

Minutes of the Blackpool Teaching Hospitals NHS Foundation Trust
Council of Governors Meeting held on Monday 15th August 2011
at 9.30 am in Room 4, Health Professionals Education Centre, Blackpool Victoria Hospital

Present: Miss Beverly Lester – Chairman

Council of Governors

Public Governors:-

Mr Eric Allcock – Blackpool Constituency
Mr Peter Askew – Wyre Constituency
Mr John Butler – Blackpool Constituency
Mr Mark Chapman – Blackpool Constituency
Mr Cliff Chivers – Blackpool Constituency
Mrs Hannah Harte – Blackpool Constituency
Mr Chris Lamb – North Lancashire (shadow form)
Mr John Longstaff – Fylde Constituency
Mr Austin McNally – Wyre Constituency
Mr Ramesh Gandhi – Wyre Constituency
Mrs Anne Smith – Fylde Constituency

Staff Governors:-

Miss Tina Daniels – Non-Clinical Support
Mr Andrew Goacher – Nursing and Midwifery
Dr Tom Kane – Medical and Dental
Mrs Claire Lewis – Community Services (shadow form)
Mrs Samantha Woodhouse – Nursing and Midwifery

Appointed Governors

Richard Emmess – NHS Blackpool
Mrs Jean Taylor - UCLAN

In Attendance: Mr Aidan Kehoe – Chief Executive
Mr Paul Cunday – Deputy Director of Finance
Mrs Pat Oliver – Director of Operations
Mrs Mary Aubrey – Deputy Director of Corporate Affairs and Governance
Miss Judith Oates – Foundation Trust Secretary
Mrs Jacinta Gaynor – Governors and Membership Officer
Mr Tony Shaw – Non-Executive Director
Mrs Karen Crowshaw – Non-Executive Director
Mrs Rachael McIlwraith – PWC Manager (for items 1 and 2)
Mrs Emma Dawkins, Assistant Director of HR (Organisational Development and Transformational Change) (for item 3)
Mr Robert Bell – Director of Clinical Support & Facilities Management (for items 4 and 5)
Mike Hodgkinson - LINK

Mr Duncan Hannant – GlaxoSmithKline

1. Annual Report and Accounts 2010/11

Mrs McIlwraith advised the Governors that she was part of the team that had undertaken the external audit on the Trust's financial statements and quality report for the financial year 2010/11.

Mrs McIlwraith gave a detailed presentation about the Annual Report and Accounts and the Quality Accounts and the external assurance work that had been undertaken.

It was noted that a key part of the audit was to ensure that the risks were addressed. Mrs McIlwraith outlined the different phases of the work and the output from these phases.

Mrs McIlwraith emphasised the need to ensure that those charged with governance, i.e. the Audit Committee, were aware of any unadjusted mis-statements and were required to sign a letter accordingly. It was noted that the mis-statements had been discussed with both the finance team and the Audit Committee and that the Audit Committee had signed a letter to the effect that they were aware of the mis-statements.

With regard to the five key audit findings, it was reported that the Trust had expressed concern regarding the audit certificate, whereby PWC had to refer to the fact that Monitor had found Trust to be in significant breach of the terms of its authorisation, however, Mrs McIlwraith confirmed that a clean audit opinion had been issued. It was also reported that PWC had not identified any control weaknesses and that their recommendations for improvement were currently being addressed via the action plan.

2. External Auditor's Opinion on the Quality Accounts 2010/11

Mrs McIlwraith advised the Governors that the Quality Report was included in the Annual Report and Accounts and that the purpose was to ensure that the Trust was held to account for the quality of services provided to patients. It was noted that the document was accessible to members of the public via the NHS Choices website and also on the Trust website.

Governors were reminded about the two mandatory indicators (MRSA and 62 Cancer Waiting Time) and the one indicator selected by a sub-group of the Council of Governors (Clostridium Difficile), all of which had been reviewed by the External Auditors. In relation to the 62 Cancer Waiting Time, Mrs McIlwraith reported that two errors had been identified in the sample tested and one control issue had been identified.

Mr Gandhi asked whether the audit work would assist with the Trust's risk rating and was advised that PWC were able to provide recommendations in this connection.

