

Minutes of the Joint Board of Directors and Council of Governors Meeting

Thursday 14th February 2013

Present:	Sir John Gieve	Non-Executive Director (Chair)
	Vanni Treves	Non-Executive Director
	Tracey Fletcher	Chief Executive
	Charlie Sheldon	Chief Nurse & Director of Governance
	Dylan Jones	Chief Operating Officer
	Talaat Qureshi	Public Governor
	John Bootes	Public Governor
	Jude Williams	Public Governor
	Stuart Maxwell	Public Governor
	Clyde Baker	Public Governor
	Julia Bennett	Public Governor
	Sarah Weiss	Public Governor
	Suri Freedman	Public Governor
	Patricia Bennett	Public Governor
	Eli Kernkraut	Public Governor
	Eric Sorensen	Public Governor
	Geoffrey Rivett	Public Governor
	Henry Muss	Staff Governor
	Katherine Coyne	Staff Governor
	Ros Constable	Staff Governor
	Robert Duke	Staff Governor
	Dr Lesley Mountford	Partner Governor

In Attendance:

David Bridger	Head of Governance (minutes)
Nancy Hallett	for item 3 only.

1. Chairman's welcome

Sir John Gieve welcomed the Governors to the meeting.

2. Apologies:

Michael Cassidy	Chairman
Imelda Redmond	Non-Executive Director
David Stewart	Non-Executive Director
Chris Griffiths	Non-Executive Director
Michael Keith	Non-Executive Director
Andrew Ezsias	Staff Governor
Val Dimmock	Staff Governor
Jo Lobenstein	Public Governor
Prof. Stanton Newman	Partner Governor

Two members of the public were in attendance.

3. A Little History of the Homerton

Nancy Hallett, former Trust Chief Executive provided those present with a presentation on the history of healthcare in Hackney. The Governors thanked her for her presentation and work for the Trust and wished her well in her retirement.

4. Minutes of the Council of Governors meeting 6th December 2012

The minutes from the previous Council of Governors meeting were agreed.

5. Minutes of the Council of Governors and Nomination Committee meeting 28th January

The minutes of the Nomination Committee and Council of Governors meeting held on 28th January to approve the appointment of Tim Melville-Ross as the new Trust Chairman were approved.

One amendment to the Nomination Committee minutes was required. This was regarding the lack of NHS experience which was considered an issue but it was noted that the selected candidate had a range of transferable skills and experience to bring to the role.

One amendment to the Council of Governors minutes was required which required the inclusion for the record that two partner Governors had been requested to confirm by email that they approved the appointment.

Governors enquired when they would be able to meet the new Chair. He will be commencing in the role from 1st April and would be invited to the next Council of Governors meeting.

6. Quarterly Quality Report

Charlie Sheldon presented the quarterly quality report. He provided a summary of the report and highlighted the data presented for the national patient safety thermometer and that the Trust is to be set targets for improvement next year.

The Trust is continuing to work toward reducing the numbers of patients developing pressure sores and a team from the tissue viability team from Tower Hamlets is assisting with the review of actions being taken.

Regarding patient feedback he noted that responses are indicating that the Trust is improving in the following areas; noise at night, doctors and nurses talking in front of patients and patients being able to find someone to talk to. Areas where the Trust needs to focus are protected mealtimes and cleanliness.

Preliminary national patient survey results have been released and the results will be presented to Governors at a future meeting.

Those present discussed the report, provided feedback regarding the presentation of the data and raised a number of questions including:

- With regards to protected mealtimes, is it communicated what this is and why it is important – Information is included in the patient information packs and explanations should be provided by staff on the wards. The Trust is also putting up signs on wards doors indicating about protected mealtimes. The Trust nutrition group is monitoring this work.
- Are the scores achieved for the NHSLA assessment of 46/50 adequate – This level of compliance is considered very good.

