

Minutes of the Blackpool Teaching Hospitals NHS Foundation Trust
Council of Governors Meeting held on Monday 13th August 2012
at 9.30 am in Room 4, Health Professionals Education Centre, Blackpool Victoria Hospital

Present: Mr Ian Johnson – 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
Mr Ramesh Gandhi – Wyre Constituency (for items 1 – 14 a)
Mrs Hannah Harte – Blackpool Constituency
Mr George Holden – Blackpool Constituency
Mr John Longstaff – Fylde Constituency (for items 1 – 16)
Mrs Jo MacDonald – Lancashire & South Cumbria Constituency
Mr Chris Smith – Blackpool Constituency
Mrs Anne Smith – Fylde Constituency
Mr Chris Thornton – Blackpool Constituency
Mrs Lynden Walthew – Wyre Constituency

Staff Governors:-

Mr Andrew Goacher – Nursing and Midwifery
Dr Tom Kane – Medical and Dental
Mrs Claire Lewis – Community Services
Mrs Sam Woodhouse – Nursing & Midwifery

Appointed Governors

Councillor John Boughton – Blackpool Council (for items 1 – 7)
Mrs Susan Rigg – Lancashire Care NHS Foundation Trust
Mrs Jean Taylor – UCLAN

In Attendance: Mr Aidan Kehoe – Chief Executive
Mr Tim Welch – Deputy Chief Executive
Mrs Pat Oliver – Director of Operations
Mrs Mary Aubrey – Deputy Director of Corporate Affairs and Governance
Miss Judith Oates – Foundation Trust Secretary
Mrs Karen Crowshaw – Non-Executive Director
Mr Malcolm Faulkner – Non-Executive Director
Mr Stuart Baron – Manager, PWC (for item 5)
Ms Helen Kay – Manager, Blackpool LINK (for item 6)
Mr Robert Bell – Director of Clinical Support & Facilities Management (for item 7)
Mr Paul Jebb – Patient Experience Manager (for item 8)

1. Chairman's Introduction

The Chairman welcomed the Governors to the meeting and advised that efforts had been made to reduce the number of agenda items; it being noted that some items merited substantive discussion and other items were for information.

2. Register of Interests

It was noted that there were no declarations of interest 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. Annual Accounts Process and Re-Appointment of External Auditors

4. Annual Report & Accounts 2011/12 and Quality Accounts 2011/12

The Chairman presented apologies from Mr Olive and stated that Mr Faulkner would be reporting on his behalf in respect of the Annual Accounts process and the re-appointment of External Auditors.

Mr Faulkner reported that there had been no problems with regard to the accounts process; it being noted that the accounts had been audited and had been given an unqualified opinion by PWC. Mr Faulkner advised that PWC would be reporting in more detail regarding the Annual Reports and Accounts and the Quality Accounts.

Mr Faulkner also reminded the Governors that the External Auditors had been appointed the previous years for two years, therefore consideration did not need to be given to re-appointment at the present time.

5. Feedback from PWC (External Auditors):-

- a) Audit Process
- b) ISA (260) Report For Those charged With Governance
- c) Report on the Quality Accounts

The Chairman introduced Stuart Baron, Manager at PWC, who reported that the timetable for the Annual Accounts process had been shorter than previous years and he reiterated the comments made by Mr Faulkner in terms of the work that had been undertaken and the standards achieved during the accounts process which were a reflection of the efforts made by the Finance Team.

Mr Baron reported that the findings identified one adjustment in relation to a new standard and one unadjusted item relating to PCT income that had been received.

With regard to the Quality Report, it was noted that two mandatory indicators and one local indicator had been reviewed and that a clean opinion had been given on the Quality Report with one recommendation in relation to the process around the C Diff indicator; it being noted that this recommendation had been made to all Trusts that had been audited by PWC.

With regard to the audit cycle, Mr Baron reported that, initially, there was a planning stage which involved reviewing the Trust's risks and producing a plan for the Audit Committee followed by a review of the controls to identify any weaknesses. It was noted that PWC had worked with the Internal Auditors and had tested the numbers within the financial statements and prepared an audit statement for the Audit Committee.

