Blackpool Teaching Hospitals NHS
NHS Foundation Trust

Minutes of the Annual Members' and Public Meeting of the Blackpool Teaching Hospitals NHS Foundation Trust held on Monday 23rd September 2013 at 6.00 pm in the Inspiration Suite, De Vere Hotel, Blackpool

Present: Mr I Johnson - Chairman

Non-Executive Directors

Mrs K Crowshaw
Mrs M Ibbs
Mr T Shaw

Executive Directors

Mr G Doherty – Chief Executive
Mrs M Thompson – Director of Nursing and Quality
Dr M O'Donnell – Medical Director
Mrs P Oliver – Director of Operations
Mrs W Swift – Managing Director for Community Development and Transformation
Mr F Patel – Acting Director of Finance
Ms J Bate – Acting Director of HR

In Attendance: Miss J A Oates – Foundation Trust Secretary
Ms D Bates – Head of Locality, Fylde & Wyre Community Nursing and Rehabilitation Therapies
Ms S Townson – Rapid response Leader (Blackpool Council)
Ms D Butterfield – Head of Commissioning, North Lancashire Adult Services Health & Well-Being (Lancashire County Council)
Ms Nicola Parry – Head of Midwifery

Governors:-

Blackpool Constituency

Mr J Butler – Public Governor (Blackpool Constituency)
Mr C Smith– Public Governor (Blackpool Constituency)

Mr N Brookes – Public Governor (Blackpool Constituency)
Mr R Hudson– Public Governor (Blackpool Constituency)
Mr Z Hameed– Public Governor (Blackpool Constituency)

Fylde Constituency

Mrs A Smith – Public Governor (Fylde Constituency)

Mr C Barley– Public Governor (Fylde Constituency)
Mrs S Jefferson– Public Governor (Fylde Constituency)
Mrs G Wood– Public Governor (Fylde Constituency)

DRAFT

Wyre Constituency

Mr J Bamford – Public Governor (Wyre Constituency)
Mr R Gandhi – Public Governor (Wyre Constituency)
Mrs L Walthew – Public Governor (Wyre Constituency)
Mr P Askew– Public Governor (Wyre Constituency)

North of England Constituency

Mr S Wallace – Public Governor (North of England Constituency)

Staff Constituency

Miss T Daniels – Staff Governor (Non-Clinical Support)
Mr A Goacher – Staff Governor (Nursing & Midwifery)

Mr M Phillips – Staff Governor (Community Health Services)
Mr A Khandelwal– Staff Governor (Clinical Support)
Ms J Briers– Staff Governor (Nursing & Midwifery)
Ms S Vickers – Staff Governor (Nursing & Midwifery)

Appointed Constituency
Mrs J Taylor – Appointed Governor (UCLAN)
Mr M Bullock – Appointed Governor (Council for Voluntary Services)

Members of staff/public – 250 (approximately)

1. Welcome and Introduction from the Chairman

The Chairman formally opened the Annual Members' and Public Meeting for 2012/13 and thanked staff and members of the public for attending.

The Chairman reported that a sign language interpreter (Ann Walpole) was in attendance at the meeting and he asked, whilst she interpreted, whether anyone required the services of an interpreter. It was noted that, in the absence of any attendees requiring an interpreter, Ms Walpole left the meeting.

The Chairman explained the fire regulations and also asked for attendees to ensure that they switched off their mobile phone and that they signed the register of attendance which was being circulated.

The Chairman advised that some items on the agenda were statutory and that others were presentations about the excellent work on-going in the hospital and in the community.

2. Apologies for Absence

Apologies for absence were received from the following:-

Non-Executive Directors
Mr D Garrett, Mr J Edney and Mr A Roff.

Governors
Councillor M Mitchell.

DRAFT

3. Minutes of the Annual Members' and Public Meeting held on 24th September 2012

The Chairman requested approval to the minutes of the previous Annual Members' and Public Meeting held on the 24th September 2012, which had been published on the Trust's website during the year and which were available at the back of the meeting room.

RESOLVED: That the minutes of the Annual Members' and Public Meeting held on 24th September 2012 be agreed as a correct record and signed by the Chairman.

Proposed by Mrs Crowshaw and seconded by Mr Butler.

4. Chairman's Report

The Chairman expressed thanks to those Board members who had resigned from the Trust during the past year and who had made a significant contribution, namely, Paul Olive, Aidan Kehoe, Tim Welch, Nick Grimshaw and Janet Benson, plus Malcolm Faulkner who, sadly, had died in December 2012.

The Chairman welcomed colleagues who had been appointed to the Trust during the past year, namely, Jim Edney, Michele Ibbs, Gary Doherty and Jacqui Bate, plus Feroz Patel who had been in post as Acting Director of Finance.

It was noted that Nicky Ingham and Tim Bennett would be joining the Trust in November 2013 as Director of HR and Director of Finance respectively.

Council of Governors:-

The Chairman expressed thanks to those Governors who had either resigned from the Council or had not been re-elected and who had made a significant contribution, namely Claire Lewis, Joanne McDonald, John Longstaff, Cherith Haythornthwaite, Hannah Harte, Sam Woodhouse, James Morrison-Eaves, John Boughton, Paul Rigby, Eric Allcock, Chris Lamb, Mark Chapman, Andrew Goacher, Tony Winter and Anne Smith. The Chairman thanked the Governors for their help and support during the year.

