

COUNCIL OF GOVERNORS

**Minutes of the Council of Governors meeting
held on Wednesday 9 July, 6.30pm in the Fountain Suite,
Luton & Dunstable Hospital NHS Foundation Trust**

Present:

Public Governors:

P Ashton	R Harrison
K Barter	P Hollick
P Brown	P McKenna
A Coutinho	M Rainbow
J Curt	V Skates
M Dewar	C Smith
B Gupta	R Turner

Staff Governors:

P Aspell	B Hanley	P Spencer
W Shearsmith	C Underwood	L Groves

Appointed Governors:

C Smart
G Taylor

Board of Directors present:

Prof S Dhillon, Chair
S Ramsden, Chief Executive
R Long, Director of Corporate Services & Board Secretary
A Palmer, Director of Nursing & Clinical Services
L Watson, Director of Personnel & Development
J Wells, Director of Service Development
Z Iqbal, Non-Executive Director

Also in attendance:

J Payne, PA to Director of Nursing & Clinical Services (taking minutes)
Lynn Grigg for Item 9
8 Staff and Public Members

Action

1. Apologies for absence

Apologies were received from: Jack Wright, John Young, Prof Kate Robinson, Dr Rasamuthia, Pam Brown, Mahmood Hussain, Oliver Bloor, Dr Jonathan Day, Gill Hiscox, Brian Davidson, Susan Cassels, Alma Kaas and Clifford Bygrave

S Dhillon welcomed new Appointed Governor Gerry Taylor from Luton tPCT.

2. Minutes of Annual Members Meeting 24 September 2007

S Dhillon noted that in future the minutes of the AMM meeting will be presented to the Council of Governors at the earliest opportunity which will be in November each year.

The Council of Governors approved the minutes.

Minutes of Council of Governors Meeting 12 March 2008

Apologies to be noted for Peter Hollick. The minutes were then agreed as a true and accurate record.

3. Matters Arising

Issue with regard to attendance of Appointed Governors at previous meetings - R Long confirmed that he had written to the Appointed Governors and there were valid reasons why they were not present. He also confirmed that all Appointed Governors had received a telephone call prior to this meeting to check that there would be sufficient attendance to be quorate. M Rainbow asked whether the Constitution should be amended and the number of Appointed Governors reduced or removed. R Long suggested that this is taken into consideration when the Constitution is next being reviewed.

4. Chairman's Report

S Dhillon noted dates:

- Presentation Day – Thursday 11 July
- Equality Counts – Friday 12 July
- NHS 60th anniversary this year
- L&D will be celebrating its 70th anniversary next year and B Mayes is working on a plan of events over the coming months.

Fundraising – much work taking place and NICU appeal is very active.

A joint meeting was held with a number of Governors and their Chair from Milton Keynes. The group shared experiences and it was agreed that this was a useful exercise and would be repeated in six months' time.

5. Report from the Board Secretary

- i) Protocol for additional audit services – R Long presented a paper outlining the process for taking forward additional work with our external auditors if the need arises. The Council of Governors were asked to approve the process. M Rainbow asked about benchmarking and expectations of the Board to go out to the marketplace as well. R Long confirmed this would be the case. The Council of Governors approved the paper.
- ii) Changes to Council of Governors – R Long introduced Gerry Taylor from Luton tPCT and noted that for the first time a Governor from the University of London has been appointed - Professor Brian Davidson.
- iii) Update on Governors election process – There are 11 seats up for

- iv) Monitor's Report on Developing the Role of NHSFT Governors – R Long highlighted the 5 steps for improvement in the document, and proposed these are discussed at the end of year stocktake seminar in August. This was agreed.
- v) Annual Members Meeting (AMM) – The draft programme for the AMM was circulated. This follows a similar format to last year with stands/stalls to visit on arrival. The start time was discussed and the Council of Governors suggested that this is amended to 6.30 pm arrival with a 7 pm meeting start, and aim for an 8.30 pm close. It was agreed that GPs are again invited. If anyone does have any views outside the meeting please let R Long know. G Taylor asked that fruit is provided along with the tea, coffee and biscuits.

6. Report from the Board of Directors

- i) The Board in Brief report was taken as read with the following points highlighted:
 - S Ramsden noted that patient safety features as our highest priority. A new Patient Safety committee has met for the first time.
 - An improvement programme has been implemented whereby nurses have been freed up from clinical time to attend workshops
 - C Diff – greatly reduced numbers but can still do better.
 - Concern has been raised with regard to the number of adverse events and number of cardiac arrests over 3 months and this has resulted in a re-audit. Refresher trainings are now taking place. C Underwood raised the view of clinicians do more surveillance. S Ramsden responded ownership needs to be achieved within departments. R Turner noted that he had been made aware of an issue with regard to resuscitation training for junior doctors and ensuring that everyone is trained in early placements. L Watson replied that there had been a problem which has been rectified.

M Rainbow – May Board in Brief – implementing changes in A&E. Malcolm asked for confirmation on what was adopted and why? J Wells replied that a document was developed giving the detail and she would send out copies to all Governors. S Ramsden noted that Hemel closure now delayed to January.

