Ashford and St. Peter's Hospitals NHS
NHS Foundation Trust

SPECIAL MEETING OF THE COUNCIL OF GOVERNORS
9th July 2018 in Room 3, Chertsey House, St Peter's Hospital

PRESENT:	Keith Bradley	Public Governor, Woking and Guildford	**KB**
	Maurice Cohen	Public Governor, Woking and Guildford	**MC**
	Lilly Evans	Public Governor, Runnymede, Surrey Heath, Windsor & Maidenhead	**LE**
	Andy Field	Chairman	**AF**
	Godfrey Freemantle	Public Governor, Hounslow, Kingston-upon-Thames and Richmond-upon-Thames	**GF**
	Sue Harris	Staff Governor, Nursing and Midwifery	**SH**
	Deborah Hughes	Appointed Governor, Woking Borough Council	**DH**
	Steve McCarthy	Public Governor, Elmbridge	**SM**
	Bhagat Singh Rupal	Public Governor, Hounslow, Kingston-upon-Thames and Richmond-upon-Thames	**BSR**
	Danny Sparkes	Public Governor, Runnymede, Surrey Heath, Windsor & Maidenhead	**DSp**
APOLOGIES:	Maureen Attewell	Appointed Governor, Spelthorne BC	**MA**
	Simon Bhadye	Public Governor, Spelthorne	**SB**
	Brian Catt	Public Governor, Spelthorne	**BC**
	Melaine Coward	Appointed Governor, University of Surrey	**MC**
	Richard Docketty	Staff Governor, Hospital Volunteers	**RD**
	Arun Gupta	Staff Governor, Medical and Dental	**AG**
	Chris Howorth	Appointed Governor, Royal Holloway University	**CH**
	Mark Maddox	Appointed Governor, Runnymede Borough Council	**MM**
	Judith Moore	Public Governor, Woking and Guildford	**JM**
	Andrew Ryland	Public Governor, Runnymede, Surrey Heath, Windsor & Maidenhead	**AR**
	Denise Saliagopoulos	Public Governor, Spelthorne	**DS**
	John Sermon	Staff Governor, Admin, Clerical and Managerial	**JS**
	Matthew Stevenson	Staff Governor, Allied Health Professionals	**MS**
	Bertie Swan	Public Governor, Elmbridge	**BS**
IN ATTENDANCE:	David Fluck	Medical Director	**DF**
	Charlotte Goodrich	Senior Manager, KPMG	**CG**
	Erica Heppleston	Associate Director of Quality	**EH**
	Neil Hewitson	Director, KMPG	**NHe**
	Simon Marshall	Director of Finance and Information	**SM**
	Keith Malcouronne	Non-Executive Director	**KM**
	Suzanne Rankin	Chief Executive	**SR**
	Anu Sehdev	Membership and Engagement Manager	**AS**
	Tom Smerdon	Director of Operations, Unplanned Care	**TS**
	James Thomas	Director of Operations, Planned Care	**JT**
	Meyrick Vevers	Non-Executive Director	**MV**
	Marcine Waterman	Non-Executive Director	**MW**
	Russell Wernham	Deputy Chief Nurse	**RW**

Minute **Action**

The Chairman welcomed the Governors highlighting that this was a special single topic meeting for the Council of Governors to be presented with the Annual Report and Accounts 2017/18 prior to the Annual Members' Meeting on 17th July 2018.

COGS-1/18 Declarations of Interests in the Proceedings

There were no declarations of interest in the proceedings.

COGS-2/18 External Audit Assurance on the Quality Report

Neil Hewitson, Director of KPMG, introduced the Annual Audit Report to the Council of Governors. He confirmed the following:

1. Financial statements – unqualified (clean) opinion on the financial statements (2016/17 unqualified opinion)
2. Value for money – unqualified (clean) conclusion on the Value for Money (2016/17 clean conclusion)
3. Quality Report – clean limited assurance opinion on the content of the quality report (2016/17 clean opinion). Clean opinion on the 18 week referral to treatment (RTT) (2016/17 qualified opinion). Qualified opinion on 4 hour A&E indicator (2016/17 qualified opinion)

Neil advised that this was the first year that there were no data quality issues in the RTT target. A&E still had data issues, but it did not mean the data was necessarily wrong but that it could not always be agreed back to patient records.

Charlotte Goodrich, Senior Manager for KPMG, referred Governors to page 3 in the presentation which highlighted:

1. Accounts – good first draft delivered in time with no material amendments noted.
2. Annual Report – all reporting requirements met and all required disclosures made. Process for production and review of the report was good.
3. Remuneration Report – financial data was requested early and completed on time with disclosures made in the first draft.
4. Long form audit report – content carefully focused on the Trust and its risks and the Audit Committee commented on audit risks in the Annual Report.

Further slides highlighted the detailed work undertaken.

Neil referred to the target chosen by the Governors – *2 hour target for processing discharge prescriptions* - and advised that although KPMG was not required to issue an opinion, if it were then it would not be possible to issue a clean limited assurance opinion due to the way the indicator was calculated and reported. This was not a judgement on quality of care, just on the data collected.

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In response to Meyrick Vevers, Neil advised that in around three quarters of other trusts it was also not possible to offer a clean opinion. Until there was a single entry electronic system, problems would continue to be experienced with the quality of data.