Mr Baron reported that one of the key issues in 2011/12 was the revised deadline of the 23rd April 2012 which was a week earlier than in previous years and Mr Baron reported that the Trust had performed well. Mr Baron confirmed that no control weaknesses had been identified and that the audit certificate, which included a paragraph regarding efficiency and effectiveness, provided an unqualified audit opinion for the Trust's financial statements.

At this juncture, Mr Gandhi asked about the Trust's financial risk rating. Mr Welch reported that the Annual Plan indicated that the Trust was aiming for a financial risk rating of 3 during 2012/13 and reminded the Governors that this issue had been discussed at the Governors' Annual Plan Sub-Group earlier in the year. Mr Welch further reported that there were two areas of challenge, firstly, liquidity and, secondly, the EBITDA margin which was the operational financial performance of the organisation; it being noted that these were the two areas of most concern. Mr Welch assured the Governors that the Trust would continue to maintain quality; it being noted that the Medical Director and the Director of Nursing and Quality were now guardians of quality and safety. Mr Kehoe commented that better quality care could be delivered more cost effectively and this related to pathway redesign and that the challenge would be managing change and ensuring that staff worked differently. Mr Kehoe stated that improvements needed to be made to the hospitalisation care costs and that patients needed to be better managed in the community.

The Chairman pointed out that it was important to note that the audit was in relation to both finance and quality and therefore the Trust could take assurance from this but must not be complacent.

6. Health and Well-Being Board – Consultation on Proposed Priorities

The Chairman introduced Helen Kay from Blackpool LINK who reported on the Health and Well-Being Strategy Consultation.

Mrs Kay reported that a key element of the Health and Social Care Act was a new responsibility for Health and Well-Being Boards which were currently in shadow form and which brought together health, social care and children's services to improve services for local people. It was noted that Blackpool LINK had been requested to consult on the key priorities identified in the Blackpool Joint Health and Well-Being Strategy 2012/13 and to encourage organisations and individuals to submit comments, by the 14th September 2012, either on-line, by telephone or by completing and returning the form circulated with the agenda.

The Chairman expressed thanks to Mrs Kay for explaining this important initiative and emphasised the importance of having links between health and social services. The Chairman encouraged Governors to participate in the consultation.

Mr Chapman stated that there was no context around some of the items listed and that some of the socio-demographic issues were around education and employment and queried whether this was within the remit of the Health and Well-Being Board. Mrs Kay stated that she would suggest to the Board that additional information be provided, i.e. the work being undertaken in these areas and the outcomes.

Mrs Rigg emphasised the importance of Mental Health Services and asked whether the Board consulted with partner agencies. Mrs Kay confirmed that the Board did consult with partner agencies and commented that she would welcome any feedback about other partner agencies.

Mr Chapman suggested a presentation around the structure of Health and Well-Being Boards.

RESOLVED: That the Chairman would discuss this issue with the Chairman of the Blackpool Health and Well-Being Board, together with the issue of dialogue with the shadow Board.

That Mr Kehoe would provide details of the arrangements locally, i.e. specialist commissioning, local commissioning and the Health and Well-Being Board.

9. Apologies for Absence

Apologies for absence were received as follows:-

Miss Tina Daniels – Staff Governor (Non-Clinical Support)
Mr John Bamford – Public Governor (Wyre Constituency)
Mr Roy Fisher – Appointed Governor (NHS Blackpool)
Mr Paul Rigby – Appointed Governor (Lancashire County Council)
Mr Tony Winter – Public Governor (Fylde Constituency)

At this juncture, the Chairman reported that Dr Tom Kennedy had resigned from the Council of Governors due to his resignation at the University of Liverpool and that he would be liaising with the University about Dr Kennedy's replacement on the Council.

The Chairman stated that he would be contacting the appointing bodies to discuss the role of the Governor and to obtain their views on their representatives' input on the Council.

RESOLVED: That contact would be made with the University of Liverpool about a replacement for Dr Kennedy from the University of Liverpool on the Council of Governors.

