wilson, Head of Partnerships & Alliances

Mrs Jenny McAleese, NED

Ms Jennie Adams, NED

Ms Lorraine Boyd, NED

Ms Lynne Mellor, NED

Mrs Lucy Brown, Interim Director of Communications

Mrs Lynda Provins, Foundation Trust Secretary

Mrs Tracy Astley, Assistant to Foundation Trust Secretary

**Observers**

1 member of the public

Apologies for Absence:

Cllr Chris Pearson, NYCC

Mrs Karen Porter, Project Choice

Mr Gerry Richardson, University of York

Mrs Catherine Thompson, Hambleton

Mr Robert Wright, York

Mr Roland Chilvers, Public Governor Selby

Mr Stephen Hinchliffe, Whitby

Mr Mike Keaney, NED

**19/14 Chair’s Introduction and Welcome**

Ms Symington welcomed everybody and declared the meeting quorate. She introduced Mr Reed, Mrs Hoskins, Ms Rhodes, Mr Thomas and Mr Wilson to the Committee. She gave apologies on behalf of the Executive Team as they had a prior engagement with NHSI.

**19/15 Declarations of Interest**

There were no updates to the declarations of interest.

## 19/16 Minutes of the meeting held on the 13 March 2019

The minutes of the meeting held on the 13 March 2019 were agreed as a correct record subject to the following amendments: -

* Add apologies for Mrs McAleese.
* Add action “Simon Morritt to attend September Council of Governors meeting”.
* Page13 – 19/06 replace medical with nursing.

## 19/17 Matters arising from the minutes

The Committee asked for an update on the Oncology situation. Ms Symington replied that Mrs Scott, Chief Operating Officer, was leading on this work. Mr Wilson added that discussions have been taking place over the past 3 months with 3 other Trusts (Harrogate, Leeds, Hull) to collectively provide a breast oncology service across the region. It was a temporary solution. It will feed into the overall service work plan that has been developed across all Trusts.

**Action:** Update on Oncology situation required at September meeting.

Action Log

There were no matters arising from the action log.

## 19/18 Update from the Private Meeting held earlier

Ms Symington updated the committee on the topics discussed in the private meeting held earlier. These included: -

* The Chair’s quarterly report to the Council of Governors.
* NED feedback on the first year at York Trust from Ms Mellor and Dr Boyd.
* The recommendation that Mr Keaney and Mrs Adams serve another year as Non-executive Directors.
* Interim Workforce Plans produced by NHSI.

## 19/19 Governors Reports

* Lead Governor Report - Mrs Jackson gave an overview of her report. She explained that she had attended the Patient Experience Steering Group and although it was not quorate due to operational pressures, she had some useful discussions with colleagues.
* Transport Group - Mrs Miller commended the team on transport who had promoted the use of pool cars and hire cars which had saved money for the Trust. She also mentioned the start of the Park & Ride from Rawcliffe to the Hospital and how successful the first week had been.
* Fairness Forum - Mrs Anness commented how impressed she was with the work of Stephen Clark on the LGBT project.
* Out of Hospital Care - Mr Reed referred to the minutes from the recent meeting and informed that he will ask a representative from Humber City Health Care to attend the next meeting to report on their work. The Committee noted the minutes and no further comments were made.
* Charity Fundraising Committee - AB reported that he was impressed with the caring side and in awe of the things members of staff and supporters do to raise funds. It was a genuinely wonderful committee to be on. Ms Symington will be joining them for the next meeting.

## 19/20 Chief Executive’s Update

Ms Symington stated that she would give an update on Mr Proctor’s behalf and referred to the Chief Executive’s report.

* System finance – this was an extensive piece of work focused on how the Trust will account for its money as part of a system with Vale of York CCG and Scarborough & Ryedale CCG.
* Moving to a care group structure – Ms Symington gave a synopsis of the historical directorate structure and how the Trust will be moving towards having 6 care groups and referred the Committee to page 40 of the report for the configuration of each. A thorough recruitment process had taken place for the posts of Care Group Directors and Managers. Each care group will be clinically led and will be aligned with a Head of Nursing. The governance was currently being worked through. The care groups will go live at the beginning of1August to coincide with the arrival of the new Chief Executive, Simon Morritt.
* Scarborough Acute Service Review – Ms Symington advised that the second stage was now underway and will be completed by end of July. The North West McKinsey team were working closely with the Trust. They have an engaging and challenging but inclusive style and have been welcomed by the clinical teams.