In response to Steve McCarthy, Neil advised that the regulators all received a copy of the Annual Report and Accounts. The Chief Executive advised that data was less than 1% (sample of 40) of the overall and that statistically no direct conclusion could be drawn.

In response to Lilly Evans, Neil advised that KPMG had no concerns with the 4 hour target. Neil added that the sample of 40 was stipulated in NHSI guidance.

The Director of Finance and Information advised that the procurement process was currently underway for core clinical systems which would be in place by the end of the financial year. It would take around two years before a clean opinion would be achievable.

The Council of Governors NOTED receipt of the Annual Audit Report.

COGS-3/17 Quality Account Review 2016/17

The Associate Director of Quality presented the Quality Account Review. She advised that the clinical achievements in 2017/18 included:

- Implementing the national Learning from Deaths programme.
- VTE risk assessment of 99% at year-end was extremely high and the best in the country. The Trust had been nominated for an award in this regard.
- Freedom to Speak Up Guardian role was widely accessible – Keith Malcouronne (Non-Executive Director) was a Guardian as well as Jacqui Rees, Head of Regulation and Patient Safety Improvement.

The Associate Director of Quality advised that around 40 Freedom to Speak Up cases had been lodged and she was satisfied with the way the concerns had been handled. It was advised that the Trust would now be rolling out front-line ambassadors.

Lilly Evans queried whether actions were shared and the Associate Director of Quality advised that the individuals that raised the concerns were provided with feedback. The Chairman queried with the staff governors the level of confidence staff had in the system and Sue Harris advised that she considered staff were confident to raise concerns and this was aided by the Freedom to Speak Up guardians being visible and accessible.

The Associate Director of Quality advised what the priorities were for 2018/19 and these included:

- Becoming a learning organisation with a particular focus on medications safety.
- Continuing the patient experience improvement programme with service

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user co-design.

Lilly considered prioritising medications safety to be encouraging and queried whether this included delays in medications and it was advised that it did. The Deputy Chief Nurse advised he would send Governors the latest Medical Safety Update infographic. **RW**

Deborah Hughes queried whether falls and pressure ulcers were priorities and it was advised that these remained priorities and were reviewed regularly and presented to Trust Board.

The Governors NOTED the Quality Account Review

COGS-4/17 Annual Report and Accounts 2016/17

The Director of Finance and Information went through his presentation highlighting that the Trust had reported:

- A surplus of 1.9m before system funding of £5.1m and STF funding of £11.9m. The total surplus posted was £18.9m.
- Delivering £11.3m of efficiencies (CIPPS) taking the Trust's total during the last 5 years to £60m.

The Director of Finance and Information highlighted the slide which showed where the Trust's money came from.

Expenditure on staffing was lower than it should be due to challenges with recruiting, although two thirds (62%) of the Trust's money had been allocated to the staff spend. £7.1m had been spent on the Trust's clinical negligence insurance premium which amounted to half of the Trust's turnover and this was consistent with other trusts.

The Trust had delivered £0.5m more in CIPPs totalling £11.3m and £3m of this was on the agency spend and another £3 from clinical efficiencies.

Lilly Evans asked for a comparison against other trusts in the STP and it was advised that the Trust compared well with both local, national and similar Trust peer groups.

The vast majority of the surplus had been allocated for the new Urgent Care Centre (UCC) and development of the front of St Peter's Hospital, as well as knocking down the rest of the Ramp and maternity block maintenance works.

Maurice Cohen queried whether more staff would be available to staff the new build. The Director of Finance and Information advised that the final business case would determine the clinical model and associated staffing requirements.

Meyrick Vevers queried whether MRI costs were per patient and it was advised that the Trust utilised external contractors to provide the MRI as a service and this was the most cost effective way and the Trust would also be benefitting from two new MRI scanners.

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Deborah Hughes queried what the extra surplus allowed the Trust to do and the Director of Finance and Information advised that the Trust had been able to bring forward the works needed on the power supply, as well as the maternity maintenance and backlog Estates work.

The Chief Executive advised that the Trust has also been able to create a morale boosting Dragon's Den project which had allowed staff to put in bids totalling £1,000 each for small projects that would improve their day to day working lives. £20,000 had been allocated to this initiative.

Steve McCarthy queried whether the Trust had to contribute to the Surrey Heartlands project and was told that £250,000 had been contributed as well as many hours of staff time. The Chairman advised that he had just attended a dinner where the Chief Executive of NHSI was the speaker and it was recognised that the devolution Integrated Care Systems, including Surrey Heartlands, were not without their challenges. It was also noted that it was a complicated arrangement in relation to investment.

The Chairman added that it had been a good year and highlighted that e-prescribing would be the next significant innovation.

The Council of Governors NOTED receipt of the Annual Report and Accounts 2016/17.

Date of Next Meeting

Wednesday 5th September 2017 at Ashford Hospital, 6.00 – 8.30 pm

Signed:

Andy Field
Chairman

Action Log

Meeting Date	Minute Ref	Topic	Action	Lead	Due Date	Update	Status
9.7.18	**COGS-3/17**	**Quality Account Review 2016/17**	Send Governors the Medical Safety Update infographic	RW	ASAP	Sent 10.7.18	✔