That contact would be made with the appointing bodies about the role of the Governor and input on the Council.

10. Minutes of the Previous Council of Governors Meeting

RESOLVED: That the minutes of the previous Council of Governors Meeting held on 21st May 2012 be agreed as a correct record and signed by the Chairman.

At this juncture, Mrs Smith referred to the membership item on page 13 and reported that the plastic holders for posters and membership forms had been funded by the Trust's printer.

RESOLVED: That the Trust's appreciation would be conveyed to the Trust's printer.

Post Meeting Note: The plastic holders for posters and membership forms have been funded by a firm of Solicitors (not the Trust's printers), therefore the Trust's appreciation has not been conveyed to the printers.

11. Matters Arising

i) Action List from the Council of Governors Meeting held on 21st May 2012

It was noted that the actions had either been addressed, had been included on the agenda for discussion later in the meeting or had been included on the business calendar for discussion at a future meeting.

12. Council of Governors Meetings – Action Tracking Document

It was noted that there were a few pending actions on the action tracking document but the Chairman confirmed that the outstanding issues were being addressed.

The Chairman asked whether the issue of IT access for Governors had been resolved and was advised that there were some outstanding issues. Mr Askew commented that he had IT access and that there may be difficulties with different laptops.

RESOLVED: That the issue of IT access would continue to be addressed.

At this juncture, the Chairman referred to the item relating to the Hospital At Night Team and asked Mrs Woodhouse for an update. Mrs Woodhouse reported that she had been in discussion with senior members of nursing staff, ward managers, the Director of Nursing and Quality and the Director of Operations who had assured her that in-patients were not routinely discharged from hospital later than 10.00 pm, however, if patients asked to be discharged this was usually arranged provided it was safe for them to be discharged. Mrs Woodhouse categorically guaranteed that this would not happen from a ward area and the Chairman confirmed that there was a clear policy in place.

RESOLVED: That Mrs Woodhouse would discuss with the relevant Governor outside the meeting the incident previously referred to in order that the patient concerned could be assured of the process.

Mrs Smith expressed thanks to Mrs Woodhouse for the action taken and Mr Butler assured the Governors that, following a ward visit the previous week, patients were not being discharged from hospital at night.

13. Chairman's Report:-

a) Chairman's Communications

The Chairman's report, detailing the activities that had taken place during the past few weeks, was provided for information and was self explanatory.

b) Action Plan from Deloitte's Formal Feedback Report: Governors' Workshop

The Action Plan from Deloitte following the Governors' Workshop was presented to the Governors; it being noted that some of the recommendations were included on the agenda for this meeting and that the issue relating to the role of the Governors would be addressed at the Members Seminar on the 21st August 2012.

The Chairman asked the Governors for their views regarding the timing of the formal Council of Governors' meeting, i.e. day-time, evening, day/evening of the week. Mr Chapman suggested that some meetings could be scheduled towards the end of the day, i.e. 3.00 pm to 6.00 pm.

RESOLVED: That Miss Oates would email the Governors requesting feedback on this issue.

c) Council of Governors' Sub-Groups – Proposed Membership

The Chairman referred to the five sub-groups proposed by the Governors and the proposed membership of the sub-groups.

With regard to the TOPPs sub-group, it was noted that Mrs Swift would be asked to attend one of the meetings in due course.

A request had been made at the last informal Governors' meeting for information about the NEDs' interests and skills; it being noted that it had been suggested that the NEDs be invited to attend the next informal Governors meeting to talk about their particular interests. The Chairman stated that this was a constructive suggestion.

RESOLVED: That Miss Oates would convey this request to the NEDs.

That Miss Oates would obtain from Mrs Gaynor the dates of future informal Governors' meetings.

