

**Minutes of the Council of Governors meeting held on
19 November 2018 in the Boardroom**

CoG 0366

Present:

Nick Marsden, Chairman

Governors Present:

Ross Britton
Bill Butterworth
Richard Clewer
Mary Clunie
Jonathan Cullis
Jenny Erwin
Lucinda Herklots
Raymond Jack (Lead Governor)
Pearl James
Alastair Lack
Jenny Lisle
John Mangan
John Parker
Lee Phillips
Jan Sanders
Jonathan Wright
Christine Wynne

Apologies:

Nick Alward
Col Robert Burley
William Holmes
Chris Horwood
Jayne Sheppard

In Attendance:

Cara Charles-Barks, Chief Executive
Michael von Bertele, Non-Executive Director
Lisa Thomas, Director of Finance
Lorna Wilkinson, Director of Nursing
Fiona McNeight, Director of Corporate Governance
Isabel Cardoso, Membership Manager

CG19/11/01 WELCOME

Nick Marsden, Chairman welcomed and introduced Justine McGuinness, Head of Communications and Sarah Evans, Deputy Assistant of Communications. Justine McGuinness gave the Council a brief introduction of who they are and what they do. Fiona McNeight, Director of Corporate Governance was also welcomed to the Council.

CG19/11/02 MINUTES

The minutes of the meeting of Council of Governors held on 16 July 2018, were agreed as a correct record.

CG19/11/03 MATTERS ARISING AND ACTIONS

There were no matters arising.

CG19/11/04 INTEGRATED PERFORMANCE REPORT

The Council received the complete Integrated Performance report which the Chief Executive presented.

Cara Charles-Barks (CCB) informed the Governors that there had been deterioration in the Emergency Department target times due to an increase in attendances. There were also key pressure points which contributed to the

overall pressure that the Trust was under; one of those is the home first initiative with Wiltshire Health and Care – getting patients home quickly. Wiltshire Health and Care were having problems recruiting people and this was causing problems with moving patients back into the community with the proper care in place. Other key pressures are:

- Staffing in ED
- Timely medical reviews – working with teams to better this

CCB also informed the Council that a Winter Director had been appointed to help with winter pressures across the system and support the ECIST review and delivery of the recommendations.

The Council were informed that the workforce committee were focusing on recruitment of nurses. 80 positions were to be filled in January 2019.

The Council noted the Integrated Performance Report.

External Audit Contract – Lisa Thomas

Lisa Thomas, Director of Finance informed the Council that the external auditors BDO had tendered their resignation (14 day notice given). The Trust had approached a few other auditing companies to see who would be best placed to take over at such short notice. Of all the companies approached Grant Thornton was the only company to have the capability and capacity to do the job. They are also willing to work with the Trust. Their contract would not exceed 12 months so no need to go out to tender at this point; the tender process would be initiated subsequently.

The Trust is seeking the approval from the Council to proceed with Grant Thornton for the next 12 months until a tender for a new external auditor is started.

The Council agreed that this was the best course of action and approved the appointment of Grant Thornton for the next 12 months.

Maternity

The Council were informed that there was a consultation under way around proposal to transform maternity services across Bath and North East Somerset (BANES), Swindon and Wiltshire.

The proposal that has been put forward for the following:

- To create two new alongside midwifery units, one at Salisbury and one at Royal United Hospital. This would provide more woman with the opportunity to have a midwife led birth, instead of only home birth which is what is provided at the moment at the Trust. By offering this new service this will also ease the pressure in the obstetric led service.
- Continue to support births in two, rather than four of our freestanding midwifery units across Bath and North East Somerset, Wiltshire and Swindon.
- Improve the range of antenatal and postnatal services.
- Replace the nine community postnatal beds, with support closer to or in women's homes.

CG 19/11/05 CQC

Cara Charles-Barks updated the Council on the CQC visit, and informed the Council that the CQC visit had been positive so far, and that only four core services had been inspected; Spinal, Surgery, ED and Critical Care. Only two items had been escalated:

- Resuscitation trolley on Clarendon

- Unsecured oxygen units on wards

These were resolved as soon as they were brought to the attention of the Trust.

Nick Marsden, Cara Charles-Barks and Lorna Wilkinson met with the CQC on their last day at the Trust and the feedback was very positive. CQC said that the staff had been open, honest and engaged.

The Trust would be receiving a draft report for the CQC in January 2019.

The Council were also informed that the CQC could return to the Trust within the next 12 months to complete the inspection of the remaining core services.

The Trust's current rating will not change until the second part of the inspection is completed next year.

Action Cara Charles-Barks and Lorna Wilkinson to take the Council through the grid that will be provided by the CQC of their inspection results, at the February Council of Governors meeting – 19 February. **CCB/LW**

CG19/11/06 CUSTOMER CARE REPORT – QUARTER 1

The Council received the Quarter 1 Customer Care Report for 2018/19. Lorna Wilkinson, Director of Nursing (LW) informed the Council that the numbers were static.

The highest reported categories under the K041 codes were patient care including nutrition and hydration; values and behaviours; and appointment which included delays and cancellations.

The Council noted the Customer Care report.

Infection rates and hospital cleanliness

LW informed the Council that there had been a decrease over the last couple of years on C-Diff and Ecoli. So far there had been only two MRSA cases, which were unrelated and on different wards.

The Trusts cleanliness was above the national average.

CG19/11/07 NATIONAL PATIENT SURVEY

The Council received the National Patient Survey report from Lorna Wilkinson (LW), who informed the Council that overall the results were good and that all relevant departments in all four surveys had reviewed the results in conjunction with RTF, Friends and Family Test, and complaints and concerns received by the Customer Care Department. Action plans for areas of improvement have been drawn up accordingly and are being monitored via the Clinical Governance Committee and the Clinical Management Board.

Action LW to check why cancer is not included in the report. **LW**
Action LW to circulate ED action report to the Council. **LW**

The Council noted the National Patient Survey report.

CG19/11/08 CONSTITUENCY VACANCIES

Raymond Jack, Lead Governor provided a paper to the Council in regard to the vacancies on the Council of Governors.

It was proposed that a bi-election be held in all the areas that have a vacancy in 2019, with successful candidates taking office on 1st June 2019.

The Council agreed with the proposal.

CG19/11/09

GOVERNOR QUERIES

The Council received for information the response from the Trust to the queries raised by Mary Clunie and Alastair Lack.

Action

Cara Charles-Barks and Fiona McNeight to find out what is going on with the hospital website and what resources there are for it?

CCB/FM

CG19/11/10

COMMITTEE AND PATIENT EXPERIENCE SUB GROUPS REPORTS

The Council received for information the report of the Membership and Communications Committee, Strategy Committee and the Patient Experience Group Reports on – Organ donation; Hospital food forum; Food and Nutrition Steering Group; Stroke Strategy Steering Group; Clinical Ethics Committee and the End of Life Care Strategy Steering Group.

Sustainable Development Management Group – report by John Parker provided for the Council of Governors meeting.

Jan Sanders raised a concern in regards to the Clinical Ethics Committee which have not met in a very long time and no reason has been given for this.

Action

Cara Charles-Barks to pick up with Fiona Hyett as to why the Clinical Ethics Committee is not meeting.

CCB

CG19/11/14

ANY OTHER BUSINESS

No other business

CG16/07/14

DATE OF NEXT MEETING

The next meeting of the Council of Governors on Monday 18th February 2019.