The Chairman welcomed colleagues who had been elected/appointed to the Council, namely, Mike Bullock, Councillor Martin Mitchell, County Councillor Ron Shewan, Ceri Coulby, Ashok Khandelwal, Mike Phillips, Sam Wallace, Carole Measures, Neal Brookes, Zacky Hameed, Robert Hudson, Clive Barley, Gillian Wood, Sheila Jefferson, Sharon Vickers and Janet Briers,

The Chairman advised the meeting that the next elections for Public Governors would take place in September 2014 and that the process would commence in May 2014. The Chairman emphasised the importance of the role of the Governor and encouraged members to consider standing for election.

The Chairman expressed thanks to those who had voted in the recent Governor elections and stated that he would continue to enhance the role of Governors and increase the involvement of members.

Following the formal part of his report, the Chairman advised the meeting that there had been some interesting times during the year which included increased demand for the Trust's services, tight public finances, total restructuring of the NHS, significant changes in the Trust's senior management, the first year of the merged hospital and community services and, of course, the Keogh Inquiry.

Keogh Inquiry

The Keogh Inquiry had been an ultimate test of the Trust's services but had been welcomed by the Board; it being noted that it had resulted in the Trust emerging as one of three Trusts not in special measures and it had provided overall assurance to the Board.

Board Meetings in Public

The Trust was now required to hold its Board meetings in public and the Chairman encouraged members of the public to attend.

Collaboration

The Trust should utilise every opportunity to meet and co-operate with CCGs, neighbouring Trusts and Social Services.

5. Trust Constitution

The Chairman referred to the Trust Constitution and requested approval to the proposed amendments as follows:-

- To extend the Public Constituency to include the "North of "England".
- To include a Public Governor from the North of England on the Council of Governors.
- To extend the term of office for an Appointed Governor who replaces a Governor whose term of office has not expired to a maximum of nine years (from six years) in line with Public Governors.
- To update the rules regarding "Conflicts of Interests".
- To involve Governors in any "significant transaction".

It was noted that the proposed amendments had been discussed and approved by the Council of Governors.

RESOLVED: That the proposed amendments be approved.

At this juncture, the Chairman stated that attendees would now have the opportunity to hear about the breakthrough in care within the Trust; it being noted that two presentations had been selected, the first of which was in relation to the Community Rapid Plus Project.

6. Community Rapid Plus Project

The Chairman introduced members of the Integrated Team from Blackpool Council, Lancashire County Council and Blackpool Teaching Hospitals NHS Foundation Trust who gave a presentation about the Rapid Response Plus Project.

The presentation from Debra Bates, Head of Locality, Fylde & Wyre Community Nursing and Rehabilitation Therapies, and Sue Townson, Rapid Response Leader, included an outline of the service, links to the Unscheduled Care Strategy, the solution-focused approach, current referral rates and a patient story which included feedback about intervention by the team.

In summary, it was reported that early indications suggested that the Rapid Response Plus Project was a successful and valuable service addition under the Unscheduled Care Strategy and that continued engagement from all delivery partners would ensure continuing improvement of the pathway into the future.

The Chairman thanked the team for their presentation and for the work undertaken to date.

7. Membership Report

The Chairman introduced Mrs Anne Smith (Public Governor, Lead Governor and Chairman of the Membership Committee) who reported on membership issues during 2012/13.

Mrs Smith highlighted the following issues:-

- Members should not take the NHS for granted and should be vigilant; watch, listen, ask questions.
- There was a need to not only retain members of the Trust but also join the affiliate scheme of the local Clinical Commissioning Groups.
- Members could attend Board meetings, which were now held in public, and could ask questions provided they were notified in advance to the Chairman.
- Members could attend Council of Governors meetings to ensure that Governors were carrying out their role properly.
- Members were valued by the Governors and their involvement was appreciated.
- There were currently 5,600 public members.
- Membership seminars had been well attended during the past year and topics had included Pathology, Governor Elections, Endometriosis, Electronic Ways of Working, Improving Patient Care and Chief Executive's Question Time.
- There had been feedback from members about the seminars and suggestions about new ways to engage with members were welcomed.

In conclusion, Mrs Smith explained the benefits of becoming a member of the Foundation Trust and asked attendees to encourage friends, family and colleagues to sign up as members.

At this juncture, the Chairman expressed thanks to Anne Smith for her significant contribution to the Trust during her six years as a Governor and as Chairman of the Membership Committee.

8. Chief Executive's Report

Mr Doherty gave a presentation outlining the Trust's achievements during 2012/13 in relation to the six areas of the Trust's Vision, namely Quality, Safety, People, Delivery, Environment and Cost.