Mr Butler asked if there were a range of models the Trust could put out to consultation. Mr Wilson replied that there should not be too much change to the delivery of services. They were working through the impact of some of the models and once that was completed there may be some consultation in one or two areas of service. Mrs Brown added that this was dependent on how soon care groups produced their models.

Mrs Miller asked if there were any major changes planned at Scarborough Hospital and added that she would challenge the Trust if it did not consult on them. Mrs Brown replied that consultation depended on the level of change.

* CQC Inspection – Ms Symington advised that the CQC Well Led Review had been arranged for the 16-18 July. Usually three weeks prior to this the CQC visit and therefore it was anticipated that the CQC’s visit will be imminent.
* Good news stories – Ms Symington referred to page 42 of the report giving an overview of the number of award ceremonies where staff have been recognised. She added that the Executive Directors in the Trust work very hard to celebrate staff and their achievements.

**19/21 Patient Safety Walkrounds**

Mrs Hoskins gave a presentation on the subject which included slides on: -

* Patient Safety Strategy and driving principles
* Terms of Engagement
* Questions for Staff
* Questions for Patients and their families
* What happens to their feedback

The aim was to make the visits supportive and not an inspection. Mrs Hoskins spoke about the set of questions she would like the Governors to use on their walkrounds. The Governors expressed their opinions of the recent walkrounds that took place across the sites and all felt that these visits were invaluable to triangulate with what was being spoken about at Board.

Mrs Jackson asked if a report could be produced on themes that were coming through. Mrs Hoskins replied that she would do this.

Ms Symington thanked Mrs Hoskins for attending the meeting.

**Action:** Mrs Hoskins to produce a report on themes that come through on Patient Safety Walkrounds for next meeting.

## 19/22 Volunteering

Mrs Rhodes advised that there were almost 300 volunteers. They had just ended another cohort of recruitment and it was expected that another 25 volunteers will join the Trust in the next couple of months. Regarding Helpforce, Mrs Rhodes explained that it was an organisation set up by Sir Tom Hughes-Hallett which encouraged volunteering within the NHS.

Ms Symington enquired about the type of things people volunteer for. Mrs Rhodes replied that currently they were looking for dining companions and volunteers in A&E, to keep patients company, keep them calm, and help in little ways. She added that if a department came to them to ask for help with a service then it would be assessed and volunteers would be recruited for specific roles.

Mrs Anness asked if training was provided. Mrs Rhodes outlined the training given by the Dietetics Team to dining companions and how progress could be made through the training levels to enable volunteers to feed the patients.

Ms Symington thanked Mrs Rhodes for attending the meeting.

**19/23 Questions received in advance from the public**

Two questions were received from the public. See Appendix A and Appendix B.

Ms Symington explained that she was going to read the questions and answers verbatim.

After the reading Ms Symington stated that there was an element about this which was really a complaint and not suitable for the Council of Governors but because it was fielded to the Council, she felt it appropriate to share it with them. There will be a formal response to each person from the Trust.

Stroke Pathway

Mr Thomas gave an overview of the Stroke Pathway at Scarborough Hospital. He emphasised it was an efficient service, was constantly tested and had been given an ‘A’ rating.

Mrs McAleese referred to the letter and asked whether the patient had seen the Hyper-Acute Stroke Nurse as this would give the letter writer some form of assurance.

Mr Reakes queried the delay and questioned whether the department had enough resources to carry out such assessments in a timely manner. Mr Thomas replied that they needed a second CT scanner, and that was in the plan. They had the capacity to provide an out of hours and weekend service. They did not have enough radiologists to report on the scans at Scarborough but they had an arrangement in place with the York Hospital radiologists. The recruitment of middle grade doctors and consultants coupled with the increasing demand for services at Scarborough was proving a real challenge.

