

Minutes of the meeting of the York Hospitals NHS Foundation Trust Members' Council held on 16 March 2010, in the Lecture Theatre, Postgraduate Medical Centre, 5<sup>th</sup> Floor Admin Block, York Hospital.

- Present:** Chairman of the meeting, Professor Alan Maynard
- Public:** Mr P Baines, Public Governor, City of York  
Mrs W Blackburn, Public Governor, City of York  
Dr J Dalton, Public Governor, Hambleton  
Mrs L Hatton, Public Governor, City of York  
Mrs H Mackman, Public Governor, City of York  
Mr N Parkinson, Public Governor, Selby District  
Mr J Porteous, Public Governor, City of York  
Mr R Thomas, Public Governor, Selby District  
Mr R Towner, Public Governor, City of York
- Patient/Carer:** Mrs J Moreton, Patient/Carer Governor  
Mr G Rennie MBE, Patient/Carer Governor  
Mr B Thompson, Patient/Carer Governor
- Partner:** Councillor S Fraser, Partner Governor, City of York Council  
Mrs M Kirk, Partner Governor, City of York Council  
Councillor S Wiseman, Partner Governor, City of York Council  
Mr M Moran, Partner Governor, York CVS
- Staff:** Mr L Bond, Staff Governor, Medical  
Mrs A Penny, Staff Governor, Nursing  
Mr M Skelton, Staff Governor, Clinical Professional
- Apologies:** Mrs C Patmore, Partner Governor, North Yorkshire County Council  
Mr S Lewis, Public Governor, City of York  
Mrs A McGale, Staff Governor, non-clinical  
Mr S Ruff, Public Governor, City of York  
Mrs P Turpin, Public Governor, Hambleton
- Attendance:** Patrick Crowley, Chief Executive  
Andrew Bertram, Director of Finance  
Michael Sweet, Non-Executive Director  
Cheryl Gaynor, Secretary/Board Administrator  
Penny Goff, Member Development Manager  
Peta Hayward, Director of Human Resources  
Linda Palazzo, Non-Executive Director  
Mike Proctor, Deputy Chief Executive  
Alastair Turnbull, Medical Director  
Libby Raper, Non-Executive Director

- Members of the public:** Three members of the public attended the meeting.  
Two of the new Governors (from 1<sup>st</sup> April) attended the meeting (Philip Chapman and Helen Butterworth).
- 10/01 Chairman's Introduction**  
The Chairman welcomed Governors to the meeting.
- 10/02 Oral questions from the public**  
There were no questions from the public.
- 10/03 Apologies for absence**  
Council of Governors noted the apologies.
- 10/04 Declaration of interest**  
**Jenny Moreton**  
Councillor Fraser suggested that there be an additional declaration for Union Members, he reported that a number of Governors were currently members of the Union and therefore would declare an interest in this particular area. Councillor Fraser's request would be considered by Anna Pridmore (Foundation Trust Secretary) and as she was absent from the meeting, she would report, in terms of the constitution, to the next meeting.
- 10/05 Minutes of the meeting held on 1 July 2009**  
Mr Towner referred to minute 09/99 (CQC Presentation) and reported that neither he or any of the other Governors had yet received the details of the collection of information by the CQC reported in the minutes and enquired when this information would be submitted. Patrick assured Governors that this he would enquire and ensure that the information is submitted in due course.  
The minutes were approved as an accurate record of the meeting.
- 10/06 Matters arising from the minutes**  
There were no matters arising from the minutes.
- 10/07 Summary of the Board of Directors minutes**  
Councillor Fraser referred to page 14 of the Board minutes summary (HR policy and 'job guarantees') and requested an explanation for the term 'job guarantees'. Ms Hayward clarified that the national discussions around job guarantees had concluded that there would be no such guarantee. Ms Hayward was working with other HR managers in the region to try and

support those at risk. Staff need to be given as much assurance as possible without any guarantee.

Mr Porteous brought Governors attention to the issue of smoking at the front of the hospital and main entrance. He suggested that a neon smoking light with a remote button operated by the reception be introduced. The aim of the light is to alarm the smoker when they are in a non smoking area. Each time a person is smoking in the area, the receptionist can turn on the light and remind the smoker that they are in a non-smoking area.

Mr Crowley expressed that his concern was about smoking on the thoroughfares around the hospital and the staff using the public areas. Mr Crowley advised that a recent consultation exercise had been undertaken with staff to decide if there should be a re-introduction of smoking shelters on site. He advised that there had been a good response to the exercise with nearly 2,000 responses. 77% of the respondents supported the re-introduction of the shelters with the majority of the respondents indicating they were non-smokers. Consequences for staff smoking outside the allocated areas will be enforced and with the development of the new car park, there will be staff policing the front of the hospital. It was important to progressively involve staff in order to get a collective decision.