Mrs Smith referred to the adjustments highlighted in the presentation and commented that she had not heard of these adjustments previously. Mrs Smith asked about the warning signs in relation to the risk rating and whether they should have been identified earlier and by whom. Mrs McIlwraith stated that adjustments took place as part of every audit and reassured the Governors that if

PWC were of the opinion that the level of adjustments were particularly high, they would discuss their concerns with the Audit Committee.

The Governors were advised that this year's adjustments were no higher than in previous years or compared to other Trusts and also that PWC were not concerned about the nature of the adjustments. Mrs McIlwraith stated that the Governors were right to be concerned but should be comforted by the fact that there was a robust and constructive process in place which PWC would question if appropriate.

The Chairman thanked Mrs McIlwraith for attending the meeting and for the work undertaken by the external audit team and also for the assurance about the rigorous process in place.

3. Developing the Role of Governors

The Chairman introduced Emma Dawkins, Assistant Director of HR, whose role included responsibility for the development of the Council of Governors.

Mrs Dawkins highlighted two key roles for the Council of Governors; namely, to hold the Board to account and to engage with the membership.

Reference was made to the toolkit from the North West Leadership Academy and, in particular, the questionnaire relating to the effectiveness of the Council which, once completed by the Governors, would provide Mrs Dawkins with an understanding of the needs of the Governors in terms of training and development.

The Chairman stated that the questionnaire, which had been extracted from the North West Leadership Academy document, had already been circulated to Governors and that a workshop had been arranged which would be facilitated by Jay Bevington from Deloitte. The Chairman emphasised the importance of as many Governors as possible attending the workshop on the 4th November.

Mr Gandhi commented that the Governors needed to be encouraged to be more challenging to the Board.

Mrs Smith referred to the Governors' involvement with members and stakeholders and suggested that they should have better engagement with patients via different forums.

Mr Allcock commented that more flexibility needed to be established where public representatives were concerned and that some thought needed to be given to reducing the amount of paperwork received by Governors.

At this juncture, the Chairman suggested that the discussions should continue during the workshop and reiterated the importance of Governors attending the event.

RESOLVED: That Mrs Dawkins would liaise with other Trusts about best practice in terms of the development of Governors.

4. Capital Developments/Main Entrance/Car Park Update

Mr Bell provided an update regarding the Trust's capital programme and the proposals for the main entrance and car park.

It was noted that a capital allocation of £9.4 million had been agreed for 2011/12.

With regard to the Phase VI Surgical Centre, it was noted that the facility had been completed on time and within budget and was now operational. It was noted that Governors would have the opportunity to visit the new premises in due course.

RESOLVED: That Miss Oates would arrange for the Governors to visit the Surgical Centre.

Action Taken Following The Meeting

Arrangements have been made for the Governors to visit the Surgical Centre on 7th October 2011.

The update from Mr Bell also made reference to the Women's and Children's Development, the Education Suite and the refurbishment of the A & E Department.

With regard to the main entrance and car park, it was noted that the proposed scheme was now "cost neutral" and that the Trust would need to obtain approval from Monitor in terms of the Tier 2 borrowing.

Mr Gandhi asked about the timescale for the scheme. Mr Bell advised that the contractors would be on site by the first quarter of the next financial year and that the building work would take twelve months to complete.

Mrs Smith expressed concern about the large amount of space in the corridors compared to other smaller areas, i.e. urology. Mr Bell confirmed that the corridors had been designed to accommodate two trolleys side by side but that space had not been compromised in other areas. It was noted that the only issue regarding urology was in relation to wheelchair access.

Mr Gandhi asked whether there would be any disturbance. Mr Bell advised that there would be enabling works, therefore there would be two closed-off sites which contractors would work within.

Mr Butler asked whether there was a problem with the air conditioning in the Surgical Centre. Mr Bell reported that there was a slight imbalance and work was on-going to resolve this issue.

Dr Kane asked for clarification about the thought process around the sloping corridors and the plans for an additional lift. Mr Bell stated that the slopes would all be lower in gradient than the existing slopes and the lifts would be in operation sooner than intended.

