

Minutes of the Blackpool Teaching Hospitals NHS Foundation Trust  
Council of Governors Meeting held on Wednesday 31<sup>st</sup> January 2018  
at 2 pm in the Boardroom, Trust Headquarters, Blackpool Victoria Hospital

Present: Mr Ian Johnson – Chairman

Council of Governors

Public Governors:-

Mrs Beverley Clark - Blackpool Constituency  
Mrs Sue Crouch – Wyre Constituency  
Revd David Crouchley – Lancashire & Cumbria Constituency  
Mrs Adele DeVito – Blackpool Constituency  
Mrs Sheila Jefferson – Fylde Constituency  
Mr Zacky Hameed – Blackpool Constituency  
Mr George Holden – Blackpool Constituency  
Mrs Heather O'Hara – Blackpool Constituency  
Mrs Patricia Roche – Blackpool Constituency  
Mr Graham Stuart – Fylde Constituency

Staff Governors:-

Mrs Tina Daniels - Non-Clinical Support Constituency  
Mrs Jenny Gavin - Clinical Support Constituency  
Dr Ranjit More – Medical and Dental Constituency (for items 1 to 7d (including 7f))  
Mr Michael Phillips - Community Services (North Lancashire) Constituency

Appointed Governors

Dr Amelia Hunt - Lancaster University  
Dr Deborah Kenny - UCLAN  
Councillor Martin Mitchell - Blackpool Council  
Mr Steve Winterson - Lancashire Care NHS Foundation Trust

In Attendance: Mrs Wendy Swift - Chief Executive  
Mr Tim Bennett – Deputy Chief Executive/Director of Finance and Performance  
Mrs Karen Crowshaw - Non-Executive Director  
Mrs Marie Thompson - Director of Nursing & Quality  
Mrs Mary Whyham - Non-Executive Director  
Mr Matthew Burrow - Head of Corporate Assurance  
Miss Judith Oates – Corporate Assurance Manager/Foundation Trust Secretary  
Mrs Jacinta Gaynor - Membership & Governors Officer (minutes)

At the beginning of the meeting the Chairman welcomed all Governors. He introduced Mr Graham Stuart, Public Governor for Fylde Constituency, and welcomed him to his first meeting.

The Chairman informed the Governors that item 7f (Nominations Committee Recommendations), would be brought forward on the agenda and the Non-Executive Directors present and himself would leave the meeting.

At this juncture, the Chairman commented on the recent death of Mr Jimmy Armfield. He stated that he only had praise for the work that Mr Armfield had undertaken within the health economy across the Fylde Coast and that it had been a privilege to work with him. The Chairman stated that Mr Armfield had been a driving force for many projects, such as the Dementia Corridor, the refurbishment at Clifton Hospital and had visited Blackpool Victoria Hospital on many occasions. The Chairman invited Mrs Swift to say a few words.

Mrs Swift stated that she had worked with Mr Armfield for many years, that he had been a Non-Executive Director in the Community Trust and the Hospitals Trust for approximately 8 or 9 years until he retired in 2006. She stated he had been a powerful force in setting up the South Shore Primary Care Centre, where his wife had formerly worked as a Sister on the Orthopaedic wards. He had opened the Day Case Surgery Unit at Blackpool Victoria Hospital with Sir Alex Ferguson. Mrs Swift commented that Mr Armfield had been a great friend to the NHS and that he would be missed by everyone.

1. Register of Interests

It was noted that there were no declarations of interests from the Governors in relation to the agenda items for this meeting.

2. Apologies for Absence

Apologies for absence were received from Mr Peter Farrington, Mrs Camilla Hardy, Mr Ian Owen, Mr Robert Hudson, Mrs Betty Ray, Mrs Pat Oliver, Mrs Michelle Smith, Mrs Sharon Vickers and Mr Anthony Winter.

The Chairman noted that the meeting was quorate.

3. Value of the Month

The Chairman reported that the Value of the Month for December was "People-Centred" – take time to value differences. He asked Governors whether they had witnessed, or wished to raise, any specific issues relating to the Value of the Month.

