

Minutes of the Blackpool Teaching Hospitals NHS Foundation Trust  
Council of Governors Meeting held on Monday 15th August 2014  
at 9.30 am in Rooms 3 & 4, Education Centre, Blackpool Victoria Hospital

Present: Mr Ian Johnson – Chairman

Council of Governors

Public Governors:-

Mr John Bamford – Wyre Constituency  
Mr Clive Barley – Fylde Constituency  
Mr Neal Brookes – Blackpool Constituency  
Mr John Butler – Blackpool Constituency  
Mr Cliff Chivers – Blackpool Constituency  
Mr Ramesh Gandhi – Wyre Constituency  
Mr George Holden – Blackpool Constituency  
Mr Chris Smith – Blackpool Constituency  
Mrs Lynden Walthew – Wyre Constituency  
Mrs Gillian Wood – Fylde Constituency

Staff Governors:-

Miss Tina Daniels – Non-Clinical Support  
Mr Ashok Khandelwal – Clinical Support  
Mrs Sharon Vickers – Nursing & Midwifery

Appointed Governors

Mr Mike Bullock – Council of Voluntary Services  
Councillor Martin Mitchell – Blackpool Council  
County Councillor Ron Shewan – Lancashire County Council  
Mrs Jean Taylor – UCLAN  
Mr Tony Winter – Citizens Advice Bureau

In Attendance: Mrs Wendy Swift – Director of Strategy/Deputy Chief Executive  
Mrs Pat Oliver – Director of Operations  
Mr Tim Bennett – Director of Finance & Performance  
Miss Judith Oates – Foundation Trust Secretary  
Mr Tony Shaw – Non-Executive Director  
Mr Stuart Arnside – External Auditor (PwC)  
Mr Matthew Lomax – External Auditor (PwC)

1. Chairman's Welcome and Introductions

The Chairman welcomed attendees to the meeting and thanked the Governors for their attendance during the holiday season.

The Chairman also welcomed Mr Tony Shaw, Non-Executive Director, and Mr Stuart Arnside/Mr Matthew Lomax, External Auditors at PwC.

The Chairman reminded the Council that the results of the Governor elections were due from ERS at 12 noon that day and confirmed that the results would be notified to Governors later in the day and announced at the Annual Members' and Public Meeting on the 22nd September 2014, the date from which the newly elected Governors' term of office would commence.

2. Register of Interests

It was noted that there were no declarations of interests from the Governors in relation to agenda items for this meeting and that there were no amendments to individual declarations for inclusion in the Register of Interests.

3. Feedback from PwC:-

The Chairman introduced the External Auditors who had been invited to the meeting to provide feedback regarding the Financial Statements Audit and the Quality Accounts Review; it being noted that some Governors had been involved in the Quality Accounts process.

Mr Arnside reported that their work during the year had included a review of the audit statements and an opinion about whether they gave a true reflection and whether they were in line with financial regulations and NHS/Monitor guidance.

Mr Arnside reported that the audit had been extremely smooth from their point of view and he highlighted four key areas as follows:-

- Going Concern Assumption
- Recognition of CCGs Income
- Treatment of Non-Recurrent Funding and Impairment on Wesham PFI
- Property Revaluation Adjustments

With regard to the Going Concern Assumption, it was noted that it was the auditors' responsibility to review the financial assumptions for the next two years and to undertake a stress testing exercise and it had been concluded that the Trust had taken appropriate steps to ensure that it would continue as a going concern and that there were sufficient mitigation plans in place.

Mr Arnside outlined the accounting technicalities and commented that he understood the approach taken by the Trust, however, from a technical point of view, they had been included in their report.

At this juncture, Mr Gandhi joined the meeting.

Mr Lomax provided feedback regarding the Quality Accounts process and the rules and responsibilities.

It was noted that the process had been extremely smooth and the conclusion was a limited assurance opinion, i.e. that no areas of concern had been identified.

At this juncture, Chris Smith joined the meeting.

Mr Lomax referred to the two mandated performance indicators and the one locally mandated performance indicator as follows:-

- C Diff
- 62 day wait from urgent GP referrals to first treatment for all cancers
- Patient safety incidents resulting in severe harm or death.

Mr Lomax confirmed that no concerns had been identified, however, he drew attention to two issues relating to C Diff and the 62 day cancer standard which had now been resolved. Mr Shaw referred to the two issues highlighted and asked whether they were being actioned and monitored. Mr Lomax confirmed that the issues of concern had been identified and an action plan had been recommended.