5. Vision Programme Update

Mr Bell referred to the report detailing the latest position in respect of the Vision Programme which was self explanatory.

Mr Gandhi asked whether there were any penalty clauses. Mr Bell confirmed that there was an agreement with ALERT rather than a contract and that meetings had taken place to ascertain the Trust's position contractually.

6. Chairman's Introduction

- The Chairman formally reported the death of Janice Dickson on 15th June 2011 which was extremely sad news. It was noted that the Chairman had written to Mr Dickson on behalf of the Governors to express deepest sympathy and had also attended the funeral on 24th June 2011.
- The Chairman congratulated those Governors who had been re-elected for another term, commencing 27th September 2011; it being noted that this would be formally reported under agenda item 44.
- The Chairman welcomed Councillor Mary Smith who had replaced Councillor Roy Haskett as the Appointed Governor from Blackpool Council.
- The Chairman welcomed the Non-Executive Directors, namely, Tony Shaw and newly appointed Karen Crowshaw.
- The Chairman reported that Doug Garrett had also been appointed as a Non-Executive Director and had therefore resigned from the Council of Governors; it being noted that details about his replacement would be formally reported under agenda items 15 and 44.

7. Apologies for Absence

Apologies for absence were received from Mr Arthur Roe, Mr John Bamford, Mrs Cherith Haythornthwaite, Dr Tom Kennedy, Mr David Slater, Mr Chris Thornton, Mr Mike Wistow and Councillor Mary Smith.

8. Minutes of the Previous Meeting

RESOLVED: That the minutes of the previous meeting held on 16th May 2011 be agreed as a correct record and signed by the Chairman.

Proposed by Mr Allcock and seconded by Mr McNally.

9. Matters Arising

i) Action List from the Council of Governors Meeting held on 16th May 2011

With regard to customer care training, the Chairman advised that this had been discussed by the Board and, although it had been agreed that it would not be made mandatory, a significant amount of work was being undertaken to ensure improvements were made. It was confirmed that the subject would be revisited later in the year.

10. Minutes of the Extraordinary Council of Governors Meeting

RESOLVED: That the minutes of the extraordinary meeting held on 27th May 2011 be agreed ratified by the Council of Governors.

Proposed by Mrs Smith and seconded by Mr Allcock.

11. Matters Arising

There were no matters arising.

12. Minutes of the Nominations Committee Meeting

RESOLVED: That the minutes of the Nominations Committee meeting held on 9th May 2011 be agreed as a correct record and signed by the Chairman.

Proposed by Mr Allcock and seconded by Mr Askew.

13. Matters Arising

There were no matters arising.

14. Composition of the Board – Non-Executive Directors

The Chairman advised the Council of Governors that Mr Michael Brown had resigned from his position as a Non-Executive Director with effect from 31st July 2011 due to the fact that he was unable to meet the time commitment.

It was noted that discussion had taken place at the Board of Directors Meeting on 27th July about whether to recruit an additional Non-Executive Director, in addition to Michael Brown's replacement, in view of the imminent transfer of community services, which would result in an additional budget of £60 million and a further 1000 staff.

Mrs Smith stated that this was an excellent idea and commented that she was aware that the Non-Executive Directors spent time in excess of the required commitment.

The Chairman asked the Council of Governors for delegated authority to be given to the Nominations Committee to ratify the Board's decision regarding the appointment of an additional Non-Executive Director.

RESOLVED: That approval be given for the Nominations Committee to be given delegated authority.

Proposed by Mrs Smith and seconded by Mr Gandhi.

The Chairman pointed out that, prior to the interviews, a benchmarking exercise would be undertaken to ascertain the arrangements in other Trusts with regard to the number of Non-Executive Directors and also the implications of the Health Bill would be considered.

15. Trust Constitution

Mrs Aubrey advised the Governors of the proposed amendments to the Trust Constitution; it being noted that the relevant pages had been emailed to the Governors in advance of the meeting:-

- Section 6.7 – fifth bullet point to read “Community Health Services (North Lancashire).”
- Section 8.3.2 – fifth bullet point to read “Community Health Services (North Lancashire) – One Staff Governor”.
- Section 8.3.3 – third bullet point to read “Blackpool Youth Council”.