The Chairman stated that a good example had been given at the Board Meeting in Public that morning and invited Mrs Swift to report. Mrs Swift reported that staff who had been on duty during the Christmas and New Year period had worked tirelessly to provide a safe, high quality service. She stated that some staff had cancelled their annual leave to work and volunteers had worked to support staff. Mrs Swift stated that recognition should be given to all involved.

**RESOLVED: That recognition be given to all staff and volunteers who had worked over the Christmas and New Year period.**

Mr Holden stated that he recently attended the Smartcard Department to have ID checks completed to set up his new email account. He was very impressed with the speed and accuracy of their work, especially with the high amount of work coming into the department. He wanted his thanks to be passed on to the staff for making the process a very smooth one.

**RESOLVED: That Mr Holden's thanks would be forwarded to the Smartcard Department.**

7. f) Nominations Committee Recommendations

The Chairman stated that Mrs Sue Crouch would now give feedback from the Nominations Committee.

At this point, the Chairman and the two Non-Executive Directors present left the meeting.

Mrs Crouch reported that both Mrs Hardy and Mr Winterson had been unable to attend the Council of Governors meeting, therefore she would provide feedback to the Governors on the recommendations from the Nominations Committee meeting held on 26<sup>th</sup> January 2018. She stated that Mr Alan Roff, Non-Executive Director, had chaired the meeting. She reported that the Nominations Committee was responsible for the recruitment process of a new Chairman but that it would be the Governors' appointment and the recommendation from the Nominations Committee would be presented to a meeting of the Council of Governors for ratification.

Mrs Crouch stated that the Nominations Committee would be adopting an honest and transparent process, inclusive of the Governors and stakeholders. She further stated that discussions would take place between Governors and stakeholders across the health economy to consider all the current changes, which may result in changes being made to the job description and role of the Chairman.

Mrs Crouch reported that the following recommendations had been made:-

- i) To advertise the post in April 2018, to allow time for Governor/stakeholder discussions;
- ii) To place a national advert to seek candidates;
- iii) To consider engaging a recruitment agency to project manage the process;
- iv) To shortlist candidates following a recruitment and selection process.

Mrs Crouch reported that during the Nominations Committee meeting, Mr Winterson had expressed concerns around diversity. He had requested assurance that the recruitment agency would advertise across a diverse spectrum.

It was noted that, in the meantime, the Nominations Committee recommended that, in-line with the Trust's Constitution, Mrs Crowshaw be approached to act as Interim Chairman during this period.

Mrs Crouch stated that as the process developed it may be necessary to hold extraordinary meetings of the Council of Governors, therefore, dates were to be placed in the diary for the end of February and the third week of March. Miss Oates confirmed that dates would be confirmed by email. Mrs Crouch requested that all Governors ensure these dates were placed in their diaries. She asked if there were any questions.

Councillor Mitchell asked for confirmation whether Mrs Crowshaw was interested in applying for the substantive role of Chairman. It was confirmed that this was not known at this point in time. Councillor Mitchell also asked about the salary for the role and how much money would be spent on the recruitment process? Mrs Swift confirmed that the Chairman's salary was currently £50k and that the salary for the new role would be considered by the Nominations Committee. Mr Burrow confirmed that this had been market tested against other Trusts at the time of appointment and had been benchmarked with NHS Providers. Mr Bennett confirmed that a quotation for recruitment support would normally be between 15-20% of the first year's salary.

Mr Stuart stated that 'head hunters' were generally not successful as they were not socially inclusive and tended to only look at Chairs of other Trusts. He felt that there would be no guarantee of finding a suitable candidate after the Trust had spent a lot of money on the process. Mrs Crouch stated that if the Trust engaged a recruitment agency they would have to respond to the brief from the Trust. Mrs Swift confirmed that it was only a suggestion to use a recruitment agency. She confirmed that it would be the Governors' decision to appoint a new Chairman and perhaps it would be a good idea to source two or three good recruitment agencies and the Nominations Committee could interview and select the best company to engage.

Mrs O'Hara pointed out that a recruitment agency would guarantee attracting candidates to ensure they received payment, however those candidates may not always be the best person for the role. Mrs Swift confirmed that the process would also involve advertising widely across the country for people to apply; it would not necessarily just be people who had been 'head-hunted' by the agency.

