

**DRAFT Minutes of PART 1 of  
THE COUNCIL OF GOVERNORS MEETING  
held on 22 June 2016**

**Present:**

Alan Tobias (Chairman)	OBE	Frank Haysom	Nirmal Gupta
Linda Cook		Pam Challis OBE	Tony Dunn
Jan Tassell		Joe Cooke	Terry Cutmore
Mick Thwaites		Raymond Godfrey	Rachel Clark
Elaine Blatchford		Barbara Oliver	Liz Leigh

**Also in attendance:**

David Parkins, Non-Executive Director  
Tony Le Masurier, Non-Executive Director  
Qadir Bakhsh, Non-Executive Director  
Mike Green, Non-Executive Director  
Fred Heddell, Non-Executive Director  
Tim Young, Non-Executive Director  
James O'Sullivan, Chief Financial Officer  
Geoff Stokes, Interim Company Secretary  
Karoline Singleton, Assistant Company Secretary  
Brinda Sittapah, Company Secretary  
David Fairweather – Membership Manager  
Denise Townsend – Associate Chief Nurse Governance  
Norman Traub – Member of the public (Keep our NHS public)  
Vic Tassell – Member of the public (Keep our NHS public)  
Majzoub B Ali – Member of the public  
Bill Glanvill – Member of the public  
Chris Gasper – Member of the public  
Steve Smith – Member of the public  
Judith Craven – Member of the public

**14/16 Opening of the meeting and noting of apologies**

The Chairman welcomed Governors and attendees to the meeting and introduced Brinda Sittapah as the new Company Secretary.

Apologies were received from: Lawrence Collin, Les Catley, Jo Jackson, Hilary Seago, Sarah Kraszewski, Maureen Sutcliffe, June Lumley, Trevor Johnson, Yvonne Blücher, Neil Rothnie, Mary Foulkes and Gaby Rydings.

The Council commemorated the death of former Governor David Hobbs and noted his contribution to the Council of Governors and the Trust.

**15/16 Declaration of Conflicts of Interest**

No conflicts of interest beyond those registered were declared.

## **16/16 Minutes of the Previous Meeting**

- a) The minutes of the Part 1 meeting held on 23 March 2016 were agreed as a true record with a minor grammatical correction on page 4.
- b) Relating 04/16 – JOS explained that further information had been received in relation to the loan and he confirmed that is now repayable in 2019 and the working capital facility is repayable in 2021.

## **17/16 Performance & Finance Update**

James O'Sullivan, Chief Financial Officer, and Alan Tobias, Chairman, gave an update on finance and performance.

- For the period ending 30 April 2016 the Trust position was a £1.7m deficit which is on plan.
- Clinical income was adverse to plan by -£0.3m mainly due to cancellation of elective surgery as a result of bed pressures and increased non-elective activity.
- Expenditure was favourable to plan by £0.3m.
- The Trust continues to see high numbers of ambulances (111 ambulances arrived on one day the previous week) and continues to struggle with bed flow and patient discharges.
- RTT (Referral to Treatment) standards have not been met since February 2016 but are expected to be met from June 2016.
- An external action plan has been agreed by the wider health care system (System Resilience Group – SRG) and signed off by NHS England and NHS Improvement (formerly known as Monitor – NHSI). The Trust continues to meet the CCGs on a weekly basis to ensure progression of the action plan.
- The Trust continues to struggle to meet all Cancer standards but is working closely with Basildon & Thurrock University Hospitals to reach targets as soon as possible.
- The Council noted that a new navigation service will be introduced which will redirect patients who are in need of a GP appointment but have come to A&E due to lack of appointments at their local practice.
- The Council further noted that the majority of patients who arrive in A&E are on the frailty pathway and/or are suffering with respiratory issues.

## **18/16 Success Regime – Update**

Alan Tobias, Chairman, presented an update on the Success Regime.

- Alan Tobias (AT) assured the Council that no firm decisions about where specific services will be located – any proposals will be presented to the public including the Governors for consultation.
- Patient safety and experience is at the heart of this – the Trusts are struggling to recruit enough consultants and specialist nurses which should be improved through collaborative working between the Trusts.