- Section 8.3.3 – fifth bullet point to read “North and Western Lancashire Chamber of Commerce”.
- Sections 10.4 and Annex 2 (5.4) to read “an elected Governor may not hold office for more than nine consecutive years and shall not be eligible for re-election if he/she has already held office for more than six consecutive years.”
- Sections 10.6 and Annex 2 (5.6) to read “if, at the termination of office, the elections have not been held/completed, the Governors will be invited to become observers but will not be able to contribute to discussions or have any voting powers.
- Sections 10.10 and Annex 2 (6.3) to read “an appointed Governor may not hold office for more than nine consecutive years and shall not be eligible for re-appointment if he/she has already held office for more than six consecutive years.”

Mr Allcock asked whether a sub-committee should be established to review the arrangements for future elections, taking account of “The Model Rules for Elections”.

RESOLVED: That the Governors would advise Miss Oates if they were interested in joining the sub-committee.

That Miss Oates would arrange a meeting of the sub-committee in due course.

Action Taken Following The Meeting

A sub-group meeting to discuss the arrangements for the elections has been arranged for 7th October 2011.

Mr Emmess asked about the arrangements for staff from NHS Blackpool standing for election. Mrs Aubrey confirmed that all relevant staff would be included within the existing five staff categories, for example, Clinical Support.

RESOLVED: That the proposed amendments be approved.

Proposed by Mr Allcock and seconded by Mr McNally.

16. Governors’ Objectives 2011/12

The Chairman referred to the Governors objectives for 2011/12 which had been amended following feedback from the Governors.

RESOLVED: That the Governors’ objectives for 2011/12 be approved.

Proposed by Mrs Smith and seconded by Mr Gandhi.

17. Induction Pack for Governors

The Chairman advised that a detailed draft induction pack for Governors had been prepared; it being noted that the contents page had been included with the agenda.

RESOLVED: That Miss Oates would circulate the induction pack to the Governors for comment.

That the finalised induction pack would be submitted to the next Council of Governors meeting for approval.

18. Terms of Reference – Nominations Committee

The Terms of Reference for the Nominations Committee were presented to the Council of Governors for approval.

It was noted that a nomination was required from amongst the Appointed Governors to replace Doug Garrett on the Nominations Committee. The Chairman advised that this would be undertaken once confirmation of the names of the Appointed Governors had been received.

RESOLVED: That the Terms of Reference for the Nominations Committee be approved.

That expressions of interest would be sought from amongst the Appointed Governors.

Proposed by Mrs Smith and seconded by Mr Gandhi.

19. Review of Foundation Trust Governors Association Membership

The Chairman advised the Governors that the 2011/12 subscription for membership of the FTGA was due to be paid shortly and asked the Governors whether they considered the membership to be worthwhile. It was noted that there had been no increase in the subscription fee of £3,000. The Governors commented that the membership was worthwhile.

RESOLVED: That the Trust would continue its membership with the FTGA.

Proposed by Mr Allcock and seconded by Mr Gandhi.

20. Elections for the Foundation Trust Governors Association

The Chairman advised the Governors that a letter from the FTGA and the ballot papers for the elections of a Chair, Vice Chair and ten other Executive Committee members of the FTGA, together with candidates' election statements, had been included with the agenda.

RESOLVED: That the Governors who wished to vote in the elections would submit their completed ballot papers to Miss Oates at the end of the meeting in order that the Trust's votes could be posted to achieve the deadline of 17th August 2011.

That Miss Oates would post the ballot papers to the FTGA by the deadline of the 17th August 2011.

21. KPMG Action Plan

Mr Kehoe presented the latest version of the KPMG action plan; it being noted that all actions had now been addressed and were all now "green". It was noted that the Board was considering the future monitoring arrangements to ensure continued delivery of the recommendations.

22. Deloitte Action Plan

It was noted that Monitor had been advised that the majority of the actions on the Deloitte action plan had been addressed, with the exception of some of the financial issues, and that the Board would be concentrating on embedding the recommendations, i.e. Board development.