The Chairman commented that he would be considering ways in which the Governors and the Membership could be supported.

d) Trust Constitution

The Chairman referred to the Health and Social Care Act and advised the Governors that the majority of the Act had yet to come into force and that the section relating to the new model constitution was unlikely to come into force until April 2013; it being noted that the FT Network had advised Trusts not to make amendments to the Constitution until the Act had come into force. The Chairman reported that, in view of this advice, the only amendments that had been made to the Trust Constitution were those that had been recommended by the Election Sub-Committee earlier in the year; it being noted that the relevant pages had been provided and the amendments had been highlighted in red type. A query was raised in relation to the nomination of candidates and whether the proposer and seconder needed to be members. It was confirmed that proposers and seconders did need to be members of the Foundation Trust and that this would be included within the relevant section of the Constitution.

RESOLVED: That the amendments recommended by the Elections Sub-Committee be approved, subject to including reference to proposers and seconders being members of the Foundation Trust.

That Miss Oates would amend the wording in section 9 (1) to indicate that the proposers and seconders must be members of the Foundation Trust.

That the approved recommendations would be reported at the Annual Members' and Public Meeting on the 24th September 2012.

It was noted that the proposed amendments to the Trust Constitution were unanimously approved by the Council of Governors.

e) Draft Membership Strategy

The Chairman reported that Mrs Walthew and Mr Holden had produced a succinct version of the Membership Strategy, however, he pointed out that the document had to be produced in accordance with Monitor's guidance.

The Chairman emphasised the importance of the Membership Strategy and of having an engaged membership.

The Chairman referred to the FTGA Essential Brief (18) entitled "Recruiting and Engaging with your Membership" and encouraged the Governors to read the booklet and provide comments to the Membership Committee. He highlighted, in particular, the membership in other organisations and the level of enthusiasm and stated that it would be helpful to have an informed membership at the Trust in view of possible changes in terms of reconfiguration of services.

RESOLVED: That Governors would read the booklet and forward comments to the Membership Committee, via Mrs Smith or Mrs Gaynor.

Mrs Smith commented that it was difficult to attract members in some areas and also that it should be borne in mind that the larger the membership, the more costs were incurred.

Mr Holden expressed concern that he and Mrs Walthew had spent time unnecessarily reviewing the Membership Strategy and asked if there would be an opportunity at the Wyre Constituency meeting on the 15th August to discuss the process for reviewing strategy documents; it being noted that he and Mrs Walthew had drafted a succinct document and that the existing document was intended as a working document with action points.

The Chairman stated that the Membership Strategy should be owned by the Governors and he assured Mr Holden and Mrs Walthew that their time in reviewing the document had not been wasted.

RESOLVED That the process would be discussed at the constituency meeting on the 15th August 2012.

f) Annual Members' and Public Meeting

The Chairman advised the Governors that this year's Annual Members' and Public Meeting would take place on Monday 24th September 2012 at 6.00 pm at the De Vere Hotel and that, in addition to the statutory presentations, there would be presentations from the End of Life Care Team and the Research and Development Team.

Mr Holden commented that the process regarding patient pathways was not understood by members of the public and that there was an opportunity to explain this at the Annual Members' and Public Meeting. Mr Kehoe stated that the consultation on the reconfiguration of services would provide an opportunity to explain patient pathways to the public.

g) Ratification of Nominations Committee Terms of Reference

The Chairman reported that the Nominations Committee Terms of Reference had been considered by the Nominations Committee and it had been agreed that no amendments were required. The Terms of Reference were presented to the Council of Governors for ratification.

RESOLVED: That the Nominations Committee Terms of Reference be ratified.

h) Review of FTGA Membership

The Chairman reported that the 2012/13 subscription for membership of the FTGA was due to be paid shortly at a cost of £3,300 and asked Governors for their views regarding membership. It was noted that the Governors found the membership extremely valuable.

RESOLVED: That the Trust would subscribe to the FTGA for 2012/13.

i) Elections for the Foundation Trust Governors Association

The Chairman explained the process for voting at the elections for FTGA Board Members and asked the Governors to return their ballot paper to Miss Oates at the end of the meeting in order that the deadline of 15th August could be achieved.

RESOLVED: That the Governors would complete their ballot paper and return it to Miss Oates at the end of the meeting.

That Miss Oates would return the final ballot paper to the FTGA on the 13th August 2012.

