

**COUNCIL OF GOVERNORS**

**Minutes of the Council of Governors meeting  
held on  
Wednesday 7 November 2007, 6.30pm in the Fountain Suite,  
Luton & Dunstable Hospital**

**Present:**

**Governors present:**

**Public Governors:**

Mr P Ashton	Ms B Gupta	Mr P Trivedi
Mr O Bloor	Ms R Harrison	Mr J Wright
Mr P Brown	Ms G Hiscox	Mr J Young
Ms S Cassels	Mrs A Kaas	
Mr A Coutinho	Mr P McKenna	
Ms J Curt	Mr M Rainbow	
Mr A Dayton	Dr T Rasamuthiah	
Mrs M Dewar	Mr V Skates	

**Staff Governors:**

Mrs P Aspell	Ms C Smith
Ms L Groves	Mr P Spencer
Mr B Hanley	Mr C Underwood

**Appointed Governors:**

Mr P Hollick	Ms C Smart
Ms K Robinson	Mr L Garraway (for N Bell)

**Board of Directors present:**

Prof S Dhillon – Chair  
Mr R Long – Director of Corporate Services & Board Secretary  
Mr A Palmer – Director of Nursing & Clinical Services  
Mrs L Watson – Director of Personnel & Development  
Mr B Tattar – Non-Executive Director

**Also in attendance:**

Mr B Mayes – Head of Communications  
Mrs J Payne – PA to Executive Directors (taking minutes)

Prof Dhillon welcomed the new Governors, P Brown, A Coutinho, G Hiscox, B Hanley and C Underwood to their first meeting.

**1. Apologies for absence**

Apologies were received from:

Ms W Shearsmith  
Ms R Shakespeare  
Mr K Barter  
Mr R Turner  
Mr S Ramsden  
Mr C Bygrave  
Mr R Stokoe  
Mr A Williams

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

It was noted that the following changes should be made:

Page numbers to be added to the minutes.

J Payne

The Governors agreed that the minutes were a true and accurate record of the meeting. Prof Dhillon signed the minutes.

**3. Matters Arising**

**Ward 22 audit and food trolleys** – R Long updated the committee that following the audit an action plan had been developed by the nursing staff and the catering staff. All issues have been actioned or are on-going. A regular update to be provided.

R Long

Equality Counts – This event was held in July and was very well attended. R Long thanked all Governors for their support and Cheryl Smart who kindly opened the event.

Outpatient Appointments – Concern was raised at the previous meeting with regard to difficulties encountered when telephoning for appointments. A Palmer noted that the observations were fair and accurate and as a result there have been two actions. Firstly, additional staff have been put into the call centre. Secondly, there is now a system in place that monitors the quality of those calls and every computer in the call centre has been replaced. Ongoing monitoring and review.

R Long /  
A Palmer

Urgent Care Centre – The Governors asked for an update on the Urgent Care Centre and it was suggested that this would be covered at a future seminar or Council of Governors meeting.

R Long

**4. Chairman's Announcements**

**Feedback from FT network Governors event** – S Dhillon reported that she attended this event recently and was encouraged to note that we are in line with other Foundation Trusts with regard to achievements and development of Governors. A paper has been circulated to Governors.

Addenbrookes Foundation Trust – S Dhillon and A Dayton recently visited Addenbrookes. They found that they have reference and working groups where they have Non Executive Directors and Governors on each group. They also have a sub committee that looks after the Constitution. Regular health seminars are also

held. A Dayton noted that the size of Addenbrookes is very different to the L&D but they are faced with similar problems with regard to membership, i.e. difficulty in recruiting younger members. Their success has come from areas where Governors have been out and met with the public.

Annual Members Meeting – S Dhillon reported that 118 people were counted in attendance at the AMM. The stands there were excellent but it is considered that a little more time for networking would be helpful. M Rainbow raised the question as to whether the Press should be invited in the future.

**Any Other Items to declare –**

**Results of Elections:** - R Long announced the results of the elections as per paper circulated.

**Communication from Keith Barter** – S Dhillon informed the group that Keith Barter had sent his apologies for the meeting but wished to raise a the following areas of concern:

- Dates of training and meeting details not being released early enough
- Electoral Reform Services and voting papers
- Timing of meeting and diary events
- Questions on targets

S Dhillon noted that a formal response would be sent to Keith Barter.

S Dhillon  
/ R Long

Governors were asked to send any items that they wish to be included on the Agenda approximately a month before the meeting.

All

A Dayton noted that he is happy to meet any Governors to discuss any issues and there is a series of open meetings in the diary should Governors wish to meet with S Dhillon, R Long and A Dayton.

All

**5. Report from the Board Secretary**

i) Updated Terms of Reference – R Long noted that an update has been made to the membership list on page 2. The Council of Governors approved the amendment.

ii) Notes from the End of Year Seminar (a paper was attached) – R Long noted that Peter Hunt from MUTUO facilitated this seminar and fed back that the Council of Governors were working well. There had been a reflection of the first year and although there were a lot of positive comments, discussions took place with regard to the not so positive issues. From this an action has arisen to organise a seminar to cover the workings of the PCT and it was confirmed that this has been arranged for 29 November.