23. Monitor's Results of the Governor Survey

The Chairman asked the Governors for their views regarding the results of the Governors' survey carried out by Monitor.

Mrs Smith referred to the amount of paperwork the Governors received; it being acknowledged that there needed to be a balance between providing sufficient information and not be "swamped" with paper. With regard to the Chief Executive's report, it was noted that the links to the website were for information only.

Mr Allcock referred to the expenses claim form which he found difficult to complete.

RESOLVED: That Mr Allcock would liaise with Miss Oates outside the meeting regarding the expenses claim form.

Reference was made to Board meetings being held in public and the Chairman was asked whether there were any plans to introduce this at the Trust. The Chairman stated that this would only be introduced if it became mandatory as she felt that it would be a retrograde step.

24. Clinical Audit Progress Report

The Chairman stated that the Clinical Audit Annual Report, which had been emailed to the Governors at the beginning of August, confirmed the progress being made by the Clinical Audit Department. It was noted that a Clinical Audit event was to be arranged which Governors would be invited to attend.

Reference was made to the use of acronyms within the report.

RESOLVED: That the Governors would be invited to the Clinical Audit event once the date had been confirmed.

That acronyms would not be used in future reports to the Governors.

25. Clinical Governance Directorate Back Office Review

The Chairman provided feedback from the Director of Nursing and Quality regarding infection prevention and tissue viability as follows:-

Infection Prevention

- The infection prevention nursing team had been reduced by one post in June 2011.
- The infection prevention performance standards continued to be achieved.
- In excess of 80 beds had been closed in the past two years, plus the interim transfer of patients from Wesham, therefore there was a smaller footprint to cover.

Tissue Viability

- One corporate tissue viability nurse had been retained.
- Ward nurses had much greater ownership and awareness of patient care.
- Specific training was planned for the clinical matrons regarding tissue viability in order that they could support and monitor standards directly in their clinical environment.

Mr Allcock stated that he was pleased that the Tissue Viability nursing post was to be maintained and assumed that clear feedback would be provided regarding this subject. The Chairman stated that the information was included in the Business Monitoring Report. Mr Allcock asked if the Governors could have feedback on any further changes in relation to, for example, C Diff or MRSA.

Mr Kehoe commented that changes to the central teams was about ownership at ward level and that more emphasis had been placed on this which had resulted in improvements. The Chairman confirmed that the Trust was currently below its trajectory, therefore was currently on target.

With regard to Wesham Hospital, it was noted that public consultation would, hopefully, take place at the end of September.

26. Governors' Workshop

The Chairman reminded the Governors that the workshop scheduled for the 1st August had been postponed due to the fact that only five Governors had confirmed their attendance. The Chairman emphasised the importance of the Governors attending the re-arranged workshop and asked that they confirm their availability to Miss Oates as soon as possible.

RESOLVED: That the Governors would advise Miss Oates of their availability for the Governors workshop.

Action Taken Following The Meeting

The Governors' Workshop has been arranged for the 4th November at 9.30 am and Governors have been asked to submit their completed questionnaires to Miss Oates by the 30th September 2011.

27. Equality Diversity and Human Rights Steering Group

Miss Daniels advised the Governors that there was a vacancy for an elected or appointed Governor on the Equality Diversity and Human Rights Steering Group.

It was noted that Mrs Smith, Mr Gandhi and Mrs Harte were interested in joining the Steering Group.

RESOLVED: That Mrs Smith, Mr Gandhi and Mrs Harte would liaise outside the meeting about representation and advise Miss Daniels accordingly.

28. Chief Executive's Report

Mr Kehoe reported on the following:-

- Transforming Community Services
- Monitor Meeting – 11th August 2011
- Monitor Review of FT Annual Plans

- Results of Roundtable Discussion on Monitor's Role
- Energising for Excellence
- NHS North West Meeting with Sir David Nicholson
- Launch of the Third Clinical Leadership Programme
- National Patient Safety Congress 2011
- Trinity Hospice – Dying Matters Event
- Monitor Board Safety Workshop
- Volunteers Reception
- Health Overview and Scrutiny Committee
- NHS Future Forum/FTN Reaction to Government statement on Future Forum report
- North West Acute Trusts' Learning Disability Review
- QulPP Update
- Annual Report and Accounts 2010/11 – Annual Members' and Public Meeting

Monitor Meeting – 11th August 2011

It was noted that it had been a positive meeting and that Monitor was satisfied with the progress being made at present.