Mr Holden referred to the limited assurance opinion which gave the impression that there was something to aspire to, however, Mr Lomax confirmed that "limited assurance" was the best opinion and that the reference to limited referred to the fact that not all areas had been audited. Mr Bennett explained that the assurance was limited in terms of scope rather than opinion.

Mr Bamford commented that he was aware that the Quality Accounts had to be produced in a certain format but queried whether it was distracting in terms of the important issues to be addressed.

With regard to the 62 day standard, Mrs Oliver reported that work was continuing in terms of tracking patients to ensure 100% compliance and she confirmed that there was attention to detail.

At this juncture, Mr Arnside advised that Rachel McIlwraith was leaving PwC and her replacement, Rebecca Gissing, would be attending future meetings.

The presentation slides were circulated to Governors immediately following the meeting.

4. Annual Report & Accounts and Quality Accounts 2013/14

With regard to the Annual Report & Accounts and Quality Accounts, Mr Bennett advised that it was a useful document and that Governors had received the relevant link.

Mr Bennett reported on the year-end financial performance as follows:-

- Surplus of £3.4 m
- Cash balance of over £25 m
- CoSR of 3

It was noted that there had been some technical complexities around the accounts and audit which was due to the way in which NHS finance worked, particularly for CCGs, however, it did not impact on the overall final position.

Mr Holden expressed concern that departments were short of money and yet there was a £25 m cash balance. Mr Bennett pointed out that, from a budget of £370 m, the end of year cash balance was low. It was noted that the cash balance had reduced year on year and that the underlying financial position of the Trust was very challenging.

Mr Winter asked how funds from the CCGs impacted on the Trust in terms of work in progress. Mr Bennett explained that the Trust had an agreed contract with all main commissioners with an expected financial value for the year which was paid on account at the beginning of each month and that quarterly reconciliations were undertaken and adjustments made if appropriate.

At this juncture, the Chairman thanked Mr Arnside and Mr Lomax for attending the meeting and asked them to convey the Council's thanks to the audit team for the work undertaken with the Trust.

5. Cost Improvement Programme

The Chairman reported that the Governors had raised a few questions at their recent informal meeting, one of which related to the CIP and therefore he had requested Mr Bennett to give a presentation on this subject.

Mr Bennett gave a detailed presentation which included an outline of the reasons for having a cost improvement challenge, the purpose of the CIP, the adopted approach, the key opportunity areas, the governance process, the quality impact assessment process, the targets and status for 2014/15 plans and the outline plans for 2015/16 (slides previously circulated).

With regard to the key opportunity areas in terms of savings, they were highlighted as follows:-

- Better Care Now
- Theatre Productivity
- Out-Patient Reform Programme
- Service Level Economics
- Integration and Collaboration

Mr Bennett outlined the reporting procedures which included a CIP Programme Board reporting direct to the Finance Committee which was attended by the CIP Director.

In response to a question from Mr Brookes, it was reported that the targets were determined by the Board and developed via the Trust Management Team after seeking ideas from divisions.

Mr Bennett provided assurance that the process was good in terms of determining the impact of CIPs on quality which was via electronic voting.

In terms of this year's plan, it was noted that the CIP target was £20 m and that all identified schemes were RAG rated as follows:-

- 57% - Green (identified and delivered)
- 28% - Amber (project plans in place but not yet due to take effect)
- 15% - Red (areas of concern)

It was noted that the schemes were significantly further ahead compared to the previous year, however, the targets were more challenging and a larger proportion of schemes were RAG rated red.

With regard to next year's outline plan, it was noted that it had not yet been approved by the Board and therefore was subject to change prior to sign-off.

The Chairman thanked Mr Bennett for his presentation which he hoped answered the Governors' questions.

Mr Bullock asked how cost substitution was tackled and whether cost improvement was about cost reduction, i.e. administration staff to replace nursing staff to carry out administrative duties. Mr Bennett reported that the Trust was making significant investment in IT in community services in order to make improvements. Mr Bennett also referred to schemes which were not just about taking out cost.

Mrs Wood referred to the recent patient safety walkabout to Ward 6/7 and the lack of junior doctors at weekends. Mrs Oliver reported that investment had been made in several areas, for example, OT and Physiotherapy staff at weekends, additional portering staff at weekends, and that work was on-going regarding seven day working for consultants.

Mr Bamford commented that, during the four years he had been a Governor, the Trust had struggled financially and he enquired about the reason for this. Mr Bennett advised that this was the position amongst many Trusts and that this Trust was in mid-range.

