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

OPEN MEETING OF THE
COUNCIL OF GOVERNORS
11h December 2014, Chertsey House, St Peter's Hospital

PRESENT:	Keith Bradley	Public Governor – Woking and Guildford	**KB**
	Maurice Cohen	Public Governor – Woking and Guildford	**MC**
	David Frank	Public Governor – Surrey Heath	**DTF**
	Godfrey Freemantle	Public Governor – Hounslow	**GF**
	Keith Goodger	Public Governor – Richmond Upon Thames	**KG**
	Arun Gupta	Staff Governor – Medical and Dental	**AG**
	Sue Harris	Staff Governor – Nursing and Midwifery	**SH**
	Chris Howorth	Appointed Governor – Royal Holloway University	**CH**
	Samantha Lamb	Staff Governor – Admin and Ancillary	**SL**
	Margaret Lenton	Public Governor – Windsor and Maidenhead	**ML**
	Steve McCarthy	Public Governor – Elmbridge	**SMc**
	Aileen McLeish	Chairman	**AMcL**
	Judith Moore	Public Governor – Woking and Guildford	**JM**
	Jean Pinkerton	Appointed Governor – Spelthorne BC	**JP**
	Andrew Ryland	Public Governor – Runnymede	**AR**
	Denise Saliagopoulos	Public Governor – Spelthorne	**DS**
	Michael Smith	Appointed Governor – Woking BC	**MS**
	Danny Sparkes	Public Governor – Runnymede	**DSp**
APOLOGIES:	Roderick Archer	Public Governor – Elmbridge	**RA**
	Simon Bhadye	Public Governor – Spelthorne	**SB**
	Brian Catt	Public Governor – Spelthorne	**BC**
	Richard Docketty	Staff Governor – Hospital Volunteers	**RD**
	Ann Gallagher	Appointed Governor – University of Surrey	**AGa**
	Hugh Meares	Appointed Governor – Runnymede BC	**HM**
	Barbara Mogensen	Public Governor – Elmbridge	**BM**
	Bhupendra Vyas	Public Governor – Hounslow	**BV**
	Tracy Ward	Public Governor – Runnymede	**TW**
	Paul Wills	Staff Governor – Allied Healthcare Professionals	**PW**
IN ATTENDANCE:	Valerie Bartlett	Deputy Chief Executive	**VB**
	Philip Beesley	Non Executive Director	**PB**
	Heather Caudle	Chief Nurse	**HC**
	Sue Ells	Non Executive Director	**SE**
	Simon Marshall	Director of Finance and Information	**SM**
	Louise McKenzie	Director of Workforce Transformation	**LM**
	Terry Price	Non Executive Director	**TP**
	Suzanne Rankin	Chief Executive	**SR**
	George Roe	Head of Corporate Affairs	**GR**
	Giselle Rothwell	Head of Communications	**GRoth**
	Carolyn Simons	Non Executive Director	**CS**
	Peter Taylor	Non Executive Director	**PT**
SECRETARY:	Anu Sehdev	Membership Manager	**AS**

Minute **Action**

COG-46/14 **Apologies, Welcome and Standing Down**

Roderick Archer, Simon Bhadye, Brian Catt, Richard Docketty, Ann Gallagher, Hugh Meares, Barbara Mogensen, Bhupendra Vyas, Tracy Ward and Paul Wills.

The Chairman welcomed newly elected Public Governor for Runnymede, Danny Sparkes, to her first Council meeting.

The Chairman also advised that it was Keith Goodger's last meeting as he had decided to stand down from his role as Governor at the end of the year.

COG-47/14 **Declarations of Interests in the Proceedings**

No declarations of interests were noted.

COG-48/14 **Minutes of the Previous Meeting**

The minutes of the meeting held on 9th September 2014 were AGREED as a correct record apart from a typographical error on page 7, third paragraph - ….*clinical priority always took precedence* (not precedent).

COG-49/14 **Matters arising**

The action log identified that all items were up to date in accordance with agreed time scales and complete and in addition clarification on the following was sought:

Governor access to the Extranet – it was confirmed that access had been arranged for Governors and an email was sent on 10th September confirming this arrangement. It was agreed to re-send this email. **AS**

FEEDBACK FROM GOVERNORS

COG-50/14 **Governor Activities**

David Frank highlighted that the report showed how busy the Governors had been over the last three months.

The Council of Governors NOTED the report.

COG-51/14 **Patient Experience Group Report**

Keith Bradley, Chair of the Patient Experience Group, presented highlights from the Patient Experience Group Report.

Keith advised that the Group had met twice since the last Council meeting. Danny Sparkes had attended in October as an observer and had decided to continue as a member of the Group.