Health Overview and Scrutiny Committee

Mr Gandhi asked whether the OSC had been informed about Wesham Hospital. Mr Kehoe advised that Harry Clarke had attended a meeting of the Health Overview and Scrutiny Committee to explain the position and that the Secretary of State had indicated his satisfaction with the proposed arrangements. It was noted that the public consultation was awaited.

Surgical Centre

Mrs Smith referred to the Surgical Centre and asked whether there had been an increase in the cost of procedures and also whether the A & E 4 hour target and the 18 week target were being maintained. Mr Kehoe stated that the current configuration, whereby theatres were together, provided better recovery for patients and improved quality of care. Mr Kehoe confirmed that the 4 hour A & E target and 18 week target were still being achieved; it being noted that these two targets had been abolished within Monitor's compliance framework.

29.

Quarterly Finance Report

Mr Cunday highlighted the key points as follows:-

- At the end of the first quarter the Trust recorded an overall deficit of £2.2 million, which was £0.8 million ahead of the financial plan submitted to Monitor.
- The Trust had accounted for £0.5 million of the £5 million NHS Blackpool contract variation and, in addition, there had been a reduction in the Trust's public dividend capital payments, equating to £0.1 million per month.
- In terms of cash, the Trust was currently £0.7 million ahead of plan which included the £2 million of expenditure on redundancy, thereby resulting in £4.6 million being available across the remainder of the year.
- The Trust's financial risk rating was now 2 against a forecast of 1.

Mrs Smith expressed concern about the forecasted financial risk rating of 1. Mr Cunday stated that PWC would reflect on the financial statements and the governance statements and highlight any issues.

Mr Kehoe emphasised the importance of generating surpluses month on month in order to achieve a financial risk rating of 3.

30. Quarterly Performance Report

Mrs Oliver highlighted the key issues as follows:-

- Pressure Sores – information was reported to the Board on a monthly basis and the Director of Nursing and Quality was directly involved to ensure improved performance.
- Sickness Absence – the Trust was below the trajectory of 3.2% which was due to the hard work across the organisation to ensure that the policies and procedures were being applied and that staff were being supported.
- Appraisal – currently 86% of appraisals had commenced, with 76% being completed. A review of the quality of the appraisal system, which was now electronic, would be undertaken, including face to face interviews with staff.
- Complaints – the 25 day target had been 26% in the first quarter of the financial year, however, due to a number of changes to the process and the complaints team, performance had improved to 78% in July. Performance was being reported to the Board on a monthly basis.
- Length of Stay – this was rated “red” although there had been a slight improvement during the past couple of months. The divisional teams were due to report progress at the end of September.
- Infection Prevention – the message about improved infection prevention had been reinforced and performance was being closely monitored. The C Diff performance had returned to trajectory and a deep clean programme was being implemented across the Trust.

Mr Gandhi asked about the cause for the “red” rating in relation to length of stay and was advised of the need to ensure that patients were directed/admitted to the right place as quickly as possible. It was noted that work was being carried out in relation to the elderly care patient pathway.

Mrs Harte asked about input from Social Services early on in the patient’s care. Mrs Oliver advised that she had met with Lancashire Social Services and Blackpool Social Services to emphasise that any savings to be made by Social Services should not have a detrimental impact on patient care within the hospital setting.

Mr Butler commented that some members of staff were still not aware of the hand hygiene rules. The Governors were advised that it was the responsibility of all patients, visitors and staff to comply with the hand hygiene rules. It was noted that the process for auditing hand hygiene compliance had been changed in order to ensure that accurate figures were reported. Mr Allcock stated that it was the responsibility of the management to advise the Governors of relevant information, i.e. the requirement to roll up sleeves whilst on the wards. Mr Chivers pointed out that visitors to the wards should not sit on the patient’s bed.