Mr Bamford asked whether the Trust was profitable. Mr Bennett pointed out that acute services were extremely challenging and that more money needed to be invested in community services; it being noted that the Trust's financial strategy relied on increased investment in community services and reduced reliance on acute services. Mr Bennett reported that negotiations were taking place with the commissioners in respect of non-recurrent transitional funding in order to invest in community services.

Mr Mitchell asked about the reason for theatre sessions being cancelled and Mr Bennett advised that this could be for a variety of reasons, i.e. poor administration, poor scheduling.

Mr Barley asked about the current position in respect of staff engagement with the CIP process and was advised that some staff were aware of it and heavily involved and other staff needed educating in this area and that training sessions were being organised for staff.

The Chairman thanked Mr Bennett for his informative presentation and commented that it was an important topic which warranted detailed discussion.

**RESOLVED: That Mr Bennett would report progress at the next meeting in terms of the RAG rated CIP schemes.**

6. Apologies for Absence

Apologies for absence were received as follows:-

- Mr Peter Askew – Wyre Constituency
- Mr Zacky Hameed – Blackpool Constituency
- Mr Robert Hudson – Blackpool Constituency
- Mrs Sheila Jefferson – Fylde Constituency
- Mrs Carol Measures – Blackpool Constituency
- Mr Michael Phillips – Community Health Services
- Mr Philip Hargreaves – Institute of Directors
- Mrs Susan Rigg – Lancashire Care NHS Foundation Trust
- Mr Gary Doherty – Chief Executive
- Mrs Karen Crowshaw – Non-Executive Director

7. Minutes of the Previous Council of Governors Meeting

**RESOLVED: That the minutes of the previous Council of Governors Meeting held on 16th May 2014 be agreed as a correct record and signed by the Chairman.**

### Blackpool Transport

At this juncture, Mr Butler reported that he had contacted Blackpool Transport to report that bus drivers were driving into the hospital bus terminus and not stopping and there had been complaints from patients and visitors. Mr Butler stated that he would be raising this matter again with Blackpool Transport.

With regard to signage, it was noted that Mr Butler had spoken to a representative from Blackpool Corporation and he would report progress at the next meeting. The Chairman pointed out that there was a TV screen in the main entrance detailing bus timetables.

The Chairman commented that it was important to resolve these issues.

### Nurse Staffing Report

Mrs Walthew asked for more detailed information regarding nurse staffing, in particular a breakdown of qualified and unqualified nursing staff. The Chairman stated that he was reluctant to impose more work on individuals to provide this information and Mrs Swift suggested checking the type of information routinely available.

**RESOLVED: That Mrs Walthew would liaise with Mrs Thompson.**

### Annual Members and Public Meeting

Mr Butler asked whether a loop system would be available at the Annual Members' and Public Meeting and Miss Oates confirmed that arrangements had been made for the Sixth Form College to provide this facility (confirmation email previously circulated to Governors).

#### 8. Matters Arising

##### a) Action List from the Council of Governors Meeting held on 16th May 2014

The Chairman reported that all items were complete or not yet due with the exception of the following:-

- NEDs' Objectives

**RESOLVED: That the NEDs' objectives would be circulated to Governors once finalised.**

- Declarations of Interests Forms

**RESOLVED: That Governors would return their completed form to Miss Oates by 30th September 2014.**

##### b) Council of Governors Meetings – Action Tracking Document

The Chairman reported that there were three outstanding actions which would be addressed in October/November 2014.

#### 9. Minutes of the Extraordinary Council of Governors Meeting

The Chairman reminded Governors that an Extraordinary Council of Governors meeting had taken place to ratify the appointment of an additional Non-Executive Director and that the minutes reflected the process and the recommendation.

It was noted that Dr Malcolm McIlmurray had commenced in post on 1st August 2014 and an induction programme had been prepared and that the Governors would have an opportunity to meet him in due course.

**RESOLVED: That the minutes of the Extraordinary Council of Governors Meeting held on 27th June 2014 be agreed as a correct record and signed by the Chairman.**

10. Chairman's Report

a) Chairman's Update

The Chairman's update was provided for information and specific reference was made to the external meetings which involved stakeholder engagement.

b) Proposal for FTGA/FTN Joint Membership

The Chairman reported that the proposal for the FTGA to merge with the FTN had been approved nationally following a ballot amongst Foundation Trusts.