- It was confirmed that currently All three hospitals provide a 24/7 acute stroke service but none has been designated as a HASU.
- AT confirmed that the Trust is not setting up a trauma centre – it has been suggested that one of the three trusts will become a Specialist Emergency Centre with the remaining two trusts continuing to provide 24/7 A&E care.
- AT further confirmed there will not be one single hospital and none of the three hospitals are to be shut down.
- The Sustainability and Transformation Plan (STP) (October 2016 to March 2021) is part of the 5 Year Forward View together with the Success Regime (April 2016 to March 2019).
- Key focus will be on integrated services and localities, new models to meet demand in particular for out of hours, ambulances and mental health.
- Currently the Acute Leaders Group is developing scenarios to shape options which will be presented for public consultation before any firm decisions are made. Priorities for consideration are emergency/urgent care, women's services, children's services and elective/non-elective surgery.
- Primary care will be based around clusters of GP practices (40-50000 people) and the aim is to achieve more consistency across all 7 CCGs in Essex and to improve collaboration with the community, the third sector and the wider local authorities.
- Another aim of the Success Regime is a greater emphasis on prevention as well as early identification and care planning through holistic patient-centred care and better use of technology.
- Recruitment remains a challenge for all three trusts but back office efficiency could be increased by combining services such as contracting, payroll etc.

Following the presentation AT confirmed to the Governors and members of the public that the NHS will keep to its original principles and will remain free on entry for everyone. The patients are and always will come first.

The group briefly discussed the difference between a debt and a deficit.

The group further discussed medical centres and their location – AT confirmed that there is a separate working group focussing on estates and possible locations for services.

### **19/16 Governor Elections 2016 – Update**

Geoff Stokes, Interim Company Secretary, provided the Council with an update on the upcoming Governor elections due to take place in August/September 2016.

The Council noted that the Trust is currently carrying out a procurement exercise to appoint an election company.

### **Action:**

The Chairman requested that two information events for prospective Governors are organised before the close of poll.

***Geoff Stokes / Brinda Sittapah / Karoline Singleton***

### **20/16 Governors' Involvement**

Geoff Stokes, Interim Company Secretary, provided a report to the Council to clarify the groups of which Governors are members or to which they are invited.

It was agreed that the Governors to attend the listed groups/committees should be decided once the Governor election has concluded in September.

#### **Action:**

The Council requested for more information to be provided on the groups/committees such as Terms of Reference, frequency of meetings and timings of meetings.

***Geoff Stokes / Brinda Sittapah / Karoline Singleton***

### **21/16 Reports from Governor sub-groups**

The Council noted the reports/minutes provided by the Chairpersons of the sub-groups.

### **22/16 National In-patient Survey Results**

Denise Townsend, Associate Chief Nurse for Governance, presented the results of the National In-patient Survey in 2015.

- The survey was sent out to approximately 800 patients with a response rate of 49% which is higher than the national response rate of 47%.
- In general, results have shown little change compared to the results of 2014.
- Action plans to address issues raised such as noise at night have been developed and will be implemented.

Alan Tobias assured the Council that all patients whose surgery is cancelled are clinically assessed.

### **23/16 Clinical Governance Arrangements**

Denise Townsend, Associate Chief Nurse for Governance, presented the new Governance structure to the Governors and it was noted that one member of the Council of Governors is kindly requested to become a member of the newly established Clinical Governance Committee. It was noted that clinical knowledge was not required for this membership.

### **24/16 CQC Visit, Outcome and Action Plan**

Denise Townsend, Associate Chief Nurse for Governance, presented an update on the action plan resulting from the preliminary verbal feedback given to the Trust by the CQC in January 2016.

- Four issues remain outstanding but have been addressed. Internal audits and/or spot checks are carried out to ensure that new approaches are implemented properly before the action can be signed off fully.
- Denise Townsend confirmed that compliance with the Trust's Duty of Candour has been improved through increased clinical engagement in the process.

- The issue relating to security of premises has been addressed by installing a Reception area on the maternity ward to avoid tailgating.

It was confirmed that the final report had not been received from the CQC yet. The Trust is currently in the process of checking the draft report for factual accuracy.

Denise Townsend confirmed that the Trust welcomed the CQC inspection as an opportunity to showcase the good work which is carried out at the Trust.

It was noted that the CQC, at the time of the inspection at Southend, did not take into consideration any financial issues a Trust may have.

#### **25/16 Any other urgent and competent business**

There was no other urgent and competent business.

#### **26/16 Items raised by Governors**

Mr Ali had raised some questions in advance of the meeting which were answered as follows:

- The Chairman declined the request for Mr Ali to see the minutes of the Part 2 meeting and confirmed that no decision had been made at that meeting.
- The Chairman confirmed that the Trust in general receives approximately 70 complaints per month and therefore Mr Ali's question as how they were handled and what has been learnt from them cannot be answered. It was pointed out that a complaints report is included in the bi-monthly Board papers.

The Chairman and the Council thanked Elaine Blatchford for her all her hard work and effort she has invested in the Trust and the Council of Governors. Elaine will be retiring as a Governor after having served two full terms on the Council.

#### **27/16 Date of next meeting**

The next meeting of the Council of Governors will be held on 28 September 2016 in the Boardroom, 2<sup>nd</sup> floor, Education Centre, Southend Hospital.

*The Chairman thanked everyone for attending and closed the meeting.*