

## Minutes of the Council of Governors meeting

Thursday 18<sup>th</sup> November 2010

- Present:** Michael Cassidy (Chair)  
Geoffrey Rivett (public governor)  
Christopher Sills (public governor)  
Patricia Bennett (public governor)  
Sarah Weiss (public governor)  
Florence Osaigbovo (public governor)  
Clyde Baker (public governor)  
John Bootes (public governor)  
Suri Friedman (public governor)
- In attendance:** Charlie Sheldon, Chief Nurse & Director of Governance  
Dr John Coakley, Medical Director  
Jennie Negus, Deputy Chief Nurse  
Jenny Reindorp, Volunteer Coordinator  
Sallie Rumbold, Programme Director, Health Services Integration  
David Bridger, Head of Governance (minutes)

### 1. Chairman's welcome

Michael Cassidy Chair of the Council of Governors and Chairman of the hospital welcomed the Governors to the meeting. He welcomed Christopher Sills newly appointed Governor, to the meeting.

- 2. Apologies:** Nancy Hallett, Chief Executive  
Sue Goodship (public governor)  
Doug Hiza (public governor)  
Dr Swee Fang (staff governor)  
Sarah Horsfield (public governor)  
Jaime Bishop (public governor)  
Jennifer Edie (partner governor)  
Robert Duke (staff governor)  
Val Dimmock (staff governor)  
David Griffith (staff governor)

### **3. Declarations of Interests**

The Governors were notified that Jaime Bishop has been invited by East London Integrated Care (ELIC) to act as their public member on the council.

### **4. Minutes of the Joint Board of Directors and Council of Governors meeting 21<sup>st</sup> October 2010**

The minutes of the previous Council of Governors meeting were agreed. One typographic error was noted on page 2 with Hackney needing to be written with upper case H.

### **5. Financial Planning**

Charlie Sheldon provided the Governors with a verbal report on financial planning for the Trust in 2011-12. For the current year the Trust is on track to deliver against the financial plan for 2010-11. The financial forecast for 2011-12 will require the Trust to make significant and challenging savings. Early indications are that savings of at least 4% will be required across the organisation which will be equivalent to approximately £10 million. He assured the Governors that the Trust is putting in plans to achieve these savings without compromising the quality of services provided.

He also notified the Governors that the Trust is not alone in needing make these savings and PCT's and Local authorities are also required to make significant savings. Some of these may impact on the Trust in view of services commissioned.

The Council of Governors will be regularly updated with regard to the Trusts financial plans and actions to address as more detail becomes available.

The Governors raised a number of questions, including:

- What are the biggest areas where savings will be made?

The biggest areas identified for savings are non-pay and looking at how services can be reconfigured.

- A large expense to the Trust must be agency costs, can these staff not be made permanent?

Most temporary work is filled with Bank staff rather than agency. Unfortunately most staff make a choice to work as agency and for whatever reason they choose to work this way. The Trust does work with agencies to ensure rates are standardised.

- The governors wish to be informed of the actions the Trust is planning to take with regard to savings and should there be significant changes such as closing beds they should be notified in advance to ensure they can provide assurance to the members of the Trust.

This was agreed.

The Council noted the content of his report.

### **6. Volunteer Programme**

Jenny Reindorp provided the Governors with a presentation on the Trusts volunteer programme. The programme had received funding from Team Hackney and plans to build upon existing volunteer work in the organisation with the aims of improving patient experience, providing a positive experience for volunteers and strengthening links with the local community. She provided a summary of criteria used for selection of volunteers and the proposed roles including mealtime support, help with patient experience trackers and meet and greet. She went on to summarise the

numbers of applicants received, the demographics and the numbers recruited. The governors were also provided with a summary of the key future priorities of the programme.

The Governors thanked her for her presentation and asked a number of questions including:

- The Governors are very pleased it is in place and want to support the programme, are Governors allowed to volunteer?

Yes, we would welcome Governor support and involvement.

- Is there a distinction between volunteering and work experience?

Yes, work experience is a separate programme managed through our workforce department using specific placements.

- What sort of training is provided?

All volunteers receive a role description for the specific role they are volunteering for and are provided with a 3 day induction which includes infection control, health & safety, fire, safeguarding and confidentiality.

- What if a patient does not want a volunteer?

All volunteers receive training on dignity and respect and will not be imposed on patients if they do not wish.

## **7. Patient Experience**

Jennie Negus provided the Governors with a presentation on patient experience at the Homerton. She provided the governors with the background context to patient experience from a national perspective and how the Trust is applying these principles locally. The Governors were provided with data obtained from patient experience trackers and how this compares to the results the Trust receives in the national patient survey. Overall the Trust appears to receive more positive responses from the patient experience trackers compared with the national results and these results are now going to be taken into account alongside the patient survey results. It is anticipated that this will provide the Trust with a stronger and better informed score in the survey when the results of the national survey are published.

She also provided a summary of other initiatives being carried out in the Trust including:

- Preventing falls
- Your skin matters
- Spare a minute for dignity
- Message to matron
- First Tuesday

She concluded by explaining how the data for all patient experience initiatives are collated, validated and interpreted to try and measure improvement.

The Governors thanked her for the presentation and requested involvement in four areas, first Tuesday, nutrition visits, environment visits and hygiene code visits.

## **8. Community Health Services (CHS)**

Sallie Rumbold provided the Governors with an update on the work to ensure the safe transfer of community health services to the Homerton. This is scheduled to take place on 1<sup>st</sup> April 2011. She

notified the Governors that the Board of directors are scheduled to review the final paperwork regarding the transaction at their November Board meeting. This would then be submitted to Monitor for review. Regular meetings are being held with CHS staff to ensure that they are up to date and suitably informed of progress with the transaction. Clinical teams are beginning to work together to consider how services may work better to improve the clinical pathway and patient experience.

The Governors thanked her for the update.

**9. Any other business**

Four items were raised.

Suri Freedman - Are there plans to introduce interventional radiology at the Trust? This service is only provided at specialist centres and the process involves bringing specialists to the patient if required.

Geoffrey Rivett - The Foundation Trust Governors Association is holding a Governor development day in April in London. The Trust has two free places and any Governors wishing to attend should contact Geoffrey Rivett or David Bridger.

Sarah Weiss – The new maternity waiting rooms in the delivery suite are not suitable for the number of mothers. This will be looked into to see what can be done to address the issue.

**10. Date and time of next meeting**

The next meeting will be a meeting of the Council of Governors on Thursday 20<sup>th</sup> January 2011.