14. Chief Executive's Report:-

a) Chief Executive's Report

Mr Kehoe presented the Chief Executive's Report which included the following items:-

- Monitor Update
- QuIPP Update
- Finance Performance
- TOPPs Update
- Visit of Sir Stephen Moss and Mike Fowkes
- The Secretary of State's Mandate to the NHS Commissioning Board
- NHS Confederation Conference
- National Patient Safety Awards
- The NHS North West Leadership Academy
- Vision Update
- Board Away Day
- NIHR NHS/BioPharmaceutical Industry R & D Leadership Forum
- Carefusion Broadcast
- Clinical Commissioning Group
- Cancer Research Network
- Social Networking Update
- Official Opening of Clinical Research Centre

- Meeting with Gordon Marsden and Paul Maynard (MPs)
- Nurses Day
- Members Seminar
- Fylde Coast End of Life Care Workshop

QuIPP Update

Mr Kehoe highlighted an amendment to his report; it being noted that the under performance as at the end of June was £127k.

Vision Update

It was noted that action was being taken to ensure that that the contract continued to be delivered.

Board Away Day

It was noted that a strategy document was being drafted for consideration by the Board at the end of September, following which the document would be circulated to the Governors for comments.

RESOLVED: That the draft strategy document would be circulated to the Governors following submission to the Board at the end of September.

Social Networking Update

It was noted that the Trust had developed social networking as an important communication tool during the past twelve months and that a report had been produced which provided a brief update.

RESOLVED: That the report outlining the Trust's development in terms of social networking would be circulated to the Governors.

Meeting with Paul Maynard (MP)

It was noted that Paul Maynard had raised concerns from local residents about the car parking scheme. Mr Kehoe stated that the new scheme was a major step forward and that Mr Bell would be presenting on this issue later in the meeting.

Mr Boughton commented that he represented the Layton Ward and he had received many positive comments about the car parking scheme, in particular that the residents were looking forward to the new car park being built because it would alleviate the existing problems.

Members' Seminar

It was noted that the recent Public Question Time had presented an opportunity for dialogue between Executive Directors and members of the public about the challenges facing the Trust.

RESOLVED: That the notes from the event would be circulated to Governors.

TOPPS Update

Mrs Smith asked about the TOPPs schemes and Mr Kehoe advised that consideration need to be given to bigger schemes against the QuIPP programme but that he would not expect the downward revision to continue indefinitely.

North West Leadership Academy

Mrs Smith also asked about the Trust's costs in relation to the North West Leadership Academy. Mr Welch stated that the Trust applied an administration charge equating to £50k, therefore all anticipated costs were covered and he assured the Governors that there was no financial disadvantage in hosting the organisation.

Finance Performance

Mr Holden referred to the end of year cash balance of £12.6 million and asked whether there was a forward forecast. Mr Welch advised that there were two criteria which the Trust had to meet in terms of Monitor's risk rating, firstly, sufficient cash to support liquidity and, secondly, sufficient cash to cover up to thirty days of suppliers costs.

b) Corporate Objectives 2012/13: Quarterly Update

The quarterly update in respect of the Corporate Objectives was noted by the Governors.

With regard to C Diff, Mrs Smith asked if it was known whether the patients had been admitted with the infection. Mr Kehoe stated that any patients who had tested positive for C Diff within 48 hours of admission were known to have had C Diff on admission. Mrs Smith emphasised the importance of communicating to the public the fact that C Diff could be acquired in the community and not just in hospital. Mr Kehoe highlighted the improvements made in relation to C Diff, i.e. from 400 cases to below 51 cases for the year, but emphasised that there was still more work to be undertaken in this area, particularly in respect of hand hygiene.

With regard to the corporate objectives, the Chairman emphasised that the six elements of the Trust's values were fundamental and were being reviewed on a regular basis.

Mrs Smith referred to the number of patient falls referred to in the Safety section which indicated both 191 and 6. Mrs Aubrey reported that the trajectory was 6.

RESOLVED: That Mrs Aubrey would check the figures and advise the Governors accordingly.