Mrs Crouch assured Governors that it was important to consider the costs involved but that the Trust would gain several quotations. She emphasised that it was important to be successful first time around and to ensure the best candidates were considered.

Mr Phillips enquired if anyone from the Human Resources (HR) Department had been involved in the discussions at the Nominations Committee meeting. Mrs Crouch confirmed that there would be input from HR as the process evolved. Mrs Swift stated the Nominations Committee consisted of three Governors, one Non-Executive Director and herself and that she would oversee the HR process along with the assistance of the Interim Director of Workforce. She also confirmed that a recruitment agency had been engaged when Mr Johnson had been recruited.

Dr More reported that it was a small market and that not many people were interested in such roles.

Mr Phillips asked for confirmation whether the job description and contract for the role would be advertised as it was currently? Mrs Crouch confirmed that the Nominations Committee planned to set up meetings with stakeholders and Governors to discuss the job description and person specification as both may require changes due to the current health economy changes. She stated that it was important to involve partner organisations, such as the local CCGs, and Non-Executive Directors, Executive Directors and Governors to gain their feedback and insight.

Dr More enquired if the re-organisation would affect the term of office of the Chairman. Mrs Swift confirmed that the Trust was governed by its Constitution and first and foremost this would be a Trust appointment.

Discussion took place around the NEDs' terms of office and reference was made to national best practice and the Trust Constitution and it was noted that further advice was to be obtained.

Mrs Crouch asked Governors whether they would be interested in establishing a working group for the Chair recruitment or whether the whole Council wished to work together.

**RESOLVED: That expressions of interest be requested from Governors to join a working group for the recruitment process.**

Mrs Daniels asked if any ideas had been formed about how to tackle diversity, such as the wording of the advert. It was confirmed this had not yet been actioned. Mrs Swift stated that Mr Winterson had been very concerned about the diversity issue and that he would bring information to the next Nominations Committee meeting. Mrs Daniels stated that there was standard data and she was happy to share this with Governors.

**RESOLVED: That Mrs Daniels would share the standard diversity data with Governors.**

Dr Hunt stated that it would be helpful to have information on the recruitment strategy and process. Mrs Swift confirmed that the recruitment agency would confirm the brief supplied by the Trust and a timeline for the process.

Mrs Crouch enquired from Miss Oates whether everything had been covered in relation to the recommendations from the Nominations Committee and the recruitment process going forwards. Miss Oates confirmed that everything had been covered and plans were in place.

At this point, the Chairman and both the Non-Executive Directors returned to the meeting.

4. Minutes of the Previous Council of Governors Meeting

Mrs Gaynor stated that Mr Keith Case had emailed the below amendment for the minutes in relation to item 7 (b) – Non-Executive Director Appointment: Background and Previous Roles (page 9):-

“Mr Case stated that he had been a professional engineer in the early part of his career and for the past 10 years had worked in senior commercial roles in the nuclear and utilities sectors with responsibility for major procurement projects.”

**RESOLVED: That subject to the above amendment, the minutes of the previous Council of Governors Meeting held on 1<sup>st</sup> November 2018 be agreed as a correct record and signed by the Chairman.**

5. Matters Arising

a) Action List from the Council of Governors Meeting held on 1<sup>st</sup> November 2017

The Chairman reported that out of the 17 items in total on the action list, 15 items were complete and 1 item was not yet due which related to:-

- Presentation to the Governors Strategic Focus Group (GSFG) on the UoR report due to be published at the end of March 2018. It was noted that this had been added to the GSFG work plan.

One item had not been completed within date for delivery (red) which related to:-

- Feedback from NHS Providers Course – it was noted that this had now been actioned.

**RESOLVED: That the item relating to the feedback from NHS Providers Course could now be closed.**

b) Action Tracking Document

The Chairman reported that there were 2 items on the action tracking document both not yet due:-

- Opening the Governor In-house training sessions to other Trusts across Lancs/Cumbria areas.
- Including training on the RAG system within the in-house training programme.