Keith explained that although all actions that had arisen from the October meeting were complete, there were a number of actions from the November meeting which had been updated and were due for completion by the next meeting in February. Keith further pointed out that the Group had discussed new ways of presenting data in the reporting provided by the Quality Department and suggestions had been taken on board.

Keith highlighted an issue raised by Maurice Cohen, who is also the Chair of the Patients Panel, around meetings attended by members of the Patients Panel being cancelled at short notice or being poorly attended. It was advised that this matter was currently being looked at by the Head of Patient Experience and Involvement.

Keith further highlighted progress since the Patients Association project had been undertaken. It was advised that Memory Cafés would be held at St Peter's Hospital and these would take place twice a month. The cafés were not intended to replace other memory groups but to increase the support provided at the Trust. It was also advised that the new Lead Dementia Nurse would be invited to attend a Patient Experience Group meeting once in post.

Keith advised that the Group had expressed concerns over the results the Trust had achieved in the recent National Cancer Patient Survey and had queried the Board's reaction. Keith advised he was aware that an action plan had been developed to improve areas that had come out poorly in the survey together with the overall service provided to patients.

Keith was pleased to advise that the Group continued to visit areas of the Trust and the last visit was to Ash and Oak wards when the Group saw the newly refurbished wards first-hand.

Finally, Keith advised that the Chairmanship of the Group had come up for renewal and the Group had re-elected him as Chair for another year at the meeting on 17th November.

In response to Steve McCarthy's query, it was confirmed that the meetings referred to by Patients Panel members were other internal meetings and not the Patients Panel meetings. Sue Ells, Non Executive Director, confirmed that this had been flagged up.

The Chairman advised that the National Cancer Patient Survey results were poor mainly as a result of performance in Urology. The Chief Executive added that the specialty lacked cancer nurses. The Chief Executive was pleased to advise that the previous day she had attended interviews with potential consultant urologists and had come across a remarkable candidate, who, although other London hospitals were trying to secure his services, had decided to work for the Trust. It was also confirmed that after this appointment the Trust would have six Consultant Urologists and that the Trust was looking to add one further consultant. Philip Beesley, Non Executive Director, advised that the results of the survey had been discussed at the Integrated Governance Assurance Committee (IGAC) and the committee would be keeping this under review to ensure the cancer pathway was being adhered to.

Andrew Ryland highlighted Maurice's suggestion of Dr Gabe from St Marks Hospital being invited to the Trust to talk about patients having access to their own medical records. The Director of Finance and Information advised that Electronic Medical Records would be launched in May 2015 and that the Trust was still some 18 months away from patients having their own personal records, although there would be a definitive action plan in place in five months' time. It was proposed to link in with systems utilised at GP practices. Maurice queried why personal records for patients could not be put in place sooner. Maurice considered it was worth at least talking with Dr Gabe.

The Chief Executive advised that the Trust had procured the services of Deloitte

to advise the Trust in the procurement of electronic medical records and felt reassured that all possible solutions were being looked at. The Chairman considered there was no harm with speaking with Dr Gabe and the Director of Finance and Information agreed that one of his team would speak with Dr Gabe. **SM**

David Frank queried the three never events and Philip Beesley advised that there was no pattern and no particular specialty responsible. IGAC would be keeping the cases under review and there was a detailed follow-up plan on each never event. Sue Ells, Non Executive Director, advised that the Never Events Summit which took place on 19th November had been a useful event and she had been reassured by the questions asked. The Chief Executive advised that although the three never events had been reported in one month it did not necessarily follow that each occurred in that same month. The CQC would have looked at these never events during their inspection and been reassured by the work being undertaken.

The Council NOTED the report.

COG-52/14 **Patient Experience Group Annual Report**

Keith was pleased to present the Group's Annual Report which evidenced the achievements of the Group over the past year. The Group members had a high attendance record and were dedicated in seeing things through from conception to completion. Keith highlighted minor changes to the Terms of Reference, namely the inclusion of the Chief of Patient Safety as a co-opted member and no limit to the term a Governor could serve as a member of the Group.

The Council NOTED the report and APPROVED the Terms of Reference.

COG-53/14 **Membership and Community Engagement Report**

Andrew Ryland, Chair of the Membership and Community Engagement Group, presented highlights from the Membership and Community Engagement Group Report. Andrew advised that the number of members continued to increase and engagement with members would continue in the new year once further developments around the merger had taken place. It was advised that the chairmanship of the Group had come up for renewal and the Group had decided to re-elect Andrew as Chairman for another year.