Mr Chivers referred to the number of infections and pointed out that visitors should be discouraged from sitting on the patient beds and should be encouraged to observe the hand hygiene rules.

c) Fylde Coast Public Consultation Update

It was reported that the consultation, which was being led by NHS Blackpool, had been further delayed; it being noted that the latest position was that the consultation would commence in September 2012. It was further reported that there would need to be involvement from the recently established CCGs.

d) Quarterly Finance Report (1st April to 30th June 2012)

The quarterly finance report for the period 1st April to 30th June 2012 was provided for information.

e) Quarterly Performance Report (1st April to 30th June 2012)

The quarterly performance report for the period 1st April to 30th June 2012 was provided for information.

Mrs Oliver reported that there had been challenges in terms of achieving the 62 day cancer target but was pleased to report that the quarterly standard for Quarter 1 had been achieved.

It was noted that the Trust was about to launch a communications campaign to encourage patients to take up their appointment within two weeks.

f) Transformation of Patient Pathways:-

The update report, which was self explanatory, was noted by the Governors.

It was noted that a Governor representative was required for the Transformation Programme Board.

RESOLVED: That Mrs Smith would seek a volunteer from amongst the Governors to join the Transformation Programme Board.

g) Mortality Update:-

- Mortality Rates – Out of Hours
- Mortality Reduction Action Plan

The Mortality Reduction Action Plan was provided for information.

Governors were advised that there were still concerns about coding issues. Mr Kehoe explained the different methodology used by CHKS (RAMI) and Dr Foster (previously RAMI and now SHMI); it being noted that the new measure (SHMI) included deaths in the community within 30 days of discharge from hospital. Mr Kehoe explained that the other key issue was clinical engagement and the need to encourage clinicians to take more ownership in terms of writing comments in case notes and improving the documentation within case notes.

Mrs Smith asked about training doctors in terms of coding. Mr Kehoe stated that improvements were being made in respect of education and training and that clinicians were being asked to take more ownership.

Governors were advised that Mr Steven Bloor had been appointed to the post of Associate Director of Clinical Information and that one of his key tasks was to ensure that improvements were made in respect of clinical coding. Mr Kehoe advised that discussions were taking place with AQuA about research in this area. Mr Chapman stated that primary research could benefit the Trust and asked whether the Trust was set up academically for this. Mr Kehoe confirmed that a more academic approach was needed.

Mrs Harte referred to admissions from rest homes and nursing homes and asked whether residents were brought into hospital to die. Mr Kehoe stated that the Trust had the highest hospitalisation rates in the country and explained that the End of Life Care Team had undertaken a significant amount of work in this area and that part of the work relating to transformation of pathways involved the provision of services to patients in rest homes/nursing homes and supporting patients who wish to die in rest homes/nursing homes.

Mrs Oliver reported that work was currently being undertaken in relation to education and training in rest homes/nursing homes with the aim of producing an agreed standard of care and clinical performance indicators, together with an information pack; it being noted that improved dialogue was needed with nursing homes/rest homes and GPs because if plans were not in place, the staff would dial "999".

The Chairman stated that the level of discussion indicated the importance of clinical coding and pointed out that rigorous investigations were on-going which, hopefully, would result in a better understanding of the numbers.

h) Serious Untoward Incidents

Mr Kehoe reported, confidentially, on the serious untoward incidents which had occurred since the previous Council of Governors Meeting.

The Chairman assured the Governors that all incidents were thoroughly investigated.

The Chairman stated that any general comments from Governors would be addressed but that individual cases could not be discussed.

i) Board Assurance Framework Summary

j) Corporate Risk Register

The Board Assurance Framework and Corporate Risk Register were provided for information.

k) Patient Experience Report – Quarter 1

It was noted that this item would be the subject of a presentation by Mr Jebb later in the meeting.

l) Clinical Audit Update

m) Vision Programme Update

The Clinical Audit Update and Vision Programme Update were provided for information.

7. Capital Developments/Main Entrance/Car Park Update

Mr Bell gave a detailed presentation outlining the plans for the new Main Entrance and Multi-Storey Car Park and also the current position in respect of other major projects (slides attached).