6. Minutes of the Extraordinary Council of Governors Meeting held on 28<sup>th</sup> November 2017

**RESOLVED: That the minutes of the Extraordinary Council of Governors Meeting held on 28<sup>th</sup> November 2017 be agreed as a correct record and signed by the Chairman.**

7.

Items for Discussion/Approval

a) Strategy Update and Feedback from Governors Strategic Focus Group (GSFG) Meeting held on 9<sup>th</sup> January 2018

i) Care Quality Commission Update and Use of Resources Assessment

The Chairman stated that Mrs Thompson would give an update on the recent CQC Inspection. He stated that a huge amount of work had taken place in preparing for and taking part in the inspection and he thanked the Governors for their part in the inspection.

Mrs Thompson stated that the CQC Inspection had consisted of a Community Services inspection, Use of Resources inspection and Well-Led inspection. Throughout the process feedback had been provided and the constant message was that staff were a credit to the organisation. She commented that the inspectors had seen the Trust during its busiest time, coping with winter pressures, which had provided the CQC inspectors with a very honest and transparent view of the Trust. Positive feedback had been provided on areas such as staff, strategy of the organisation and the improvement work in place and that the Trust was well led.

Mrs Thompson confirmed that, following the previous inspection, areas had been identified which required improvement such as, A&E, AMU and pathways and this had resulted in regulated action in relation to mental health patients. The CQC inspectors had thoroughly looked at the work being undertaken to improve this area and they had noted improvements in pathways.

Mrs Thompson stated that the next steps would be for the Trust to receive a new style report and she confirmed that a draft would be sent to the Trust in February 2018, which would provide a sense of the Trust's rating. The Trust would then have 10 days to provide feedback on the report and this would then be subject to agreement and published by the end of March.

Mrs Thompson stated that the organisation could not have asked any more of the staff and had encouraged staff to be open and honest with the inspectors.

Mrs Thompson stated that a number of improvements had been undertaken in transferring mental health patients to The Harbour, however, the Trust would have to consider any physical needs prior to any transfer taking place. She explained that on the Mental Health Decision Unit staff worked together with colleagues from Lancashire Care NHS FT to determine medically at risk patients and to ensure those patients at increased risk were offered support and assessment.

Mrs Roche stated that the Trust needed to ensure that people were aware of the good work being undertaken in dealing with patients who had very complex conditions. Mrs Thompson agreed and stated that there was really good work with children by the Child and Adolescent Self Harm Enhances Response (CASHER) Team who worked across the health and social economy. She stated that the Team operated an in-reach service within the A&E Department and gave support to patients and signposted them to other services. It was noted that this had resulted in a decrease in children presenting with serious mental health conditions. Mrs Roche stated that the media should be aware. The Chairman confirmed that press releases were sent in relation to such services. Mrs Thompson also confirmed that the CASHER Team had been nominated for an award.

ii) Governors Strategic Focus Group: Revised Terms of Reference

The revised GSFG Terms of Reference were presented for ratification.

**RESOLVED: That the GSFG revised Terms of Reference were ratified.**

iii) Governors Strategic Focus Group: Feedback Form

The Chairman confirmed that the feedback form had been noted and previously been circulated with the agenda papers.

b) Lancashire & South Cumbria Pathology Collaboration Project

The Chairman stated that the report had been presented to the GSFG meeting held on 9<sup>th</sup> January 2018 and had been circulated with the agenda papers for information. Mr Bennett confirmed that a business case was being developed and there was no further update.

c) Finance Update

Mr Bennett stated that in Month 9 the Trust had not achieved the financial position required to qualify for the Transformation Funding as discussed at the Board Meeting in Public that morning. He confirmed that the outlook for the year was still very challenging. The Finance Committee had met on 24<sup>th</sup> January 2018 where the challenges for 2018/19 had been discussed and he stated that the Trust would be reliant on non-recurrent savings again this year. He confirmed that under national planning guidance the Trust was expected to achieve its control target. Mr Stuart enquired about the outcome of not achieving the control target and Mr Bennett confirmed that the Trust would have £9.5m of funding removed.

d) BFW Management Ltd Update

Mrs Thompson stated that Atlas was a subsidiary company of the Trust, which had been set up in March 2017 to provide Facilities Management Services. She confirmed that the report had been the result of an action from the GSFG, which had been monitoring the transformation throughout the past year. She stated the report gave some background relating to the set-up of the company and the first year objectives had been set as detailed on page 2 of the report. She commented that in her capacity as Client Director for the Trust, she believed that a good working relationship had been established with Atlas.