- Is anything being actioned regarding the issues of cleanliness – The Trust has reviewed the frequency of cleaning in the public toilets which have all been refurbished. Signs have been placed in the toilets to indicate that if they are not clean then the staff at reception should be notified. There are also cleaning audits taking place on the wards.
- Regarding the major harm incidents reported, are any due to lack of staff – No, not as far as the Trust is aware.
- Are NICE guidelines mandatory – Some are mandated some are not however the general rule is to comply or demonstrate why you are not complying.
- Why are incidents higher in October – It is not clear exactly why.

7. Staff Survey Results

Charlie Sheldon presented a paper setting out the overall results of the 2012 staff survey. The Trust had achieved a response rate of 45% slightly lower than the national average. Compared to the previous survey the results showed that the Trust had improved in 12 questions and showed no difference in 67 with no questions being worse. He went on to explain that these results were from the Picker surveys and would be transferred to the full national results prior to former publication by the Department of Health.

The report will be shared with staff side and other relevant committees in the Trust.

Those present discussed the report, commenting that overall the results are quite positive and the Trust should be congratulated. A number of questions were raised including:

- Some staff may have concerns and not respond because they fear they may be identified – the survey is managed by Picker and all results are confidential and cannot be tracked back to individuals. Further reassurance of this needs to be communicated to staff to encourage responses.
- Have resulting actions required by the Trusts been identified – the Trust is working on an action plan to address specific issues raised by the survey.
- Response rates are very low – this is acknowledged and the Trust continues to try and improve the number of responses from staff.
- Regarding staff identifying there are not enough staff to do the job properly, is this the case – it is more likely to be an issue of perception.

8. Chief Executive Report

Tracey Fletcher provided a verbal update with regards to Care Quality Commission (CQC) inspections. The Trust received an unannounced inspection of Mary Seacole Nursing Home in January. Initial feedback indicated that there were no significant concerns and the report will be shared with Governors when available. The Trust also received an unannounced inspection of Hospital site in February. Inspectors visited the Elderly Care Unit and Maternity and spoke to patients, visitors and staff. Initial feedback indicated that there were no significant concerns and positive feedback was provided about staff. The Trust is anticipating receiving the draft report later in March. The final report will be shared with the Governors when available.

She went on to present a summary paper produced by the Foundation Trust Network of their interpretation of the recently published Francis Report. She provided Governors with a brief explanation of the report which had resulted in a total of 290 recommendations being made. The recommendations covered a range of issues and are now being considered by the Department of Health (DH). DH is expected to provide its response in one month. Over the coming months the Trust will be considering the findings and recommendations and identifying where improvements can be made.

The Governors noted and discussed the report. It was agreed that further updates would be provided at future meetings.

9. Governor Elections

David Bridger provided the Governors with a verbal report on future Governor vacancies and forthcoming Elections. Elections are about to begin to recruit to the following seats one public City of London, one public outer constituency and one staff non-clinical.

10.AOB

Geoffrey Rivett informed the Governors that he is arranging informal meetings for Governors. Proposed dates are 26th March at 10:30 am and 12th June at 5:30 pm.

He also raised that as his term as a Governor completes in September, Governors will need to consider who amongst them will take on the role as lead Governor.

Henry Muss notified those present that 28th March is Sustainability Day. Governors agreed to support this.

Sarah Weiss wished to encourage Governors to support membership recruitment through getting involved with the membership stands and members lectures.

David Bridger notified the Governors present that as part of the quality assurance for data included within the Quality Account the Trusts external auditors are required to provide external assurance on the Quality Account and present a report to the Governors on one local indicator. For the 2012/13 Quality Report Monitor are proposing to mandate the local indicator for all Foundation Trusts which will be "incidents resulting in severe harm". The external auditors are in the process of planning to test our mandated and local indicators and will present a report of their findings to the Council of Governors in July 2013.

11.Question from the public

Questions from the members of public present were taken.

Are there problems with TB drugs failing to work?

There have been problems with the effectiveness of TB drugs for some years. The Trust follows strict protocols for TB treatment.

There have been complaints from two patients regarding their outpatient letters what can be done?

As this relates to specific patients it was agreed this would be discussed with the Medical Director after the meeting.