The Chairman expressed thanks to Mr Bell for his presentation and to Mr Bell and his team for the work undertaken on the project and for ensuring that it was financially sustainable.

Mr Chapman suggested informing patients and residents about the proposed additional car parking capacity. Mr Bell confirmed that the total increase in car parking spaces would be 1095. Mr Chapman commented that some staff would probably continue to park on the road to avoid car parking fees. The Chairman stated that this would need to be addressed by the HR Department as part of staff members' contracts.

Mr Longstaff commented that good public transport was needed, particularly to Blackpool Victoria Hospital.

RESOLVED: That Councillor Boughton would address the issue about transport with the Council.

At this juncture, Mrs Woodhouse referred to the single rooms for patients and the issue of non-observable bed areas. Mr Bell confirmed that the designs had been signed off by the team in terms of the number and style of single bedded areas.

Mr Holden asked whether consideration had been given to alternative energy supplies and Mr Bell responded that the new building regulations enforced work to be carried out in the right way, i.e. high source efficient heat.

Dr Kane referred to the communication emailed to staff the previous week regarding the demolitions and asked about the provision to replace the current Medical Photography Department and the three blocks of flats. Mr Bell advised that the three blocks of flats were under-utilised.

Mrs Smith referred to the centres of excellence and asked whether there were any plans to provide accommodation for relatives travelling from outside the area. Mr Bell advised that, at present, facilities were provided for relatives of cancer patients.

It was noted that information about the new Main Entrance and Multi-Storey Car Park would be on display at the Annual Members' and Public Meeting.

8. Patient Experience Revolution Update

Mr Jebb gave a presentation regarding the Patient Experience Revolution and highlighted the key points (slides attached).

Mrs Smith asked whether consultants were involved in the project and was advised that the project involved all levels of staff from consultants to house-keepers.

Mr Chapman asked how the project worked with members of staff who had not received training, i.e. x-ray, and was advised that all groups of staff would be trained and would start to understand the language.

The Chairman commented that this was a positive project and staff wanted to be involved.

Mr Holden asked how staff from outside the hospital but within the team could be included and Mr Jebb confirmed that the project was being rolled out to all relevant staff.

Mrs Lewis stated that she had spoken to Mr Jebb about undertaking an analysis of each complaint relating to attitude and communication and isolating particular teams in the community where data indicated that those teams were interested in early participation in the programme. It was confirmed that community hospitals were included in the programme roll-out and that clinicians would be involved in due course as part of the early implementers project.

RESOLVED: That Mr Jebb would report progress at a future Council of Governors' meeting.

15. Membership Report – Mrs Smith to report:-

a) Membership Update

The membership update was provided for information.

b) Items Referred from the Membership Committee Meeting held on 30th July 2012

Mr Longstaff, who chaired the Membership Committee meeting in Mrs Smith's absence, stated that there was nothing to report to the Council of Governors.

At this juncture, the Chairman again referred to the Essential Brief from the FTGA entitled "recruiting and engaging with your membership" and reiterated that some of the initiatives should be considered and implemented by the Membership Committee.

The Chairman stated that membership recruitment was a common problem and, hopefully, lessons could be learnt from other Foundation Trusts.

Mr Longstaff suggested involving high profile people with the Trust.

c) FTGA Feedback

There was no feedback in relation to the FTGA.

16. Issues Raised by Governors:-

a) Provision of 16 to 18 Year Old In-Patients in the Women's and Children's Unit

Mr Longstaff commented that one of the Manchester hospitals provided an Oncology Unit for 16-24 year old patients and stated that there were concerns amongst the Governors about the sensitivities around young patients being admitted to either a Children's Ward or an Adult Ward and the level of choice available to young patients.

With regard to 16-17 year old patients, Mrs Oliver reported that the A & E team would instigate a conversation with the Matron in Paediatrics if it was considered more appropriate for the patient to be accommodated in a Children's Ward, or vice versa, and a risk assessment would have to be undertaken. Mrs Oliver stated that the decision was based upon age and competency and whether the patient was competent to choose for himself/herself.

