

**MINUTES OF A GENERAL MEETING OF
THE COUNCIL OF GOVERNORS OF
SOUTHEND UNIVERSITY HOSPITAL NHS FOUNDATION TRUST
HELD ON 05th FEBRUARY 2013 AT
LORDS GOLF & COUNTRY CLUB, HULLBRIDGE ROAD, RAYLEIGH, ESSEX**

Present:

Alan Tobias (Chairman)	Arthur Gaze	Ron Kennedy
Kay Bell	Colin George	Liz Leigh
Elaine Blatchford	Mark Gillett	Ted Lewin
Robert Bradbrook	Nora Goodman	Barbara Oliver
Pamela Challis	Nirmal Gupta	Colin Pavitt
Linda Cook	Frank Haysom	Kym Popplewell
Judith Craven	Gill Hind	Miriam Schramm
Alan Crystall	David Hobbs	Hilary Seago
		Maureen Sutcliffe

In attendance:

Qadir Bakhsh, Non-Executive Director
David Fairweather, Membership Manager
Mike Green, Non-Executive Director
Claire Hankey, Head of Communications
Sue Hardy, Director of Nursing
Tony Le Masurier, Non-Executive Director
Peter Little, Non-Executive Director
Anna Milanec, Foundation Trust Secretary
David Parkins, Non-Executive Director
Tim Young, Non-Executive Director

Christina Barnes, PA to Trust Secretary (Minutes)

Members of the Public

Eveline Horwood

01/13 Welcome from the Chairman and noting of apologies

The Chairman welcomed Governors and attendees to the meeting.

Apologies had been received from the following members:

Gill Hind	Fred Heddell
Bill Scott	Sharon Wallace

02/13 Declaration of Conflicts of Interests

Ron Kennedy, Linda Cook and Elaine Blatchford declared their membership of LINKs.
Christine Watts declared her Membership of BATTIAS.

03/13 Minutes of Previous Meeting

a) Minutes of the previous Meeting were signed and agreed as an accurate records.

- b) There were no matters arising.

04/13 Chief Executive's Report

The Chief Executive presented a report to the Council, with the following key discussion points:

- Health & Wellbeing Boards – The Chief Executive advised that she had spoken to Southend Council in this regard, but will speak to Pamela Challis regarding Hospital representation on the Castle Point Board.
- The Chief Executive advised that, along with the Chairman, she is trying to arrange more regular meetings with our Members of Parliament.
- Nora Goodman raised concerns regarding Doctors' accountability. The Chief Executive advised that Doctors provide plans which enable the Trust to account for them. The Medical Director, Neil Rothnie, is working on more transparency concerning Doctors' work-plans.
- David Hobbs requested further clarification on the Trust's CIP ('cost improvement programme') position as reports state that the financial results are on target, yet there is a £2M CIP shortfall. The Chief Executive advised that the Board has acknowledged that this shortfall has been due to increased activity and higher costs over the busy winter period.
- 7 Day Hospital – work is on-going and people are now engaged with a view to putting proposals into action. Work is underway with Radiology and scheduling more elective admission over weekends. It is believed that there will be more evidence to support this work within the next year.
- A&E – An action plan has now been submitted to the main CCG and the Trust need to have marked improvements by March to avoid further costs. A change in management has been implemented, with a Nurse Leader having now been appointed to the department. The National Intensive Support Group for A&E has been invited to work with the Trust.
- Colin George requested that a narrative is included into the Map provided in the Report.

Elaine Blatchford expressed her gratitude to The Chief Executive and her team for the work completed since her appointment two years ago.

The report was received and actions taken relating to various issues, noted.

05/13 Quality: A&E National Patient Survey Results

The Director of Nursing presented a report, with the following key discussion points:

- Staff Culture / Attitudes – As a result of the survey statistics, changes in staff attitudes and cultures were discussed. It was agreed that, patient care is the primary concern. The Chief Executive added that she has been reviewing the 'Red Card' system. Work is also underway, it was noted, to provide staff with an understanding of the difference between a drunk and aggressive, or, a scared and frustrated patient.
- David Hobbs felt the Council should be encouraged that the results identified issues with attitudes of staff, as opposed to issues regarding patient treatment.
- Moving Patients – The Council discussed the need for better communication with patients regarding the possible need to move them between wards during their stay.

Nora Goodman updated the Council on the after Hospital care services provided by SAFA and confirmed that she will provide further information to Sandra Steeples, Discharge Nurse.

The Director of Nursing advised that this survey is carried out every 2 years and the Board intends to be more proactive in seeking opinions, and are considering creating a focus work group.

The report was received and actions taken relating to various issues, noted.

06/13 Corporate Objective – Grow Selectively

The Commercial Director advised that this item may raise some commercially sensitive issues, and requested it is deferred to the private part of this meeting, which was agreed.

07/13 Pathology Update

The Commercial Director updated the Trust's current position regarding pathology, with the following key discussion points:

- Acknowledging that there had been much public concern regarding the issue, it was noted that as of 31st March 2013, there would be no official entity commissioned to provide GP pathology services in South Essex. The Commercial Director advised that this was an area of concern that the Board had begun to address some time ago.
- There had been no definitive plans from Bedford as to how they would deliver the new service, although there were some concerns as to how it might work operationally in principle as there appeared to be some gaps. Again, it was noted that the Board had already been looking into this matter with some rigour, as continuity of services was a priority for the Trust.
- The Trust had explored the possibility of forming SEPS (South Essex Pathology Service), an entity in partnership with Basildon and Thurrock University NHS Foundation Trust, but this had not come to fruition. The Trust had considered providing pathology services for a wider geographical area, but had not looked to extending out as far as Bedford.
- Bedford is currently at preferred bidder status of the pathology contracting process, although the contracts had yet to be signed.
- The Council noted that the Trust's reporting systems are different from those of Bedford, and that the Trust would need to upgrade its systems if it were to put forward an alternative bid in partnership with Basildon.

The Commercial Director suggested that there was scope for members of the public to write to the Chairs of CCG's at Southend and Castle Point, or to the SHA to express any concerns they may have. The amount of press coverage that there had been already with regard to the matter, was also discussed

08/13 Membership of Committees / Groups

The recent amendments to the Committees / Groups Memberships list was noted.

09/13 Reports from Committee / Groups

It was noted that there would be a Governance Committee Meeting scheduled to discuss the findings of the Francis Report.

10/13 Patient Experience Groups – Terms of Reference

The Council Agreed the proposed updates to the Terms of Reference.

11/13 Governors' Code of Conduct – updated

The Council agreed the proposed update amendments to the Governors' Code of Conduct, as presented.

12/13 Hospital Heroes

Elaine Blatchford updated the Council that from December 2012, two members of staff have been recognised on a monthly basis for their work at the Trust Board meeting, one being the 'Hospital Hero' and the other 'high commended'.

13/13 Any other pertinent business

There was no other pertinent business.

14/13 Dates of Forthcoming Council of Governor Meetings

Thursday 18th April 2013, 10.00 at Lords Golf & Country Club, Hullbridge Road, Rayleigh

Thursday 23rd May 2013, 14.00 at Lords Golf & Country Club, Hullbridge Road, Rayleigh

Thursday 19th September 2013, 10.00 at Lords Golf & Country Club, Hullbridge Road, Rayleigh

The meeting then went into Private Session