RESOLVED: That Mrs Oliver would liaise with the ward managers in relation to the issue about visitors sitting on beds.

31. Board Assurance Framework Summary

Mrs Aubrey drew attention to BAF 74 in relation to the recruitment of sufficient nurses. It was noted that the Trust had recently appointed to 27 HCA posts and 21 Band 5 posts and that the benefits of these appointments should be realised by the end of August.

32. Corporate Risk Register Summary

Mrs Aubrey drew attention to the following.

- CRR 107 – the shortage of middle grade doctors in the Children’s Unit had been previously highlighted and this issue had now been resolved, with new appointees having taken up post during August. There were a number of consultants absent from work due to sickness and locum doctors had been recruited in the interim.
- CRR 112 – a robust system had been introduced in an attempt to reduce DNAs in clinic whereby patients were being contacted to check whether they planned to attend for their appointment.
- CRR 135 – a checklist had been introduced for patients being taken to the Radiology Department whereby the identification of the patient would be confirmed prior to transfer.

33. Quarterly Complaints/PALS Report

The Complaints/PALS Report for the period 1st April 2011 to 30th June 2011 was provided for information.

34. Serious Untoward Incidents

Mr Kehoe advised the Governors of the two serious untoward incidents that had taken place since the last meeting.

35. Transforming Community Services Update

It was noted that, further to Monitor’s assessment in July and deferment of the TCS transaction, the Trust now needed to be able to demonstrate that the CIP and financial balance was on target. It was noted that the Trust was taking the opportunity to continue to work with the providers in relation to integration of services.

36. Membership Report

Mrs Smith thanked Tony Shaw for attending the last meeting of the Membership Committee.

It was noted that the latest report indicated that the membership had reduced. Mrs Smith stated that the Membership Committee was continuing to find ways to promote membership within the hospital itself, i.e. post boxes, posters, etc.

Mrs Smith referred to official openings. The Chairman stated that information about official openings would feature in the local Press and would be included in "Your Hospitals".

37. Items Referred from the Membership Committee Meeting

There were no items referred from the Membership Committee meeting held on 8th August 2011.

38. Feedback from Governors 1:1 Informal Discussion – 23rd May 2011

It was noted that a Governors 1:1 informal session had been arranged on 23rd May but unfortunately only five Governors attended.

It was suggested that an informal meeting be arranged once the newly elected Governors were in place.

RESOLVED; That an informal meeting would be arranged in due course.

Action Taken Following The Meeting

A Governors informal meeting has been arranged immediately following the next Council of Governors meeting on the 14th November 2011.

39. Feedback from the Formal Patient Safety Walkabouts

It was noted that Governors had attended the formal patient safety walkabouts as follows:-

Hannah Harte – Ward 38 (Cardiac):-

- The group had been able to talk to the nursing staff but there were no medical representatives available.

John Butler – Radiology Department:-

- The signposting was inaccurate.
- One of the machines was not working.
- There were a few problems relating to staffing.
- Two new units were due to be installed.
- There were problems with equipment breaking down in A & E.
- The administration structure was being reduced.
- The area was clean.

40. Feedback from North West Governors Forum: 11th July 2011

It was reported that there had been two presentations; the first from the CQC about workload and the second from Monitor relating to the Governors survey. It was noted that both presentations had been circulated to the Governors.

It was further reported that there had been three workshop sessions and one of the issues discussed was the amount of information Governors should receive. It was noted that this issue was linked to the presentation given by Emma Dawkins under agenda item 3.

41. Feedback from Governors Attendance at Board Meetings: 27th July 2011

It was suggested that more Governors should be permitted to attend Board meetings and concern was expressed about the lack of feedback in relation to TCS. It was the view of some of the Governors that they were not trusted by the Board.

Mr Chapman commented that he thought the arrangements were satisfactory, having recently attended a recent Board meeting as an observer.

RESOLVED: That the issues relating to Governors' attendance at Board meetings be discussed at the Governors' Workshop on the 4th November 2011 and at the next informal Governors meeting on the 14th November 2011.