Andrew further highlighted the new style monthly bulletins relaying more positive messages about the Trust in a pictorial way. Work was due to begin on the annual Governor briefings which were due to go out in February 2015. These would provide a general update and include updates that were constituency specific.

The Council NOTED the report.

COG-54/14 **Membership and Community Engagement Annual Report**

Andrew Ryland presented the Group's Annual Report outlining the achievements over the past year and highlighted one amendment to the Terms of Reference in relation to there being no limit to the length of time a Governor could serve on the Group.

The Council NOTED the report and APPROVED the Terms of Reference.

STATUTORY

COG-55/14 Membership of the Council of Governors

The Head of Corporate Affairs highlighted a change to the Membership of the Council of Governors in relation to the newly elected Public Governor in the Bye election which took place in Runnymede during September 2014. Danny Sparkes was the successful candidate and was elected for a term until 30th November 2015.

The Council NOTED the report and Register.

COG-56/14 Draft Merged ASPH/RSCH Constitution

The Head of Corporate Affairs presented a paper outlining the differences in Ashford and St Peter's and the Royal Surrey's constitutions and the agreements reached by the joint Constitution and Governance Working Group. The Group consisted of Governors from both trusts, both Chairmen, both Company Secretaries and two Non Executive Directors – Terry Price from Ashford and St Peter's and Debbie Glen from the Royal Surrey. The Group had proposed a draft constitution which was endorsed by both Boards in September 2014. The Group was now seeking endorsement by the Councils of Governors.

The Chairman highlighted that it was believed that the Royal Surrey's Council of Governors would be proposing a few minor changes and if not approved at their council meeting then the merged constitution would need to be revisited. It was advised to wait for the outcome of the Royal Surrey's council discussions. Steve McCarthy advised that he had attended meetings of the Group and in his opinion, discussions had run smoothly and changes had been approved unanimously.

The Council ENDORSED the merged Trust Constitution

The Chairman requested that the Head of Corporate Affairs appraise his counterpart at the Royal Surrey of the Council's decision and advise that the Council was somewhat taken aback by changes being proposed after the working group had agreed the Constitution. **GR**

A typographical error in the paper was highlighted in:

4.10 Annex 3 – The Patient Constituency
It should read: Agreement of the Group: the new Trust would have a patient constituency with three seats on the Council.

STRATEGY AND PERFORMANCE

COG-57/14 Assurance Report

The Chief Executive presented her report encompassing five areas – Internal Focus, External Outlook, Strategy, Regulation and Performance.

The Chief Executive shared some good news with the Council in relation to the Trust being named Best NHS Trust in a national ceremony which recognised WOW! customer service. Maple Ward also won a highly commended award in the WOW! What a Team category. There were two further finalists – Financial Planning Accountant, Debbie Edwards for Supporting the Front Line and

Specialist Midwife Antenatal Screening, Angela Knapp for WOW You Changed My Life. These awards were considered a much needed morale booster for staff.

The Chief Executive updated the Council on the Outpatients Workshop held on 12th November which over 50 people had attended, including administration staff, clinicians, managers, governors and patient representatives. The objective of the workshop had been to gather views and experiences from the individuals attending and had been hugely successful. Those attending had a vast amount of knowledge to impart. Information gathered would be used to inform the improvement work being undertaken in the next few months.

The Chief Executive advised that Monitor's report on quarter two had highlighted the considerable challenges faced by trusts and how many were failing targets. The Trust had achieved a green rating for governance and a financial rating of 3 which was very good in light of the bed pressures being at a level not experienced before. The Trust had been experiencing surges in A&E attendances with conversion to inpatient stays being very high. The Chief Executive was aware of trusts being so full to capacity that their A&E departments had to close their doors. Discussion around when St Peter's would consider closing A&E had taken place.

Maurice Cohen considered the situation appalling and congratulated staff on coping so admirably with the pressures. Maurice suggested GP Practices should assist by providing a service similar to the A&E service.

The Chief Executive advised that the Prime Minister's Cabinet Office Implementation Unit had visited the Trust on Tuesday 9th December on a fact finding exercise. The Chief Executive and Chairman would be meeting Philip Hammond, MP on Friday 12th December to discuss the issues facing the Trust.

Denise Saligopoulos advised that she had visited the A&E on Wednesday 10th December when her son's girlfriend required medical attention after a fall. It was apparent that members of the public were in A&E when their needs were not urgent and they could have been dealt with in a more suitable environment. Denise felt that Governors needed to communicate with their constituents to raise awareness and highlight other options for receiving advice and treatment.