She confirmed that Atlas was contractually committed to deliver a service, which was set against 32 key performance indicators (KPIs) and these targets provided assurance that Atlas was meeting the required target service standards. It was noted that if targets were not met, a penalty deduction would be applied. Mrs Thompson stated that when the model was established not all aspects had been perfect and issues had been discussed and lessons had been learned. The latest financial position indicated a surplus after tax of £283,000. The CIP delivered for the Trust would equate to approximately £713,000 and the final value would be agreed at the close of Year 1. In relation to service improvements, Mrs Thompson stated there were positive work opportunities that Atlas could lend itself to and examples of these were detailed in Section 5 of the report.

Mrs Thompson summarised that the objectives for the model had been achieved within Year 1 but that further performance and quality improvements must take place in Year 2. This would be achieved by monitoring and reviewing KPIs in-line with national benchmarks for similar services. She stated it had been a learning process for both organisations and hoped this information provided Governors with an overview of progress and plans for both organisations.

Mr Holden questioned the final bullet point in Section 2, which read:-

“Subject to Board approval, over the next quarter, Atlas will gain additional EBME consumables and bed stock management for the Trust.”

He enquired whether there was already a contract in place for bed stock management. Mrs Thompson confirmed that a business case had been written to include this within the Atlas remit. Mr Bennett stated that the contract needed to be managed and this was currently under Procurement, however, for safety reasons it would be more appropriate to be managed by Atlas.

Mr Holden stated that the principle of the NHS was to be publically accountable and enquired how this fitted in with the new model. The Chairman stated there was a chain of accountability from the Atlas Board to the Trust Board and from the Trust Board to Governors. Mr Bennett confirmed that the Trust was required by law to publish annual accounts which would consolidate accounts relating to Atlas.

Mr Holden stated that the summary read very well but indicated a lot of learning was required to maintain the model. Mrs Thompson stated she was fully satisfied that Atlas had fulfilled its objectives in terms of the set-up arrangements and had improved their services on offer; in fact she believed they had delivered over and above what had been required. She reported that Atlas had carried out cladding inspections, power house maintenance, out-of-hours response as expected and had resolved a steam duct flood with no issues in response times. She continued that in building any new relationships there was always a level of learning on both sides.

Mrs Roche pointed out that as Atlas was a commercial company there was a different ethos in place to that of the NHS and if this model was to be rolled out for other services it would place staff in similar situations. She enquired how the Trust planned to manage this. Mrs Thompson stated that staffing contracts had been discussed by the Board and the Terms and Conditions for newly recruited Atlas staff were in-line with industry standards. If the Trust decided to roll out similar models it would be under the transformation agenda with financial pressures taken into account. She confirmed that the Shareholder Panel would consider these decisions in relation to Atlas.

The Chairman reported that at the Board meeting that morning approval had been given for Atlas staff to remain as staff members of the Trust for Foundation Trust membership purposes.

Mr Phillips enquired which KPIs had not been met. Mrs Thompson stated that this report did not give a full annual review and therefore such detail had not been included.

The Chairman agreed that subject to the end of year report not being commercially sensitive, it would be shared with Governors.

**RESOLVED: That the end of year report for Atlas be shared with Governors subject to any matters being redacted.**

e) Appointment of External Auditors

The Chairman stated that a report had been emailed to Governors on Tuesday 30<sup>th</sup> January 2018 seeking approval from the Governors to approve the award of contract to PwC as the Trust's provider of External Audit Services for the period 1<sup>st</sup> June 2018 to 31<sup>st</sup> May 2018. He invited Mr Bennett to report.

Mr Bennett informed the Governors that a procurement exercise had been undertaken for the provision of External Audit Services in partnership with Procurement colleagues NHS Shared Business Services (NHS SBS).