17. Feedback Reports:-

a) Feedback from Governors' Attendance at Board Meetings:-

Feedback from Governors' attendance at Board Meetings was noted as follows:-

- 30th May 2012 - Mr Winter
- 27th June 2012 - Mrs MacDonald

Specific reference was made to the subject of information governance which was of particular interest.

The Chairman stated that feedback from the Governors was important and that their comments on the pro-forma were considered and actioned where appropriate.

b) Feedback from the Formal Patient Safety Walkabouts:-

Feedback from the formal patient safety walkabouts was noted as follows:-

Theatres – 11th June 2012 – Mr Allcock

- The visit had been interesting.
- Mr Welch and Mrs Becker were in attendance.
- The attendees were shown around by an extremely enthusiastic Ward Manager who highlighted the problems and the action being taken to resolve them.
- There appeared to be difficulties with skill mix, i.e. more trainees than skilled surgeons. The attendees had been advised that action was being taken to train these doctors to ensure that they had the skills required for a greater spectrum of operations.
- There was a problem with regard to locating the appropriate stock that was needed for the wide field of operations undertaken and it was identified that particular provisions were not in stock and that Mr Welch had agreed to take action.

Ward 8 – 13th July 2012 – Mr Butler

- The visit included a talk with the staff and a visit to the ward which was a new isolation ward.
- Mr Bell was in attendance.
- The conversation with staff highlighted a few problems, i.e. airlock system, toilet seat, mirror, sink area and paper hand-towels, all of which were being addressed.
- The staff pointed out other items, i.e. signage for hand-washing, intercom system.
- There had been one patient harm which was due to the disability of that particular patient.
- The system for hand-over of information about patient harms was being monitored.
- There was concern about unqualified staff working some shifts and the fact that some procedures could not be carried out due to inadequate staffing.

Ward 18 – 9th August 2012 – Mr Butler

- The visit included a talk with the Ward Manager who highlighted some staffing difficulties, in particular inadequate staffing to carry out certain procedures.

- There had been 36 slips, trips and falls during the period referred to, 8 of which were recent, and all of which had been recorded.
- The issue about turnover of staff had been resolved.
- There had been one medication error, whereby the patient had not been given medication for three days.

The Chairman stated that the patient safety walkabouts had highlighted some important issues and therefore they were worthwhile and he encouraged the Governors to volunteer to attend future patient safety walkabouts.

c) Feedback from the North West Governors' Forum held on 12th July 2012

The written feedback from Mr Gandhi had been circulated at the start of the meeting and was noted by the Governors.

18. Standard Reports – Mr Johnson to report:-

a) Items to be Reported to the Board of Directors

There were no specific items to be reported to the Board of Directors.

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

The following items had been recommended for decision or discussion by Trust committees:-

- Membership Committee – FTGA Essential Brief (18) entitled "Recruiting and Engaging with your Membership".
- Wyre Governors' Meeting (15th August 2012) – Membership Strategy.

c) Annual Work Plan

The Annual Work Plan was provided for information.

d) Attendance Monitoring

The attendance monitoring form was provided for information.

e) Motions or Questions on Notice

It was noted that the two items submitted via email on the 10th August 2012 would be deferred to the Council of Governors meeting in November 2012 as follows:-

- How are we going to prepare the Council of Governors to meet their additional duties outlines in the Health & Social Care Bill?
- PEAT Mini-Audit – Update on Progress.

At this juncture, Mrs Woodhouse invited the Governors to attend the Older Peoples Forum at the beginning of September which would highlight the work around nutrition and dignity.

f) Urgent Motions or Questions

There were no urgent motions or questions.

g) Declaration of Confidentiality

RESOLVED: That items 14 (h) and 14 (m) be declared confidential under the Freedom of Information Act.

h) Date of Next Meeting

The next meeting will take place on Monday 12th November 2012 at 9.30 am in Room 4, Education Centre, Blackpool Victoria Hospital.

At this juncture, the Chairman reminded the Governors about attending the Annual Members' and Public Meeting.

Mr Allcock thanked the Chairman for chairing the meeting and commented that the agenda had improved.