

Minutes of the Council of Governors Meeting

Thursday 25th October 2012

Present:	Michael Cassidy	Chairman
	Imelda Redmond	Non-Executive Director/Deputy Chair
	Suri Freedman	Public Governor
	Patricia Bennett	Public Governor
	Sarah Weiss	Public Governor
	Geoffrey Rivett	Public Governor
	Eli Kernkraut	Public Governor
	Eric Sorensen	Public Governor
	Stuart Maxwell	Public Governor
	Julia Bennett	Public Governor
	Jo Lobenstein	Public Governor
	Clyde Baker	Public Governor
	Jude Williams	Public Governor
	Ros Constable	Staff Governor
	Henry Muss	Staff Governor
	Robert Duke	Staff Governor
	Katherine Coyne	Staff Governor
	Andrew Ezsias	Staff Governor

In Attendance:	Tracey Fletcher	Chief Operating Officer
	Charlie Sheldon	Chief Nurse & Director of Governance
	Dr John Coakley	Medical Director
	David Bridger	Head of Governance (minutes)

1. Chairman's welcome

Michael Cassidy chairman welcomed the Governors to the meeting. He welcomed three new recently elected Governors representing Hackney Julia Bennett, Stuart Maxwell and Joe Lobenstein. Each new Governor gave those present a summary of their background.

2. Apologies:

John Bootes	Public Governor
Talaat Qureshi	Public Governor
Val Dimmock	Staff Governor
Dr Lesley Mountford	Partner Governor
Prof. Stanton Newman	Partner Governor
Nancy Hallett	Chief Executive Officer

Four members of the public were in attendance.

One resignation had been received from a Public Governor for the outer constituency, Fatmata Sesay who has resigned from the Council as she had moved out of area.

3. Minutes of the Council of Governors meeting 19th July 2012

The minutes from the previous Council of Governors meeting were agreed. It was noted that Andrew Ezsias was not in attendance at this meeting.

4. Minutes of the Annual Members Meeting 20th September 2012

The minutes from the Annual Members Meeting held on 20th September were agreed. Two points were noted. A member had raised the issue of minutes of previous AMM being available at the meeting, it was agreed that 2012 minutes will be provided at the 2013 AMM. It was also noted that under the Q&A in the minutes the question raised by Andrew Ezsias at the meeting had not been documented.

5. Chief Executive Appointment

Michael Cassidy introduced Tracey Fletcher who had been appointed as Chief Executive replacing Nancy Hallet who is to retire in December. Tracey provided the Governors with a summary of her key priorities, one of which is to ensure that the role of Chief Operating Officer is recruited into as soon as possible. Imelda Redmond, Non-Executive Director is assisting with the appointment process.

6. Trust Report

Tracey Fletcher provided the Governors with a verbal update report.

On the Olympics she reported that the Trust had been busier than anticipated but the Trust had responded well with no major issues identified. All expectations of the London Organising Committee of the Olympic Games and NHS London had been met.

She went on to provide an update on major capital developments including:

6th Theatre – the Trust has begun work on the building of a 6th operating theatre.

John Scott HC and St Leonards – work is ongoing to redevelop/refurbish these community sites.

Endoscopy – this scheme is now complete and the unit opened officially in July.

Positive Lives Centre – Work is starting with the new unit anticipated to be opened in spring 2013.

Regarding the Trusts financial position she informed the Governors that the Trust is currently on target to achieve the planned surplus.

A number of questions were raised:

The impact on changes to the system of payment by results – at the moment it is not clear what the changes may be or the timescale for implementation.

Clarity was provided to the Governors regarding the differences between commissioned planned work and emergency work not paid at tariff.

The introduction of 'navigators' into accident and emergency and the potential impact on patients requiring emergency care – The introduction will not affect patients requiring emergency care.

7. Internal Update Report – Patient Experience Update Report

Charlie Sheldon presented the results from the Trust real time patient experience feedback programme. He provided background information on the survey process

which has volunteers interviewing patients at the point of care using hand held devices to capture information. Feedback is also gathered from staff. The report provides data for the second quarter of the year with overall findings to be summarized in an end of year report. He went on to explain that the reports are distributed to the heads of service and assist them identifying areas for action.

The Governors discussed the findings of the report and raised a number of questions and queries including:

Comparisons to the staff survey and the numbers of staff surveyed – the Trust has tried to mirror some of the questions in the national survey. As the survey is taken in real time comparisons of numbers surveyed is not possible.

What will happen to the report after the meeting, can it be shared with the wider public and press – the findings will be discussed at the Patient Experience Committee and will be considered for publication however the Trust is not considering a press release.

The findings are very positive however there is room for improvement particularly in relation to staff getting paid for working extra hours and staff reporting bullying – Some of the results are for individual areas to look into and take action.

Noise on the wards is often an issue – the Trust has tried to focus on those areas with high admission rates, trying to keep doors closed on bays but obviously there is a balance between keeping quiet and clinical demand. Actions have been implemented but the Trust has not yet resolved this issue.

Benchmarking data would be helpful – the Trust gets comparative data from the national surveys however the Picker surveys used locally are not nationally applicable.

It is noted that there is local accountability for some of the findings but is the report being corporately addressed – the Trust does acknowledge its responsibility in this respect.

Regarding the ‘time to care’ boards on the wards it was noted that there does not appear to be any consistency in their use and how they are maintained - the ward managers are responsible for updating the boards locally with information for patients. It was agreed that the use of the boards would be looked into and fed back at the next meeting.

A number of questions were raised regarding the methodology used including the use of the target sores and phraseology – the targets are set with advice from Picker aiming for a staged increase in targets, the survey has used the national phraseology.

Jude Williams informed the Governors that she is involved in work with the Royal College of Physicians looking at staff health and it might be worth considering Homerton being involved in this work.

8. Chair Appointment

Michael Cassidy left the meeting at this point and Imelda Redmond took over as Chair.

Geoffrey Rivett provided the Governors with an update regarding the recruitment process for the Trust Chair. Recruitment consultants have been instructed and a draft appointment brief is being prepared. He requested volunteers from those present to sit on the Nomination Committee of the Council of Governors joining himself, Patricia Bennett and Robert Duke. The following Governors volunteered to sit on the

committee, Jude Williams, Eric Sorensen, Stuart Maxwell, Henry Muss and Andrew Ezsias. Members of the committee would be asked to comment on the appointment brief and job description prior to advertisement for the post.

9. AOB

Andrew Ezsias raised two items:

The minutes of the Council of Governors meeting of 17th September had not been formally approved by the Governors under item five therefore it was agreed that these would be approved at the next meeting.

He also requested that the Governors hold their own meeting in private without members of the executive team present. There was some support for this idea, but no clear agreement about the timing of such meetings, their degree of formality, whether there would be an agenda, and how such a meeting would be chaired. In the mean time it was accepted that informal meetings of Governors, as in the past, should continue.

10. Question from the public

Questions from the members of public present were taken.

A question was raised regarding pathways for the dying patient which had been the subject of media attention. - It was confirmed that the Trust applies the Liverpool Care Pathway to dying patients at the Trust. A brief explanation of the pathway and how it is applied in the Trust was provided. It was noted that other Trust may apply a different approach.

How does the Trust compare with other organisations with regards to breaches of care. - The Trust has been subject to review by the Care Quality Commission which has not found any significant issues. The Trust is also required to report on a range of indicators and these are set out in the Trust Annual report.