

**COUNCIL OF GOVERNORS**

**Minutes of the Council of Governors meeting  
held on Wednesday 12 March 2008, 6.30pm in the Fountain Suite,  
Luton & Dunstable Hospital NHS Foundation Trust**

**Present:**

**Governors present:**

**Public Governors:**

P Ashton	B Gupta	J Wright
K Barter	R Harrison	J Young
P Brown	A Kaas	
S Cassels	P McKenna	
A Coutinho	M Rainbow	
J Curt	T Rasamuthiah	
A Dayton	P Trivedi	
M Dewar	R Turner	

**Staff Governors:**

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

**Appointed Governors:**

Cllr M Hussain

**Board of Directors present:**

Prof S Dhillon, Chair  
S Ramsden, Chief Executive  
R Long, Director of Corporate Services  
L Watson, Director of Personnel & Development  
J Wells, Director of Service Development  
R Stokoe, Non-Executive Director  
C Bygrave, Non-Executive Director

**Also in attendance:**

J Payne, PA to Director of Nursing & Clinical Services (taking minutes)

Prof Dhillon welcomed the new Governors.

**1. Apologies for absence**

Apologies were received from: O Bloor, C Smart

**Action**

R Long asked for a show of hands to ensure that the committee was quorate. The terms of reference ask for two appointed Governors to be in attendance but as there was only one in attendance R Long asked for the Council of Governors approval to proceed. Approval was given. R Long to write to appointed Governors to ensure that this position does not reoccur.

R Long

## 2. Minutes of meeting held on 7 March 2007

'Mrs' not 'Ms' B Gupta. Otherwise the minutes were agreed as a true and accurate record.

## 3. Matters Arising

Food trolleys – Issues are being addressed.

Urgent Care Centre – S Dhillon has received a letter from staff governor Phil Spencer detailing ongoing concerns raised from staff (A&E reception staff in particular). S Dhillon has asked A Palmer, Director of Nursing & Clinical Services, and Karen Ward, General Manager to respond to the concerns. It was noted that K Ward has met with staff and is preparing a report on the issues raised. P Spencer noted that he was unhappy as the concerns had been raised some time ago and there had been no acknowledgement from management. R Long apologised for this and reassured P Spencer that the matter was being dealt with.

Concerns raised by K Barter – A response was sent to Mr Barter.

A seminar to cover the workings of the PCT was held and facilitated by Bedford PCT.

Seminar on Infection Control – This has been arranged to take place on 17 June.

Governance targets – R Long noted that traffic lights have been re-introduced on the performance report.

## 4. Chairman's Report

Update from Chairs and Chief Executives meeting East of England and FT network – nothing to report as unfortunately S Dhillon was unable to attend this meeting.

**Any Other Items to declare** – there were no other items to declare. The Council of Governors were reminded to send any agenda items to either A Dayton or R Long approximately one month before the meeting.

## 5. Report from the Board Secretary

- i) Election procedure for 2008 elections – R Long informed the committee that one-third of Governors are up for election this year and paper 5i) sets out the timetable. Notification will be going out in a future edition of the Ambassador newsletter. All new Governors will have a 3 year term of office. It was noted that ERS will be running the elections again and the Trust has received assurances that previous errors will not reoccur.
- ii) Report on Governors seminar on Annual Plan and Strategic Capital Priorities – R Long reported that this seminar was held on 15 January

but unfortunately it was not very well attended and he apologised that a reminder had not been sent. The draft corporate objectives for 2008/09 were presented and the Governors attending the seminar confirmed full support for these objectives and the priorities presented. It was confirmed that the presentation slides for this seminar have been circulated to the Council of Governors.

- iii) Feedback on Members medical lecture 5 March – R Long reported that this was a very successful lecture concentrating on two subjects – diabetes and cleaning. Members have requested future lectures on ‘healthy heart’ and stroke.
- iv) Changes to Council of Governors – Pam Brown, as the next highest polling candidate for the Staff Volunteers constituency, has filled the vacancy created by the resignation of Chris Sims. Following Gina Shakespeare’s resignation from her role as Appointed Governor for Luton tPCT the Trust has been notified that that the replacement will be Geri Taylor.
- v) Monitor feedback to Survey of Foundation Trust Governors - R Long noted that a copy of the Governors Survey from Monitor had been circulated for information to each Governor. R Long reported that he had attended a roadshow and pointed out key findings at the back of the document.

## **6. Report from the Board of Directors**

i) The Board in Brief report was taken as read with the following points highlighted.

- Changes to S Ramsden role – S Ramsden informed the committee that he had been approached by three organisations who will be leading the Campaign for Patient Safety in England and asked if he would be interested in taking part as their Director. After discussions, the Board of Directors agreed to him taking a secondment to NPSA for an average of 2 days per week and to proposed changes to the Executive Team to compensate for any loss in time. Those changes are in the process of being agreed, including the appointment of a Deputy Chief Executive. The monies received from the NPSA will be used to backfill the Executive team primarily. S Ramsden will remain the accountable officer for the Trust. S Dhillon assured the Council of Governors that the Board of Directors have looked at the structures and confirm that this is consistent with the changing role of the existing team, and a risk analysis has been undertaken.
- Corporate Objectives – It was reported that the Board had approved £2 million investment in delivering the corporate objectives, including leading the NHS in Patient Safety. Half of that money will be used to backfill roles of Ward Sisters and Clinicians, primarily one day a week to lead the team and improve the experience of both patients and staff.
- Infection Control – Numbers of patients with C.Diff in February was very low, with more patients coming into the hospital with C.Diff than those acquiring this in hospital.