R Long

R Long then highlighted the forward plan for the coming year and invited any feedback on the end of year stock-take.

iii) Resignation of Governor – R Long reported the resignation of Chris Sims, Staff-Voluntary services Governor, and noted the paper detailing the two options as per the Constitution. The Council of Governors agreed option 12.22.2 – to invite the next highest polling candidate for that seat at the most recent election.

iv) Calendar of Events for 2007-08 – Governors were asked to note the calendar of

events for the coming year including dates for Council of Governors meetings and seminars. The Council of Governors were in agreement to the Annual Members Meeting taking place in September and, following discussion, agreed in principle to all dates. All meetings to commence at 6.30 pm apart from the open house sessions.

Membership and Communications Committee – R Long asked for a volunteer to sit on this committee – Peter Brown agreed.

v) Induction for New Governors - It was noted that L Watson is organising an induction for new Governors and it was agreed that existing Governors who had missed their induction session are very welcome to join. The proposed date is 27 November at 6.30 pm. Following the last meeting, several Governors came forward and offered to 'buddy up' with new governors.

L Watson

## 6. Report from the Board of Directors

The report was taken as read with the following points highlighted.

- MRSA – R Long noted that the year had not started too well but the Trust is committed to reducing infection rates and performance has been much better with one case of MRSA bacteraemia in each of September and October. Discussion took place with regard to steps being taken by the Trust and S Dhillon assured the Governors that the Board of Directors have had a lengthy debate. It was agreed that it would be useful to hold a future seminar on Infection Control.
- Targets – M Rainbow questioned whether the targets are unrealistic and asked how the Hospital is going to present that in the community. S Dhillon responded that the Trust is doing extensive work with the 5 year plan focussing on the 'no needless' framework and we need to be creative in the way we celebrate our success. B Mayes noted that it is really important that our ambassadors know the facts and tell the community information, for example, we are now at lowest *C.Difficile* rates.
- A&E targets – R Long noted that failure of this target was in early July. The situation got better during August and September and then October has again been more difficult.
- Cancer services – As part of a rationalisation exercise across Beds and Herts there has been a reconfiguration to the services at each hospital.
- Governance target – C Smart asked for an additional column to be added to the report to show the trend.

R Long /  
A Palmer

R Long

## 7. Update on the Healthcare Commission report on Caring for Dignity

With regard to Caring for Dignity, the Trust admitted to the Healthcare Commission that there was one occasion when the mixed sex principle was not followed but this is not common practice and we need to reflect this as part of our patient experience campaign. J Curt questioned whether we audit the number of visitors per patient at any one time. A Palmer responded that there has not been an audit but would hope that Ward Managers and Matrons were managing this according to policy.

R Long then gave the Governors the background to the Healthcare Commission Standards for Better Health process. He explained that the Healthcare Commission stated that 3 out of 44 standards were not adequate although the Trust had declared that we met all standards. The Board of Directors has met and gone through the 3 standards in detail and from the evidence presented agreed the Trust did in fact comply with these standards. S Dhillon informed the Governors that the process for signing off will be tightened up and the level of scrutiny will be increased.

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

Elaine Hide from the Service Development team was in attendance and briefed the Council of Governors of the improvement work that is taking place with regard to emergency and short stay care. She explained that 50% of our patients come through the emergency route but all wards and departments have a part to play in ensuring that the A&E target is met. Much work has taken place around the Fractured Neck of Femur pathway and many improvements have been made and learnings of what the system is like for patients and families. S Dhillon informed the committee that the Board of Directors have asked for an update on capacity planning for changes in flow. L Garraway noted that, for Bedfordshire PCT, understanding how to manage emergency care is top priority and they are working on service design with acute care.

## **9. Reports from Governors**

- i) Patient Representative Group – there was no update.
- ii) Patient Environment Action Group – P McKenna had attached a report which was taken as read.
- iii) Equality Committee – there was no update.

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

- i) Membership and Communications – B Mayes updated the Governors that the Trust had 8500 members when we became a Foundation Trust and a year later there are 9300 members which is not such a great increase. The committee has considered various options. Letters have been sent to 3000 patients with only 60 members recruited. Leaflets are now being sent with appointment letters and a student has been employed who goes to the outpatient department with a clipboard. The first of the healthcare/medical lectures has taken place. The Communications team are currently investigating how we can use e-mail to communicate quickly and effectively to our members.
- ii) Remuneration and Nominations – At the last meeting it was agreed that the committees would amalgamate and the first meeting of the new committee was held at the beginning of October. There were two vacancies on this committee and a ballot took place. Pat Aspell and Professor Kate Robinson were successful and the Council of Governors approved these appointments.

## **11. Items attached for information**

There were no other items attached for information.

## **12. Any Other Business**

S Dhillon informed the Council of Governors that the hospital Carol Service will be held on 17 December at 5.30 pm in main reception and everyone is welcome to attend. This service is followed by going round the wards.

## **13. Date of Next Meetings:**

12 March 2008 at 6.30 pm in the Fountain Suite  
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.