Mr Hameed stated that he had concerns about employing PwC due to the fact that he had heard reports that the company had been banned from certain activities in both India and New Zealand. Mr Bennett stated that PwC was an international company and that his assessment of the work they had completed for the Trust was satisfactory.

Mr Bennett confirmed that a process had been completed and this would allow the Trust and CCGs to explore a joint tender in 2019, which could have advantages such as the verification of transactions from both sides would be made easier.

Mr Phillips recalled there was some recommendation to refresh auditors after a certain amount of time. The Chairman and Mr Bennett confirmed this was on a 6 yearly basis.

The Chairman asked the Governors if they were in agreement with the recommendations contained in the report.

**RESOLVED: That the recommendation for the appointment of PwC as the External Auditor be ratified.**

8. Chairman's Report

a) Chairman's Update

The Chairman stated that his report had been circulated with the agenda papers. He stated that if any Governors wished to speak with him about the content of the report they should contact him outside the meeting.

**RESOLVED: That any Governor who wished to speak about the content of the Chairman's Update Report should contact him directly.**

b) Feedback from Board Committee Meetings: Quality Committee / Finance Committee / Strategic Workforce Committee

The Assurance Reports from Committee Chairs were circulated during the meeting.

Mrs Crouch gave the following feedback as the observer on the Quality Committee. She stated that the meeting had a full agenda. She stated that as a lay person she found it difficult to understand and absorb the amount of data presented. There were two ongoing challenges, namely, waiting lists and increased demand on A&E services.

She commented that the timing of the feedback forms being circulated should be reviewed so that they tied in with being circulated prior to the Council of Governors meetings and the Chairman agreed.

**RESOLVED: That Mrs Gaynor and Miss Oates would review the process for obtaining feedback forms in a more timely manner.**

c) Feedback from NHS Providers Governor's Advisory Committee Election

The Chairman stated that a report had been circulated with the agenda papers to explain the process of the election to NHS Providers Governors Advisory Committee (GAC). He gave some background on previous elections, it being noted a Governor from this Trust had never been elected to the Committee. He reported that, as a result of the election, Mr Ian Owen had been nominated as the Trust's candidate.

d) Election Process: Lead Governor/Deputy Lead Governor

The Chairman stated that a report had been circulated with the agenda papers to give feedback on the election process for the Lead Governor and Deputy Lead Governor roles.

Mr Burrow confirmed that the formal approach of obtaining expressions of interest had provided a smoother process, which would be consistently followed. He stated that a Task and Finish Group would be set up to review and improve the election process.

The Chairman stated that it was good to have the views and positive engagement from the Governors.

**RESOLVED: That expressions of interest be sought from the Governors to take part in a Task and Finish Group to review and improve the election processes.**

e) Trust Constitution: Feedback from Governor Task & Finish Group

The Chairman stated that a report had been circulated with the agenda papers which outlined the proposed changes to the Trust Constitution. He stated that the report had been presented at the Board Meeting in Public that morning and the recommendations had been approved. It was noted that some items required further consideration by the Task and Finish Group.

Mrs O'Hara queried the removal of Blackpool Citizens Advice Bureau (CAB) and queried the Fylde representation. The Chairman stated there was no current vacancy within the Fylde Constituency and it was confirmed that the three Governors for Fylde were Mr Tony Winter, Mrs Sheila Jefferson and Mr Graham Stuart. The Chairman confirmed that Blackpool CAB had been invited to nominate a representative Governor but one had not been forthcoming. He also confirmed that the Blackpool CAB held regular sessions on the mezzanine in the hospital's main reception.

Mr Hameed queried when the document had last been updated. Mr Burrow confirmed that the Trust's Constitution document was a live document and would be continually updated and would be included on the Council of Governors agenda periodically for approval. Mr Hameed also queried why there was no representation from Blackpool & the Fylde College. The Chairman again confirmed that the college could be invited to nominate a representative under the School/College Governor.

At this point, there was some discussion around the debate that had taken place during the Task and Finish Group meeting around how the Trust had allocated the number of Governors to each constituency based on population. However, it was noted that this process was no longer consistent across the constituencies. It was agreed that this would be further looked into by the Task and Finish Group.