Mr Crowley thanked Mr Porteous for his suggestion of a neon light and assured him that it will certainly be considered in future plans

## **10/08 Feedback from Governor subgroups**

### **10/08.1 Membership Engagement Group**

Mrs Mackman had submitted a final report for the end of the Council of Governors term of office March 2010. The updated report is in Appendix to these minutes (Appendix A).

Mrs Moreton reminded Governors that it had previously been discussed that a new leaflet would be designed to attract new members to the Trust. It was noted that this had not been discussed at the Membership Engagement Committee and would be discussed further at the next meeting of the Council of Governors. The delay was linked to the Trust re-branding exercise.

### **10/08.2 Patient Focus Group (PFG)**

Mr Baines conveyed Stephen Lewis' apologies for absence, and advised that he had agreed to provide this feedback.

Mr Baines reported on two major projects:

Project 1 - Nursing Care Indicators (NCIs), including Governor Patient Experience Questionnaire

15 PFG questions are now items 82 to 96, at the end of the NCI audit. Mr Baines spent a day with the audit clerk on ward visits, and was very impressed with the rigorous implementation of the NCIs.

Michelle Carrington had reported on the results of the first three months NCIs at the last PFG meeting, and all agreed the information was immensely valuable, providing a very useful tool for improving standards of care on wards. Michelle had reported that wards were already entering into healthy competition to raise standards, and that reaction to the surveys had been positive.

Responses to the PFG's 15 patient experience questions showed that most patients reported they were satisfied on most issues. A particularly interesting finding was the discrepancy between staff and patient perceptions of who was in charge of a ward and of individual patient's care. Staff continually over-rate patients' knowledge both of who is in charge of a ward, and who is looking after their individual care. This is already leading staff to look again at how they ensure patients know who is who on a ward. Michelle will report results of NCI surveys to the PFG on a 6 monthly basis.

#### Project 2 - Review of lengthy waiting times and communication problems at the Day Eye Surgery clinic

Mrs Moreton reported that the Lucentis Clinic seemed to be maintaining the shortening of appointment times which are now regularly less than 1.5 hours (originally up to 4 hours). Other improvements also maintained:

- The new doctor is now in place so there are now three doctors performing Lucentis injections
- Not necessary to use a second injection room now so everything is running smoothly

Future plans were:

- To visit other Lucentis clinics and benefit from their experience
- Improve and update leaflets
- Extend meetings to the rest of the Ophthalmology Department
- Use a volunteer to improve communication and patient flow

Future topics for the PFG are:

- Marilyn Thirlway (Head of Patient Experience) to give the PFG a brief report on her current top ten PALS issues.
- Governor ward visits. PFG members Jane Dalton and Jenny Moreton will work with Michelle Carrington to draw up a proposal for implementing Governor ward visits, and report to the next PFG meeting.
- The broad remit is to create a system of ward visits co-ordinated by the PFG, but which is open to all Governors. Governors who take part in visits are likely to accompany the audit clerk as she gathers

information for the NCI survey, but will be able to ask supplementary questions of patients. There will be a limit on the number of such visits individual governors can make in any one year.

- Patient Attire -This topic was raised by Paul Baines on behalf of a recent patient who had felt a distinct lack of dignity when moving between imaging equipment areas. Michelle had reported that the topic is currently under review, and she will keep the PFG informed of the outcome.

Paul registered thanks to Stephen Lewis on behalf of all members of the PFG for his leadership and input.

**10/09**

## **Performance and Finance Report**

Mr Bertram presented the Finance Report at the private meeting of the Council of Governors prior to this meeting.

Mr Proctor gave a detailed presentation which outlined the current performance activity position of the Trust.

Mr Proctor reported that:

### Performance

- 18 week performance – admitted 93.1% (target 90%)
- 18 week performance – non-admitted 97.38% (target 95%)
- 4 hour – 99.04%
- 14 Day Cancer – 96.5% (target 93%)
- 31 Day Cancer - 99.1% (target 96%)
- 62 Day Cancer – 91.5% (target 85%)
- MRSA – 4 cases (Year to date (YTD) 9 against a trajectory of 16)
- C.Diff – 0 (YTD 26 against a trajectory of 117)

### Activity

- Ordinary Elective – -1110 (-13.55%)
- Day Case – +1924 (+7.47%)
- Non-Elective short stay - +716 (+5.96%)
- Non-Elective long stay - +833 (+4.5%)
- Referral - +2830 (+3%)

The Chairman requested that future performance reports be submitted to the Governors in advance of the meeting rather than presented on the day. Mr Proctor agreed to submit the performance activity with the agenda but was concerned that the figures would then be out of date by the date of meeting therefore, it was agreed that an update would need to be brought on the day of the meeting.