- Pressure sores – Another area where the Trust is demonstrating improvement.
- Improving the care of emergency patients – S Ramsden noted that Julie Wells, Director of Service Development, will be presenting a business case to the Board of Directors for a clinical model for accepting emergency patients from Hemel Hempstead which is scheduled for October (although difficulties at Watford could delay this). This plan will include a new contingency ward and it is proposed that this will adjoin the St Marys Wing but planning permission is awaited.
- A&E – S Ramsden reported that it has been a very difficult winter. In February there has been a major recovery and a big improvement. J Wells noted that an internal target of 3 hour wait has been instigated and this has helped with flow of patients.

The following questions arose:

J Wright asked whether the procedure for hand hygiene is followed through in outpatients? R Long agreed to feed this to the team who do the observational audits.

P Spencer raised a query with regard to the new ward and asked if there will be implications as St Marys is a PFI building. R Long replied that the contingency ward would not be physically linked.

A Dayton asked whether DNA rates are monitored. S Ramsden confirmed that these rates are monitored and a breakdown by clinic is provided.

M Rainbow raised that the patient experience agenda needs to look at patient discharge. R Stokoe confirmed that this has been identified as an issue and the whole pathway from admission to discharge will be picked up through the Patient Experience Steering Group.

W Shearsmith raised concern with regard to skill mix and establishment. S Ramsden replied that much work has taken place in this respect and money has already been spent in areas that have been highlighted.

ii) Maternity Services Review Feedback

S Ramsden highlighted issues raised from the recent Maternity Services survey. He noted that an action plan has been developed and a meeting has taken place with the Healthcare Commission.

## **7. Strategic Direction and Service Development**

J Wells updated the group on the work undertaken by the Emergency & Short Stay Redesign Group. This group has been looking at what it is likely to come into hospital as an emergency patient and how we might improve the patient journey. It was evident that the rate that patients come into the hospital is out of line with the rate that patients are discharged and new ways of working are being introduced. A business plan has been developed and will be presented to the Board of Directors which has taken into account the expectations of increase in activity when Hemel Hempstead hospital closes.

## **8. Pharmacy / Discharge Issues**

Bernard Place and Mary Evans, Chief Pharmacist, were in attendance to respond to concerns expressed by patients about the delay they experience in receiving medicines to take away (TTAs) on discharge from hospital. They asked the Council of Governors to note the report and action plan circulated with the papers and noted that some short term solutions have been identified.

M Hussain asked whether we had visited other hospitals? M Evans replied that local hospitals who are achieving better efficiency are those that have dispensary automation in place. Where TTAs are carried out on wards in this hospital it has proven that it is quicker but it is very labour intensive.

The Council of Governors thanked M Evans and asked to be kept updated.

## **9. Single Equality Scheme**

Lesley Grierson-Hill was in attendance. She updated the group with regard to work undertaken by the Equality Strategy Group and noted that the Trust's Equality Scheme is on the website.

R Turner asked how the Trust deals with mental health issues. L Grierson-Hill responded that there is a learning disabilities facilitator and the Trust also links with the Mental Health Trust to give training and support.

It was agreed that a Governors Seminar could be held to look more closely at some of the areas covered in the scheme.

## **10. Reports from Governors**

i) Equality Committee – P Trivedi noted that the Equality Committee has formulated an action plan for 2008/09 and substantial progress has been made on some of the outstanding issues. Recent meetings have been held at the Hindu centre and Sight Concern and this has reinforced the work that is happening at the hospital.

ii) Patient Environment Action Group – The paper was taken as read.

iii) Patient Representative Group – R Turner reported on recent meetings and noted that agenda items have included, for example, the patient experience tracker, the new Chiltern Vale surgery. He encouraged Governors to direct issues with regard to patient experience through the Patient Representative Group.

## **11. Report from sub-committees**

i) Membership & Communications – R Turner reported that there are now 11,000 members and are positive about reaching our target of 12,000. The committee has discussed the frequency of newsletters and are recommending that 4 issues of the newsletter are circulated per year. There will also be additional e-mail versions.

ii) Remuneration & Nominations Committee – nothing to report

## **12. Any Other Business**

S Dhillon opened to questions from the public and several issues/comments arose:

Pharmacy – Would fully support the idea of outpatients getting prescriptions from the community.

Patients with alzheimers – Suggest that staff are given more training on how to deal with patients with alzheimers etc.

Waiting time for appointments – Patients are not always kept informed and better communication is required.

**13. Date of Next Meetings:**

9 July 2008 at 6.30 pm in the Fountain Suite

**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.