**RESOLVED: That the Constitution Task and Finish Group would further debate the allocation basis of Governors per constituency.**

The Chairman asked if the Governors agreed with recommended amendments as per the report. The Governors agreed to approve the amendments.

**RESOLVED: That the recommended amendments in the report be made within the Trust's Constitution.**

f) Governor Training and Development: Feedback from the Governor Task and Finish Group.

The Chairman apologised for the length of time it had taken to implement Governor Training and Development. He stated that a report had been circulated with the agenda papers and that there were two options to be discussed.

At this point, Mr Holden stated that the report did not entirely reflect the discussions or the decisions made during the meeting. Mrs Clark stated that it had been well documented that learning over an eight hour day was not educational. It was suggested that the sessions would be better in small groups and should be made more interactive. The Chairman stated that it was in the hands of the Governors to decide the best option. Mr Burrow stated that option 1 offered those opportunities. Mrs Swift asked the Governors if they agreed to delegate authority to the group to decide on how to implement ideas in option 1.

**RESOLVED: That the Task and Finish Group be given delegated authority, by the wider Council of Governors, to finalise the training.**

There was a brief discussion about the in-house training being mandatory and that Governors would be required to give their full commitment to complete the training, certainly to the mandatory elements of the training. The in-house training would be built in to the induction for any new Governors in the future. It was suggested that Governors could receive a certificate of attendance.

**RESOLVED: That a paper be presented to the Council of Governors on the final training, in order that the mandatory elements be agreed.**

g) Governor Declarations 2018-19, Confidentiality Code of Conduct and Information Governance Mandatory Training

The Chairman stated that a report had been circulated with the agenda papers. He informed Governors that it was a requirement of the Trust to ensure all Governors completed their annual declarations, including Fit & Proper Persons, Gifts & Hospitality and Interests. The Chairman confirmed that Mrs Gaynor would email the forms to Governors following the meeting and request that completed forms be returned to Mrs Gaynor.

**RESOLVED: That Mrs Gaynor would email the forms to all Governors following the meeting.**

**That all Governors would complete and sign the declaration forms and return to Mrs Gaynor by Monday 19<sup>th</sup> March 2018.**

The Chairman also confirmed that in order to comply with the Trust's Confidentiality Code of Conduct and the Data Protection Act 1998, all Governors were required to complete Information Governance (IG) Mandatory Training and sign the Code of Conduct on an annual basis. He confirmed that Mrs Gaynor would email the forms to Governors following the meeting.

**RESOLVED: That Mrs Gaynor would email the IG forms to all Governors following the meeting.**

**That all Governors would complete the workbook questions and sign the Code of Conduct form and return to Mrs Gaynor by Friday 30<sup>th</sup> March 2018.**

9. Lead Governor's Report

a) Notes from the Governors' Informal Meeting held on 9th January 2018.

Mrs Crouch advised that the notes from the meeting had previously been circulated and she highlighted the following items:-

(7) E-Learning for Staff – there were concerns among Governors about how e-learning had replaced the face-to-face learning for nursing professionals and health care assistants for both venepuncture and cannulation practice.

Mrs Thompson stated that it had been trialled as a pilot to supplement some elements of mandatory training by e-learning.

Mrs Thompson informed the Governors that some staff had historically struggled to attend mandatory sessions. Mrs Thompson reported that staff were able to access the theoretical components by e-learning and access practical training followed by supervised assessment of competence.

**RESOLVED: That Mrs Thompson would review E-learning for practical procedures such as venepuncture and cannulation and report to the Governors.**

**Post Meeting Note: Venepuncture and cannulation training is offered by use of blended learning, a theory module via e-learning to complete within six weeks, and then staff book onto a face-to-face practical skills course to receive demonstration and practice. Staff have to complete four supervised practical assessments in clinical practice and competency is signed off by a registered professional.**

The Chairman suggested that a presentation be given to Governors on E-learning.