J Wells

- ii) Traffic light performance – S Ramsden highlighted the targets and noted the following:
 - 18 week waits by 18 December are more demanding
 - A&E target has changed – still 98% but no longer a rolling target
 - For first 2 months of the year green on all targets except for 'Other Standards'. This relates to the Trust's declaration for Standards for Better Health – the Board of Directors concluded that there is one standard we did not meet and this is primarily that the Board felt that they did not have full assurance that all Doctors had received training for the medical equipment they use. A more vigorous process is being set

- iii) Darzi update – A copy article was circulated. It was noted that arrangements are being made to hold a joint Board and Governors event on 21 July when the SHA will come and go through the Darzi recommendations. When going through the process of service strategy we will need to take into account the Darzi recommendations. R Turner said there is to be a Constitution and wondered if the Council of Governors could take part in the consultation. It was agreed to bring this to the next meeting.

S Ramsden

7. Strategic Direction and Service Development

J Wells gave a presentation and talked about the process.

- Transformational story
 - Leading the NHS in Patient Safety
 - Patient and Staff experience
 - Fit for 21st Century
 - Improving delivery

The Board has a seminar in September and will primarily be looking at the drivers for service development. It was noted that communication with GPs is vital – choice will be ‘marshalled’ through GPs at the moment but better marketing will be required in the future.

K Barter asked what strategy is in place for a good relationship with GPs. J Wells confirmed that the Trust has a dedicated ‘GP Liaison’ person who has links with practice nurses, GPs etc. There is also a committee made up by all clinical directors and GPs. There is a GP link newsletter and it was agreed that this should be circulated to Governors.

R Long

The Council of Governors made the following suggestions:

- Under the Choice heading this should include patient experience.
- New services to be picked up
- Demography – health needs as the key driver?
- Health inequalities will also be a major challenge.
- Look at services that do not need to be done at an acute hospital eg bloods.

8. Progress on Improving Patients Experience

A Palmer gave a presentation.

Patient Experience features at the top where patient choice is concerned. Annual Plan looks at specific areas and aims on year on year improvements. Survey results – one of the lowest response rates nationally. Next survey will be patients that come into the hospital in August.

Introduced a system called PET (patient experience tracker) – we are getting 1500 patient responses per month. Every week ward receives the previous week’s data and Ward Managers, together with their Matron, develop an action plan to improve patient experience. Aiming for a minimum of 90% over all questions.

The future – Need to finalise a 3 year patient experience strategy.

Comments from the Council of Governors:

- P McKenna – timely answering of buzzers. A Palmer – agreed that this is a feature and the need to improve on this and Matrons accept that work needs to be done.
- B Hanley – staff experience does reflect on patient experience.
- K Barter – administration problems that are not necessary.
- P Brown – patients being discharged – time taken between being discharged and actually leaving the hospital.

9. Chronic Pain Management

L Grigg, Clinical Nurse Specialist for Pain Management, was in attendance and talked about the background of the Hospital's outpatient pain service, explaining the process at present and actions being taken jointly with the PCT for further improvement to the service.

10 Reports from Governors

- Patient Representative Group** – R Turner reported that the group met last evening. Matron Sharma gave a presentation on dementia. B Place gave an update on 'home for lunch' including pharmacy problems with regard to TTAs. One issue that arises frequently is food. Information is sometimes being duplicated.

It was suggested that Governors should be given more information on the detail / reports from patient representative group. A Palmer confirmed that he is more than happy to share the patient experience action plan.

S Dhillon noted that the end of year stocktake seminar will be a useful opportunity to to review the requirements of the Council of Governors.

- Patient Environment Action Group** – report was taken as read.
- Equality Committee** – to bring forward to next meeting.

11 Report from sub-committees

- Membership & Communications** – A Dayton gave an update.
 - The priority is to reach 14,000 membership this year and he confirmed that the committee have taken up challenge and are heading towards that figure.
 - Taking into account the Hemel closure, focus is to look at recruitment in the Hertfordshire area, particularly Hemel.
 - Activities have taken place at Luton Arndale and the library but it has been suggested to look at larger GP surgeries on the basis of having a reference stand perhaps with one or two Governors in attendance.
 - More constituency meetings are planned to take place with Governors in the community.
- Remuneration & Nominations Committee** – A meeting was held and a report is being taken to the Confidential meeting of the Council of Governors.

12 Item(s) for Information:

- i) Annual Report & Accounts 2007-08
- ii) Annual Plan 2008-09

13 Questions from the floor:

A member in attendance raised a number of issues relating to PHN pain, A&E and prescribing of drugs and it was agreed that details would be followed up outside the meeting.

Patient Representative Group – Is this the first stop for raising concerns? R Long responded that PALS is the first point of contact to address any issues.

14 Any Other Business

Dates of Next Meetings / Events:

10 July 2008 Presentation Day

11 July 2008 Equality Counts 2008

13 August 2008 End of Year Stocktake Seminar

22 September 2008 Annual Members Meeting, Vauxhall

14 October 2008 New Governors' Induction

12 November 2008 Council of Governors meeting

December 2008 Patient Experience Seminar - *date to be confirmed*

January 2009 Annual Plan Seminar - *date to be confirmed*

M Rainbow informed the Council of Governors that LINK groups are being introduced which will replace the PPI forums. The Council of Governors will need to be briefed at a future date.

15 Date of Next Meeting:

Wednesday 12 November at 6.30 pm in the Lecture Hall, Comet

S Dhillon asked the members of the public to kindly leave to enable the private Council of Governors meeting to commence.

These Minutes may be subject to disclosure under the Freedom of Information Act 2000, subject to the specified exemptions, including the Data Protection Act 1998 and Caldicott Guardian principles.