The Chief Executive advised that she had worked in A&E in triage earlier on in the week and it had been three hours before she saw a person that really needed to be in A&E. It was apparent that members of the public did not have confidence in their GP and many responded that since A&E was always open, there was an instant access to healthcare.

The Chief Nurse had communicated the message via the radio, by encouraging members of the public to only come to A&E if it was an emergency, advising of other ways of getting advice and treatment and for patients to plan their care so they were not left short of medications etc.

The Chief Executive highlighted the many people over the age of 75 in Surrey had not had a flu vaccination. It was suggested that ways of providing the vaccination in hospital when the patient attended should be looked at.

Chris Howorth appreciated the difficulty of encouraging the public to visit their GP. Chris could understand why members of the public did not want to try the GP route as many hurdles were placed in front of them and the A&E option was

considered much easier to navigate.

Samantha Lamb relayed an experience she had when attending her GP with her daughter. She received a prompt appointment but the session was running late and those waiting were told that they could book a different appointment time, if unable to wait. Over half of those waiting decided to rebook.

Keith Bradley queried whether there were a set number of beds Virgin Care had to provide in the community. The Chief Executive advised that the Walton Community Hospital beds had been closed as the CQC did not feel they were fit for purpose. There was a direct correlation with beds closing and pressures rising in A&E.

The Chairman highlighted that recent articles in the Health Service Journal indicated a possible change in the contractual arrangement with GPs, although it was not felt any change would take place before a general election.

Andrew Ryland highlighted that many people saw A&E as a way of reducing the number of stages to hospital, with tests/treatment provided more promptly.

David Frank highlighted section 2 – External Outlook – 2.1 2015/16 Payment System and queried what the marginal rate meant. The Director of Finance and Information advised that emergency activity was reimbursed at a marginal rate and cross subsidised by the allocation of winter funds. The Chief Executive advised that the Trust would receive confirmation of the finalised tariff after Christmas.

Margaret Lenton queried what trusts were doing collectively to highlight the pressures. The Chairman advised that there was a body called NHS Providers, formerly the Foundation Trust Network, which raised awareness on a national level.

Maurice raised the issue of trusts being penalised for patients being readmitted and the Chairman advised that the Trust was currently trying to renegotiate these rates.

David queried whether the go-live date of 1st June 2015 for the merger with the Royal Surrey was still realistic and the Chairman advised that the Trust was waiting to hear back from the Competitions and Markets Authority on when they intended to begin their Phase One competition review. It was possible that they may begin at the end of December and if so, it was anticipated to hear back on their review at the end of February 2015. The Chairman felt there may be some slippage on the 1st June date.

It was queried what were the touch points mentioned on page 8 – 5.1.4 Patient Feedback in relation to the maternity Friends and Family response rate. The Chief Nurse explained that touch points marked a key stage in the labour process and:

Touch Point 1 = antenatal care
Touch Point 2 = labour ward
Touch Point 3 = postnatal care

The Council NOTED the report.

Minute **Action**

COG-58/14 **Any Other Business**

The Chairman reiterated that Keith Goodger was stepping down from his role as Public Governor for Richmond Upon Thames. This was due to the amount of time required to meet all the demands upon him and after reaching a significant birthday, Keith had taken the difficult decision to step down from his Governor duties. The Chairman thanked Keith, on behalf of the Council, for his contribution since the beginning of the Trust attaining Foundation Trust status in December 2010 and presented him with a gift of an Ashford and St Peter's paperweight.

Questions from the Public

None

COG-59/14 **Dates of Meetings for 2015**

Monday 9th March, 6.00 – 8.30 pm, Education Centre, Ashford Hospital
Wednesday 17th June, 4.00 – 6.30 pm, Chertsey House, St Peter's Hospital
Tuesday 8th September, 6.00 – 8.30 pm, Education Centre, Ashford Hospital
Tuesday 8th December, 4.00 – 6.30 pm, Chertsey House, St Peter's Hospital

Signed……

Aileen McLeish
Chairman

9th March 2015

KEY	
✔	Complete
ND	Not due
---	On track

Summary Action Points

Meeting Date	Minute Ref	Topic	Action	Lead	Due Date	Update	Status
11 Dec 2014	**COG 49/14**	**Matters Arising**	Governor access to the extranet – send email through confirming arrangements	AS	19 Dec 2014	Completed	✔
11 Dec 2014	**COG 51/14**	**Patients Experience Group Report**	Ask a team member to speak with Dr Gabe at St Marks re personal records	SM	9 Mar 2015	Verbal update at meeting	
11 Dec 2014	**COG 56/14**	**Draft Merged ASPH/RSCH Constitution**	Appraise counterpart at RSCH	GR	19 Dec 2014	Completed	✔