It was noted that, following the recent Governors' informal meeting, the ballot papers had been returned confirming the Trust's support of this proposal.

c) Composition of Council of Governors

The Chairman reminded the Governors that two Appointed Governors had recently joined the Council, namely Phillip Hargreaves from the Institute of Directors, and Tony Winter from the Citizens Advice Bureau.

The Chairman reported that a nomination was awaited from Blackpool Sixth Form College and also from the University of Liverpool following the resignation of Ceri Coulby.

It was noted that, following the recent public elections, one vacancy remained in the Lancashire & South Cumbria Constituency; it being noted that one candidate had been elected unopposed to the other Lancashire & South Cumbria position.

d) Governors' Role Specification

It was noted that the Governor Role Specification was due to be reviewed in August 2014.

**RESOLVED: That the Governor Role Specification be approved.**

e) Code of Governance 2013/14

The Chairman referred to the Code of Governance and confirmed that it had recently been reviewed and a detailed document had been produced which had been considered/approved by the Audit Committee and the Lead Governor.

Mr Mitchell asked about the balance of Board members and the Chairman confirmed that there were seven Executive Directors and seven Non-Executive Directors plus himself.

f) Board of Directors' Terms of Reference

The Chairman reminded the Governors about the presentation given by Mr Roff at the previous meeting regarding the recent governance review which included a review of committee terms of reference.

The Chairman requested approval to the revised Board of Directors' Terms of Reference and highlighted the main amendments as follows:-

- Holding the Board to Account (page 1)
- Responsibilities of Board Members (page 4)
- Role of the Senior Independent Director (page 5)
- Frequency of Attendance by Members (page 5)
- Quorum and Voting (page 5)

**RESOLVED: That the revised Board of Directors' Terms of Reference be approved.**

g) Audit Committee Terms of Reference

Governors were advised that there had been some minor amendments to the Audit Committee Terms of Reference which were highlighted as follows:-

- In accordance with best practice, the Chair of the Audit Committee now provided the Board with an assurance report at the first Board meeting following each Audit Committee meeting (page 1).
- The committee now had lead responsibility for ensuring that the Trust safeguards its assets and delivers value for money. The committee would take action to assure itself that governance processes were in place to achieve this (page 3).

**RESOLVED: That the revised Audit Committee Terms of Reference be approved.**

h) Proposal for Board of Directors Meeting / Council of Governors Meeting – 29th October 2014

The Chairman reminded Governors about previous discussion regarding arrangements for a Board of Directors meeting and a Council of Governors meeting to take place on the same day in order to provide more opportunity for Governors to attend Board meetings and also to avoid duplication at the Governors meeting in terms of the Chief Executive's Assurance Report.

**RESOLVED: That a Board of Directors' meeting and a Council of Governors' meeting would take place on Wednesday 29th October in the morning and afternoon respectively.**

**That Miss Oates would confirm the venue for the meetings in due course.**

i) Annual Members' and Public Meeting

Governors were reminded that this year's Annual Members' and Public Meeting would take place on Monday 22nd September at 6.00 pm at Blackpool Sixth Form College.

The Chairman encouraged Governors to attend and confirmed that there would be sufficient car parking available.

j) Re-Appointment of Non-Executive Director

It was noted that this item had been deferred, pending discussion by the Nominations Committee.

k) Role of Non-Executive Director and Individual Responsibilities

Mr Shaw provided a detailed description of his background and his Non-Executive Director/Senior Independent Director roles.

- Born in Blackpool and spent his working life in the town becoming Managing Director at the Blackpool Gazette and holding a number of Non-Executive Director appointments in NHS linked organisations.
- Appointed as a Non-Executive Director at the Trust in 2010 and currently a member of the Finance Committee, Complaints Review Panel and Membership Committee.
- Acts as the Senior Independent Director to ensure harmony between the Board and the Council and to conduct the Chairman's objective setting and appraisal.

Following Mr Shaw's report, reference was made to the background of all Non-Executive Directors and the Governors were advised that information was available on the website.

**RESOLVED: That Miss Oates would circulate the NEDs' profiles to the Governors.**

At this juncture, Mr Khandelwal joined the meeting and Mr Bullock left the meeting.

11. Executive Reports

a) Chief Executive's Assurance Report

The Chairman referred to the Chief Executive's Assurance Report and advised that Mrs Oliver, Mrs Swift and Mr Bennett would give a presentation in Mr Doherty's absence.