Mr Doherty made particular reference to the following:-

Quality:-

- Number of awards the Trust had received, namely, the Cancer Care Integration Award, the Child and Adolescent Care Nursing Times Award and the Clinical Research Site of the Year Award.
- Improvements in the In-Patient Survey results.
- "Friends and Family Test" pilot site.
- Patient Experience Revolution
- Increase in nurse staffing levels
- Lowest levels ever of Clostridium Difficile

Safety:-

- Winner of the Patient Safety Award 2013 for the "Knowing How We Are Doing" Project
- Achievement of CNST Level 2 for maternity
- Reduction of 35% in pressure ulcers
- Significant improvements in VTE assessment
- Roll-out of the Talksafe Project
- Reductions in mortality rates
- Keogh Review

People:-

- Merger of Blackpool and North Lancashire Community Services, resulting in 1,600 additional staff
- Winner of the HPMA Award (Coaching Culture)
- Winner of the National Communication Award
- Celebrating Success and Achievement Awards
- Continued increase in the volunteer workforce
- Commended nationally for innovative flu vaccination campaign

Delivery:-

- Responsible for hospital and community services from 1st April 2012
- Local and national performance targets
- Reduction in the number of re-admissions
- 18 week target
- Emergency access targets
- Accreditation for haematology services
- New chemotherapy service at Fleetwood Hospital

Environment:-

- Official opening of the £13.5 million Women and Children's Unit
- Opening of the new £500,000 Haematology/Oncology Unit
- £800,000 refurbishment of the Emergency Department
- £680,000 funding for new Midwifery Led Unit
- Opening of the new purpose-built Urology Unit
- Improvement in the PLACE (Patient Led Assessment of the Care Environment) scores, with all sites rated 'excellent'
- Work on the £16.5 million main entrance and car park scheme

DRAFT

Cost:-

- Out of significant breach with Monitor in May 2012
- Financial year end surplus of £3.2 million
- Investment of £7 million in capital schemes
- Delivery of £19.2 million in quality improvement schemes

Mr Doherty also outlined the Trust's challenges for 2013/14:-

- Finance – continued pressure of the NHS and public sector
- Transformation of Patient Pathways
- Implementation of the Keogh Review action plan
- Developing relationships with new and existing stakeholders
- Maintaining and improving quality and safety for our patients
- Delivering our Strategic Aims 2020 as follows:-

    - 100% of patients involved in decisions about their care
    - 100% compliance with standard pathways
    - Zero inappropriate admissions
    - Zero harms
    - Zero delays

9. Finance Report

The Chairman introduced Feroz Patel, Acting Director of Finance, who gave a presentation highlighting the Trust's financial performance during 2012/13.

Mr Patel reported that 2012/13 had been an extremely challenging year for the Trust and he expressed thanks to all staff who had helped to achieve the targets.

Mr Patel highlighted the financial performance in 2012/13 as follows:-

Financial Performance in 2012/13	Plan	Actual
Surplus	£3.4 m	£3.4 m
Year End Cash Balance	£12.6 m	£27.4 m
Financial Risk Rating	3	3

Mr Patel commented that no extra funding was available and emphasised the importance of re-investment.

It was noted that there had been a significant year-end cash balance as a result of the loan arrangements.

With regard to the Trust's future financial plans, Mr Patel highlighted the objective to achieve best in NHS care at the lowest cost and highlighted the challenging economic environment and the need to:-

- Build and sustain robust financial performance.
- Create opportunities to provide cost effective and improved patient care.
- Engage with staff to support delivery.
- Continually invest in staff and infrastructure.

At this juncture, Mr Patel referred to the Annual Report and Accounts 2012/13 and expressed thanks to the Finance Team for their professional contribution to the document.

DRAFT

10. The Midwifery Led Unit

The Chairman stated that the final presentation was about the Midwifery Led Unit and he introduced Nicola Parry, Head of Midwifery.

Mrs Parry emphasised the importance and purpose of the Families Division and the rationale for providing a Midwifery Led Unit, the work that had been undertaken and the facilities provided.

It was noted that the Unit had opened in August 2013 and, within the first few weeks, the statistics were as follows:-

- 20% of babies had been born in the new unit.
- 50% of babies had been born with the use of the birthing pool.
- 100% of babies had been born without complications.
- 100% family satisfaction at the whole birth experience.

With regard to the future, Mrs Parry reported that the staff in the Unit would strive to work with families to provide the best care, in the best environment, to provide the best start in a family's life.

The Chairman expressed thanks to Mrs Parry and the team for their hard work and enthusiasm.

11. Question and Answer Forum

The Chairman provided an opportunity for attendees to ask questions, however, there were no questions from members of staff/public.

The Chairman stated that Board members would be available following the meeting if any member of staff/public preferred to ask a question in private.

12. Any other Business

i) Thank You

The Chairman expressed thanks to Caroline Hastie and her team for the excellent organisation of the Annual Members' and Public Meeting.

It was noted that Caroline Hastie would be leaving the Trust in November 2013 and that she had made a significant contribution to the Trust during the past fourteen years in her role as Head of Communications, including the organisation of fourteen Annual Meetings.

13. Close

The meeting closed at 7.35 pm and was followed by a buffet and an awards ceremony for the Long Service Awards, Staff Achievement Awards, Cardiac Nurse of the Year Award and the Dottie Hall Memorial Award.

DRAFT