**RESOLVED: That Mrs Gaynor would arrange for a presentation on E-Learning to be given at a meeting of the Council of Governors and to add this item to the Council of Governors Annual Work Plan.**

b) Governor Focus on Patient Experience

The Chairman invited Mrs Crouch to address the meeting. Mrs Crouch informed the Governors that as Lead Governor she wanted a clear picture of the Governors involvement in Board Committees and Sub-Committees. She stated she had produced a chart of all the meetings and it had become apparent that a lot of the meetings reported back to the Quality Committee. She noted that the Governors took part in meetings and walkabouts which resulted in the production of feedback on the patient experience, but this was not reflected on the Council of Governors agenda and she wanted to discuss processes and structures. The Chairman confirmed that the reporting processes had changed over time as Governors previously held their own Patient Experience meeting.

There was a brief discussion around how a Governor represented their constituency and how in attending meetings Governors had the power to change. Mr Roche reiterated that her son had still not been contacted by the Patient Experience Team to take part in a patient story. It was confirmed that the details had been forwarded to the team and Mrs Gaynor agreed to chase this up.

**RESOLVED: That Mrs Gaynor would remind the Patient Experience Team about contacting Mrs Roche's son.**

The Chairman asked how Mrs Crouch how she wished to take this forward. Mrs Crouch stated that in relation to complaints there was a danger of them being anecdotal and that perhaps Governors could have more input. It was suggested that perhaps Governors could be involved in the Complaints Review Panel. However, it was pointed out that two NEDs were members of the panel and it was the role of the Governors to hold the NEDs to account and the role of the NEDs to hold the Executive Directors to account. Mr Stuart suggested that it may be more useful to look at why people felt they needed to make a complaint and to understand the underlying issues and background. The Chairman suggested that Mrs Crouch bring some clear plans to the next meeting.

**RESOLVED: That Mrs Crouch would report to the next meeting on her plans to carry this forward.**

c) NHS Providers Feedback

It was noted that there was nothing to report in relation to NHS Providers.

10. Membership Committee Chair's Report

a) Membership Committee Assurance Report

It was noted that the Membership Committee Assurance Report had been previously circulated and noted.

11.

### Standard Reports

a) Items to be Recommended for Decision or Discussion by the Board of Directors

It was noted that the minutes of the meeting would identify any items to be reported to the Board of Directors

b) Items Recommended for Decision or Discussion by the Board Committees

It was noted 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 items for discussion at the formal Council of Governors meetings during 2017/18 were highlighted in the Annual Work Plan.

d) Attendance Monitoring

The attendance monitoring form was provided for information.

e) Motions or Questions on Notice

i. Finance Update

Mr Stuart asked for clarification on the impact on the Trust if it failed to achieve its control target. Mrs Swift confirmed that funding would not be released. However, she reiterated that it was the aim of the Trust to achieve its target and to be awarded the transformation funding.

Mrs Crowshaw assured the Governors that the Trust and the Finance Committee were doing everything to keep the finances of the Trust in check.

Mr Phillips stated that within the Assurance Report there were a lot of limited assurances and the timings needed to be looked at closely.

ii. Chairman

The Chairman informed Governors that he would be leaving the Trust on 31<sup>st</sup> March 2018. He stated he had mixed feelings about leaving but that the best part of his time as Chairman had been working alongside the Governors. He thanked the Governors and the staff for their hard work and stated that it was a testament to everyone that some of the challenges had been overcome during the past years. He stated that the new structures would bring changes but that Governors should be constantly aware and ensure their voices were heard. He thanked everyone for their support during his term of office.

On behalf of current and past Governors, Mrs Crouch thanked the Chairman for his support and efforts to maximise Governors involvement across the Trust and wished him every success in the future.

f) Urgent Motions or Questions on Notice

There were no urgent motions or questions on notice.

g) Value of the Month

Governors were reminded that the Value of the Month for February was “Positive - Congratulate each other for the progress you have made in bringing the values to life.”

h) Declaration of Confidentiality

**RESOLVED:** That the confidential items under the Freedom of Information Act would be noted from the minutes of the meeting.

i) Date of Next Meeting

The next meeting will take place on Wednesday 25<sup>th</sup> April 2018 in the Boardroom, Trust Headquarters, Blackpool Victoria Hospital.

DRAFT