Mrs Oliver reported on Quality:-

Positive Assurance:-

- The red areas in respect of NHS Choices related to the CQC visit.
- The Intelligent Monitoring Report risk score had improved from 12 to 9.
- The trend in respect of SHMI had reduced.
- The A & E target had been achieved in Quarter 1.
- There were challenges in terms of the cancer standard in Quarter 2 due to a significant number of referrals.
- The performance for Nursing Care Indicators in Quarter 1 was 96.8% against a target of 95%, including community services.

Limited Assurance:-

- There had been an increase in activity and the Trust had failed the 18 weeks performance indicator for the first time. It was noted that, due to the national problem relating to 18 weeks, funding had been made available and the Trust would receive £1.8 m to deal with the backlog of patients.
- There had been 9 C Diff cases against a trajectory of 7 and investigations indicted that there were issues around antibiotic prescribing.
- Work was continuing in respect of dementia referrals and dementia screening and improvements had been made.
- Investigations were on-going in terms of the recent never event.

Mrs Swift reported on the Staff Family and Friends Test:-

- The response rate was 29%.
- The results were detailed in the written report in the form of graphs.
- The results would be reviewed in detail as soon as possible in order that actions could be addressed.
- Staff needed to be reassured that the survey was anonymous.

Mrs Walthew expressed concern that the survey was not considered to be anonymous by staff. Mr Bamford commented that, during the Talksafe workshops, it was emerging that a significant minority of staff were worried about reporting incidents.

At this juncture, Mrs Gaynor joined the meeting.

Mrs Vickers commented that she was surprised about the figures relating to the number of staff who “look forward to going to work” because the ward managers were losing staff and support was needed in this area.

**RESOLVED: That the Staff Friends and Family Test would be discussed in detail at the next meeting and Mrs Ingham would be asked to attend.**

Mr Bennett reported on Finance:-

Mr Bennett reported that the financial position was broadly on target and significant progress had been made in respect of CIP.

Mr Winter referred to the presentation by PwC earlier in the meeting and asked whether the adjustments had a positive or negative impact on the finances. Mr Bennett advised that revaluation of the estate was a complex issue.

Mr Brookes asked about PbR and Mr Bennett explained the process whereby the Specialist Commissioners paid for each treatment.

**RESOLVED: That Mr Bennett would discuss this issue with Mr Brookes outside the meeting.**

Mr Barley referred to C Diff and expressed concern about the lack of progress in respect of lessons learned. Mrs Oliver reiterated that the main issue was antibiotic prescribing and explained that work was on-going to make improvements in respect of processes in this area. Mrs Vickers reported that intravenous antibiotics had been introduced in patients' homes and would be part of the nurse training competencies.

Mr Gandhi referred to the estate and commented that there were too many empty premises. Mrs Swift reported that a full review of estate utilisation was taking place, focusing on how the Trust could operate more efficiently and which services should be retained and that this was linked to the out of hospital work which had previously been referred to in the Strategy section of the Chief Executive's assurance report.

With regard to strategy, Mrs Swift suggested arranging a separate session to address the questions raised at the informal meeting and the presentation issues.

**RESOLVED: That an additional session would be arranged to address the outstanding issues.**

At this juncture, Mr Shewan left the meeting.

13. Membership Report

a) Membership Update

The membership update was provided for information.

b) Items Referred from the Membership Committee Meeting held on 23rd July 2014

- Takeover Week: 17th – 21st November 2014

**RESOLVED: That any Governors interested in participating in Takeover Week would contact Mrs Gaynor.**

- New System for Responding to New Members.

**RESOLVED: That Governors would confirm to Mrs Gaynor the name of the Governor within each constituency responsible for responding to new members.**

c) Feedback from the Task and Finish Group Meetings:-

- Key Membership Messages and Promotional Material
- Proposals for Engagement with Members of the Public

**RESOLVED: That Governors would provide feedback to Mrs Gaynor.**

At this juncture, Mrs Gaynor and Mr Smith left the meeting.

11. Executive Reports (continued)

a) Chief Executive's Assurance Report

Mrs Swift reported on Strategy and highlighted local items as follows:-

- Strategic Planning

The Trust had submitted its 5-year Strategic Plan to Monitor on 30th June 2013 which would be reviewed and feedback would be provided by Monitor in October 2014.

- Engagement Events

The vision, values and strategic objectives had been launched across the Trust as part of a series of engagement events and presentations.

- NHS Accelerate Programme

The programme related to the provision of support to health and social care economies in the implementation and evaluation of new models of care.