Children’s Behavioural Service

Mr Wilson explained that late last year the Trust informed the CCG that they were no longer able to provide the service and gave six months’ notice to enable the CCG to identify alternative arrangements. Mrs Brown added that the Trust had stopped being the provider of the service at the end of May 2019. However, the CCG had not finalised its plans at that point despite identifying a provider and therefore the Trust agreed to continue a service until the CCG and the new provider agreed the terms.

Mrs McAleese expressed concern that this was a high risk patient and from the letter it seemed the parent had been told from staff at the hospital that there was no longer a service available when she phoned up to make an appointment. Mrs Brown reiterated that the service had not changed and patients who were registered would still be seen. Mr Neale asked about the patients whose appointments still had to be made. Would they still be seen?

Mrs Jackson commented that the letter writers needed to know that the Governors had discussed their concerns and will be putting them forward as complaints to the PALS team. Mrs Rhodes highlighted that it was the choice of the patient to write to PALS with a complaint.

Mr Butler emphasised that it was not right inviting people to ask questions and then it be written off as a complaint. He referred to his report around mental health services and expressed concern that there were parents who were looking after children with all sorts of conditions and it appeared that their support had been taken away and they did not know what was happening. He requested that Ms Symington put in her reply how sorry the Governors were that this had happened.

Ms Symington acknowledged the situation but reiterated that this was the responsibility of the CCG who had not sought alternative arrangements within the six months’ timeframe.

Following further discussion it was agreed that Ms Symington and Mrs Rhodes would pick up these issues outside of the meeting.

**Action:** Ms Symington/Mrs Rhodes to discuss questions received from public outside of meeting.

## 19/24 Membership Development Group update

Mrs Provins drew the Committee’s attention to several actions that had been completed on the Action plan. These were: -

* Publicising dates and times of public Council of Governors meetings in Membership Matters and on social media giving an opportunity for governors to speak to members of the public and encourage membership.
* Publicising Trust membership and benefits via a poster which has been placed in reception of each Trust facility to encourage sign up via the Trust website.
* Using Hospital Radio to encourage Trust membership.
* Producing a press release which has been distributed to the free press. It will also be sent to Patient Groups and Charitable Support Groups.

Ms Rhodes advised that they do email out to all volunteers encouraging membership. It went to around 250 people.

Mrs Provins advised that there was a Member & Public Engagement Seminar on the 19th June by NHS Providers. Mrs Jackson had volunteered to attend and will feedback to the rest of the Committee in due course.

## 19/25 Constitutional Review Group update

The Committee noted the report and no further comments were made.

**19/26 Governor Elections**

Mrs Provins referred to the report and advised that these were the proposed election seats coming up this Summer and the proposed timescale. Discussions were still taking place around the detail.

The Committee noted the report and no further comments were made.

## 19/27 Any Other Business

Mr Reakes asked that the Committee be notified of any questions sent in for the Council of Governors prior to the meeting so they can consider the issues. Mrs Symington replied that she will discuss with Mrs Provins and the Non-executive Directors around the protocol of this.

**Action:** Ms Symington/Mrs Provins to discuss protocol around sharing with the Governors questions from the public prior to the Council of Governors meeting.

## 19/28 Time and Date of the next meeting

The next meeting will be held on **3 September 2019, 1.30pm –3.00pm** at Malton Rugby Club, Old Malton Road, Malton YO17 7EY.

**ACTION LOG**

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| **Date of Meeting** | **Action** | **Responsible Officer** | **Due Date** | **Comment** |
| 12/06/19 | Update on Oncology situation required. | Mr Wilson | September 2019 |  |
| 12/06/19 | Produce a report on themes that come through on Patient Safety Walk rounds. | Mrs Hoskins | September 2019 |  |
| 12/06/19 | Discuss questions received from the public to progress. | Ms Symington / Mrs Rhodes | Outside of meeting |  |
| 12/06/19 | Discuss protocol around sharing with the Governors questions from the public prior to the Council of Governors meeting. | Ms Symington / Mrs Provins | June 2019 |  |