42. Feedback from the Governors' Private Meeting: 28th July 2011

The Governors asked whether the Audiology Department was being re-structured. The Governors were advised that, in conjunction with the PCTs, a tendering exercise had commenced within the audiology service which it was anticipated would be completed by the end of the financial year. It was confirmed that the staff were fully engaged and involved in the process.

The Governors raised the issue of Extraordinary Board Meetings being secretive. The Chairman explained that five additional meetings had taken place between May and August, all of which were in relation to TCS.

43. Feedback from the Governors Patient Experience Committee: 5th August 2011

The Chairman advised that the feedback from the attendees at the inaugural meeting of the Governors Patient Experience Committee had been positive. It was noted, however, that there were a few improvements to be made regarding the format of the meetings/visits.

At this juncture, Mr Gandhi referred to a complaint about car parking which had been forwarded to the Chairman. Miss Oates confirmed that the complaint had been actioned and an email had been forwarded to Mr Gandhi.

RESOLVED: That Miss Oates would forward the information to Mr Gandhi.

44. Governor Elections for September 2011

The Chairman formally reported on the recent Governors elections as follows:-

The following candidates had been re-elected:-

- John Longstaff (Public – Fylde)
- Anne Smith (Public – Fylde)
- Peter Askew (Public – Wyre)
- Dr Tom Kane (Staff – Medical & Dental)
- Tina Daniels (Staff – Non-Clinical Support)
- Samantha Woodhouse (Staff – Nursing & Midwifery)

The following candidates had been elected unopposed:-

- Anthony Winter (Public – Fylde)
- Lynden Walthew (Public – Wyre)
- Jo MacDonald (Public – Lancashire & South Cumbria)

The results from the elections for the Blackpool Constituency were due to be announced on the 15th August 2011.

The following Appointed Governors had been re-appointed for a further term commencing 27th September 2011:-

- Jean Taylor (UCLAN)
- Paul Rigby (Lancashire County Council)
- Mike Wistow (Lancashire Care Trust)

Confirmation was awaited from the following Appointed Governors about re-appointment for a further term:-

- Dr Tom Kennedy (University of Liverpool)
- Brian Rowe (NHS North Lancashire)
- Mary Smith (Blackpool Council)

The following Appointed Governors would be replaced with effect from 27th September 2011:-

- Richard Emmess (NHS Blackpool) – to be replaced by Roy Fisher, Chairman of NHS Blackpool, subject to ratification by the NHS Blackpool Trust Board on 14th September 2011.
- Doug Garrett (Blackpool, Fylde & Wyre Economic Development Company) had resigned due to his recent appointment as a Non-Executive Director – to be replaced by a representative from the Blackpool Youth Council.
- David Slater (Business Link North West) had resigned due to the company closing for business – to be replaced by a representative from the North and Western Lancashire Chamber of Commerce.
- A nomination was awaited from the CVS once Chris Lamb had been confirmed as the Public Governor for North Lancashire, i.e following the successful transfer of community services.

The following Governors would finish their term of office on 26th September 2011:-

- Arthur Roe (Public Governor – Blackpool)
- Austin McNally (Public Governor – Wyre)
- David Slater (Appointed Governor – Business Link North West)
- Richard Emmess (Appointed Governor – NHS Blackpool)

The Chairman expressed thanks to Mr Roe, Mr McNally, Mr Slater and Mr Emmess for the contribution they had made to the work of the Council.

45. Annual Members' and Public Meeting

The Chairman reminded the Governors that the Annual Members' and Public Meeting would be held on Monday 26th September at 6.00 pm at Blackpool Football Club. It was noted that tea, coffee and a light buffet would be provided which was being funded from Staff Benefits.

The Chairman advised that four other venues had been considered for the event, none of which were thought to be suitable.

The Chairman encouraged as many Governors as possible to attend the meeting.

46. Chairman's Communications

There were no further communications from the Chairman.

47. Motions or Questions on Notice

There were no motions or questions on notice.

48. Urgent Motions or Questions

There were no urgent motions or questions.

49. Date of Next Meeting

The next meeting will take place on Monday 14th November 2011 at 9.30 am in Room 4, Health Professionals Education Centre, Blackpool Victoria Hospital.