The Fylde Coast Health Economy had expressed an interest in this programme and had been subject to a visit, a meeting with the clinical re-design team and a Q&A session.

The selection of health and social care economies for the programme were likely to be announced towards the end of August.

Mrs Swift highlighted national strategic issues/developments as follows:-

- Quality and Safety

Reference was made to Keogh/CQC inspections, A & E targets, 18 weeks targets and cancer 62 days targets.

- Finances

Reference was made to the fact that 19 Trusts had been identified as a concern and 25% of Finance Directors were anticipating an overspend in 2014/15.

- Other Key Issues

Reference was made to 7-day working, integrated personal commissioning, mergers and acquisitions, social enterprises/mutuals, market approach, future-proofing of the NHS.

At this juncture, Miss Daniels left the meeting.

The Chairman commented that there were local and national challenges. Mr Brookes referred to social enterprise and mutuals and commented that they were likely to lead to privatisation. The Chairman reported that he had received a letter from the Secretary of State advising that Trusts should be considering, but not necessarily following, opportunities for social enterprise.

b) Quarterly Monitoring Return to Monitor – Quarter 1

The Quarterly Monitoring Return was provided for information.

c) Chief Executive's Update

The Chief Executive's Update was provided for information.

d) Changes in Governance and Communications Responsibilities

Mrs Swift reported a change in responsibility for clinical and corporate governance from the 1st September 2014 as follows:-

- The Director of Nursing & Quality would be responsible for Clinical Governance.
- The Director of Strategy/Deputy Chief Executive would be responsible for Corporate Governance, including Governors and Membership.
- The Director of Workforce & OD would be responsible for Communications, linking with the work around organisational development and staff engagement.

12. Lead Governor's Report

a) Feedback from the Informal Governors' Meeting held on 4th August 2104

The Chairman reported that the responses to the questions raised at the Governors' informal meeting had been circulated in advance of the meeting.

Mr Gandhi referred to the question relating to the cardiac referral process. Mrs Oliver reiterated that there were two main types of referral, firstly, a tertiary referral which was a well established process and worked well and, secondly, an internal referral process for DGH level patients which was currently being refined as part of the "Better Care Now" project.

**RESOLVED: That, if the issue raised by Mr Gandhi related to an individual case, Mrs Oliver would liaise with him outside the meeting, however, if it was a wider issue, Mrs Oliver would provide feedback at the next meeting.**

b) FTGA Feedback

There was no further feedback relating to the FTGA.

14. Feedback Reports:-

a) Feedback from Foundation Trust Network GovernWell Event – Finance and Business Skills (12th June 2014)

It was noted that Mr Barley had provided feedback within his finance report.

b) Feedback from FTGA New Governors Event (12th June 2014)

It was noted that Mrs Measures had attended the event but was absent from the meeting.

15. Standard Reports – Mr Johnson to report:-

a) Items to be Reported to the Board of Directors

The Chairman stated that the minutes of the meeting would identify any items to be reported to the Board of Directors.

b) Items to be Recommended for Decision or Discussion by Trust Committees

The Chairman stated that the minutes of the meeting would identify any items to be recommended for decision or discussion by Trust committees.

c) Annual Work Plan

The Annual Work Plan was provided for information.

d) Attendance Monitoring

The Chairman stated that attendance at meetings was good.

e) Motions or Questions on Notice

This item had been addressed under 12 (a).

f) Urgent Motions or Questions

- Friends and Family Test

Mr Holden commented that the Friends and Family Test was a key information source for Governors because the respondees were within the Governors' constituencies and Governors needed to be aware of the comments made about the Trust and about the reasons for patients choosing to be treated elsewhere and the impact of this on the Trust.

Mr Bennett stated that information about the number of residents referred elsewhere was available from the Commissioners.

**RESOLVED: That Mr Bennett would obtain the relevant information and circulate to the Governors.**

Mrs Vickers stated that patients may not recommend to friends and family because they may not live locally. Mrs Oliver suggested that a comments section should be included within the survey. Mrs Wood suggested a "not applicable" section should be included in the survey. Mr Shaw suggested that respondees could be asked to supply the first part of their postcode.

**RESOLVED: That the above mentioned suggestions would be considered.**

g) Declaration of Confidentiality

**RESOLVED: That no items be declared confidential under the Freedom of Information Act.**

h) Date of Next Meeting

The next meeting will take place on the **revised date of Wednesday 29th October 2014** at 1.30 pm in Rooms 3 & 4, Education Centre, Blackpool Victoria Hospital.