Governors congratulated the Trust on the achievement of the figures.

10/10

### **Draft Governor Induction and Development Booklet**

The report provided Governors with an overview of the induction and training that will be provided to Governors during their term of office with the Trust. Jane Dalton requested that the dates for the induction programme be scheduled as soon as possible to enable Governors to accommodate their diaries.

A Governor referred to the use of information technology within the Trust (ie Horizon) and stressed encouragement to attend a small workshop. Mrs Goff advised that computers are available to use in either the Mallard restaurant or the hospital library.

Councillor Fraser raised concern with regard to the access for a number of Governors. Some Governors may have difficulty in getting to the hospital to use the intranet and enquired whether there were any programmes that would enable access externally. He was advised that such programmes do exist but at a potential cost. Michael Proctor (Communications Manager) will submit a report to the next meeting detailing the implications of external visibility.

Governor Jane Dalton commented that she felt the Skills Audit of Governors needed revamping as it does not give sufficient information on Governors skills and experience. Mrs Goff advised that she will liaise with Sue Holden (Associate Director - Corporate Development).

The Chairman requested that any further comments/amendments be submitted to Penny Goff, Anna Pridmore or Cheryl Gaynor.

10/11

### **Constitutional Issues**

Mr Crowley reminded the Governors that in 2009 the Trust began to consult with the Governors about the change of name of the Trust as part of the values and branding work being undertaken. At the Joint meeting of the Council of Governors and Board of Directors in February, Governors and Board members discussed the most recent drafts of the values work and approved the use of that work.

Mr Crowley proposed that the Governors consider and approve formally the change of name of the Trust to 'York /Teaching Hospital NHS Foundation Trust' with the main hospital building being called 'The York Hospital'.

There was a query with regard to the cost of rebranding the Trust and it was confirmed that the production of paperwork over time will produce some small design costs. It was not proposed that the signage at the front of the hospital would be changed but it was an objective to distinguish what signage needs to change. At the moment there are officers looking at a sister logo.

**The Council of Governors approved:**

- **The change of the name from 'York Hospitals NHS Foundation Trust' to 'York Teaching Hospital Foundation Trust'**
- **The required amendments to the Constitution**

**10/12 Car Parking Issues**

Mr Towner presented the Governors with the concessionary parking for patients and visitors currently provided for the car park. He advised that the Secretary of State had requested to see the Trusts' parking charges clearly promoted to follow regulations. Mr Proctor assured Governors that the charges would be advertised onto the Trust website.

Mr Towner also commented that currently there was a disparity between the day and evening charges. Mr Crowley reported that the new Trust car park was designed to be a 'pay on exit' system which was hoped to resolve the disparity and would provide a more accurate charge as individuals will be paying on exit rather than estimating the length of their visiting time.

**Action: Lucy Brown (Communications Manager) to advertise the Car Parking charges onto the Trust website.**

**10/13 Quality Accounts 2010/11 Presentation**

Mrs McManus gave a detailed presentation to the Governors regarding the Quality Accounts 2010/11. A copy of the slides is attached to these minutes.

**10/14 Any other business**

There was no other business.

**10/15 Next meeting**

The date, time and venue of the next Council of Governors:

- General Council of Governors – Wednesday 9 June 2010 at 4.15pm and there will be a pre meeting at 3.15pm, White Cross Social Club, White Cross, York.

**10/16 Collation of written questions from members of the public**

There were no written questions received from members of the public.

CLG  
16/03/2010

## Appendix A

### York Hospitals NHS Foundation Trust Council of Governors Membership Engagement Committee

Final report at the end of the current Council of Governors term of office March 2010

#### Introduction

This committee supports the building of relationships with communities and the Trust's membership and in making good use of existing networks and governor contacts. We have agreed that Governors have a critical role in generating two way conversations between the community networks, the membership and the Trust.

We see it as important to establish how governors will link with the emerging communications strategy, including how governors communicate with their constituents. The importance of working with the Trust to influence and support the emerging strategy is demonstrated through the membership of a non-executive director on this committee and the attendance of the communications service manager. The inclusion of a non-executive director on the committee provides an active link to the Trust Board.

The Trust Chair Elect has laid specific emphasis on the need to step up the Trust's approach to community stakeholder engagement and he will be supportive of this area of activity in the future with the Chief Executive backing this approach.

#### Committee activity

- Regular discussions have taken place to offer topic suggestions to the communications manager for inclusion in York Talk. This publication is currently seen as the single most important vehicle for communicating with the whole membership.
- The Chief Executive attended a discussion with the committee when it was agreed that the committee should set the tone, style and emphasis of a membership development strategy and be in agreement with any action plan resulting from such a strategy. Members of the committee met informally several times during the summer of 2009 to agree the emphasis, tone and style that they wished to feedback to the Trust. This committee is clear, that strategies are owned by the Trust with the support of Governors.
- Members of the committee have raised the issue of the Trust's website and urged its further development with appropriate links to enable full interactive use.
- It has been highlighted that Staff Governors' profiles, roles and contact information need to be accessible through the Trust's intranet (Horizon) with opportunities for net-working.
- This committee is represented on the Trust's Wayfinding Group. How visitors to the hospital site negotiate their way from Wigginton Road to their destination within the hospital is an important factor in engaging effectively with the community.
- A meeting with the Chair of York Hospital Radio resulted in the recording of a membership message to go out regularly on the network and an article in the radio's new magazine that is distributed widely around the hospital. It has also been agreed that a discussion session will be recorded with Governors at a time to be arranged in the future.

## **Recommendations**

- 1. That this committee focuses on a strategy of engaging and communicating with the whole community as well as looking for opportunities to recruit new members. Recruitment will also happen as a result of engaging and involving people.**
- 2. That the committee be renamed “The Community and Membership Engagement Committee”.**
- 3. Membership of the committee currently consists of governor representation for each constituency and one non-executive director. It is recommended that this structure be maintained but that other governors be encouraged to attend for items which hold a particular interest for them.**
- 4. That there be regular communication between this committee and other governors and that all governors be encouraged to feed ideas into the committee (for example: ideas for the York Talk publication)**

A paper documenting governor, community and member engagement activities during the first three years of this Foundation Trust has been prepared by the Membership Development Manager as Appendix 2.

***Helen Mackman***

***Chair***

***Membership Engagement Committee***

## Appendix 1

The Committee has met monthly over the last three years.

Committee meetings are attended regularly by the membership manager and the communications services manager.

### Committee membership 2007 to 2010

<b>From October 2007</b>	<b>2008</b>	<b>Between 2009 and 31 March 2010</b>
<i>Public Governors:</i> Helen Mackman (York) Linda Hatton (York) Ann Harrison (Hambleton) Pam Turpin (Hambleton)	<i>Public Governors:</i> Helen Mackman (York) Linda Hatton (York) Win Blackburn (York) Ann Harrison (Hambleton) Pam Turpin (Hambleton)	<i>Public Governors:</i> Helen Mackman (York) Linda Hatton (York) Win Blackburn (York) Nevil Parkinson (Selby) Jane Dalton (Hambleton)
<i>Patient/Carer</i> Geoffrey Rennie	<i>Patient/Carer</i> Geoffrey Rennie	<i>Patient/Carer</i> Geoffrey Rennie
<i>Nominated by York CVS</i> Mike Moran	<i>Nominated by York CVS</i> Mike Moran	<i>Nominated by York CVS</i> Mike Moran
	<i>Nominated by City of York Council</i> Sian Wiseman	<i>Nominated by City of York Council</i> Sian Wiseman
<i>Staff</i> Martin Skelton Anne Penny Lynne Atkinson Lee Bond	<i>Staff</i> Martin Skelton Anne Penny Lynne Atkinson Lee Bond Mandy McGale	<i>Staff</i> Martin Skelton Anne Penny Lee Bond Mandy McGale
		<i>Non-Executive Director</i> Libby Raper (from January 2010)

**Appendix 2**  
**Legacy document of the committee: membership recruitment & engagement activity**  
**from July 2008 until March 2010.**

Location	Type of activity	Governor involvement
<b>City of York:</b> - All 18 Ward Committees at various locations.  - Older People’s Assembly AGM - City of York Tenants Fair - York Green Festival - York Hospital main ent. - Open Event  - Members events at York Hospital – Bereavement & Cancer Services  - YorkTalk presentations  - Community Involvement Group (SMILEY).	Presentation by Chief Exec/Dep Recruitment & engagement  Recruitment & Engagement  Recruitment & Engagement Recruitment & Engagement Recruitment Recruitment & engagement  Engagement  Engagement  Engagement	Governors at 5 of the events  1 governor  1 Governor 1 Governor 2 Governors Most Governors  1 Governor  4/5 governors  2 governors
<b>Helmsley:</b> Town Council public meeting	Recruitment & engagement	1 governor
<b>Easingwold:</b> Community Care Association AGM.  Other activities involving recruiting via local newsletters, GP surgeries	Presentation by Finance Director & recruitment & engagement  Recruitment	1 governor  “
<b>Selby:</b> Volunteers Fair Funders fair Town Council public meeting	Recruitment & engagement “ Presentation by Chief Exec/Dep	2 governors “ “
<b>Tadcaster:-</b> -International Womens’ day. Tadcaster Grammar School - Presentation to 6 <sup>th</sup> form group - Industry speed dating	Recruitment & Engagement  Recruitment  Recruitment	2 governors