

THE ROYAL WOLVERHAMPTON NHS TRUST

Minutes of the Council of Members held on

Thursday 14th March 2019

Date: Thursday 14th March 2019
Venue: Heart and Lung Conference Room
Time: 1pm-4pm

PRESENT

Geeta Patel (GP)
 Callum Butler (CB)
 Carole Johnstone (CJ)
 John Homer (JH)
 Bhajan Devsi (BD)
 Michael Hough (MH)
 Andy Finch (AF)
 Vivienne Watson-Douglas (VWD)
 Harpal Bansal (HB)
 Alvina Nisbett (AN - Part)
 Nicki Ballard (NB - Part)

ROLE

Equality, Diversity, Inclusion and Engagement Officer
 Patient Experience Support Officer (Minute Taker)
 Council of Members Chair
 Council of Members Vice Chair
 Council of Members Member
 Council of Members Member
 Council of Members Member
 Council of Members Member
 Council of Members Member
 Council of Members Member
 Group Manager for Primary Care Services
 Head Of Nursing Division 3

Item No.	Item Description	Lead
1.	Introducing the Chair and Vice Chair: <ul style="list-style-type: none"> • GP informed all attendees that CJ is now the Chair of the Council of Members and JH is the Vice Chair of the Council of Members. 	Geeta Patel
2.	Welcome and Introduction: <ul style="list-style-type: none"> • All members introduced themselves. 	Chair
3.	Apologies: <ul style="list-style-type: none"> • Allan Hargreaves • Jasmine Chanian • Alison Dowling • Eleanor Morris • Hazel Remmett-Booth • Diane Vukmirovic • Karen Bowley 	Chair
4.	Vertical Integration Primary Care Practice: <ul style="list-style-type: none"> • AN & NB introduce themselves to all attendees. • NB explained to attendees the history of the Vertical Integration project from its inception, this involved the following: <ul style="list-style-type: none"> ○ VI has progressed from 2 practices in 2016 to 9 currently with the 10th currently in the process of joining. This is a progression from roughly 23,000 patients within VI to 75,000 patients. ○ The goal of VI is to break down barriers between organisations, 	Alvina Nisbett & Nicki Ballard

	<p>work together and enhance communication by building relationships.</p> <ul style="list-style-type: none"> ○ All practices involved with VI approached our Trust initially regarding becoming involved with VI. ● VI has already had various effects on GP practices such as: <ul style="list-style-type: none"> ○ Expanding opening hours for all GP practices under VI to 8:00am - 6:30pm as well as working on some weekends and bank holidays. ○ Patients can now be seen at other local practices under VI due to the ability for practices to share information easily now. ○ There is an estimated 400 additional appointments that have been created as a result of VI. ○ It has provided workforce opportunities for staff who work at VI practices as they have access to the Trust's training opportunities. Workforce plans are in creation regarding how this can be fully utilised. There are now also new opportunities for staff from our Trust due to working with Primary Care for the first time. ● The VI team are now looking at what the goals are for the future of VI. ● AN explained that VI should no longer be considered a separate project but a part of the Trust instead. ● VI has provided opportunities for financial income as other organisations have approached us regarding VI and have paid to view/discuss plans. ● NB explained that the CQC inspected the VI practices as separate practices and not as part of the Trust. ● The Trust can share the learning from all VI practices to enhance all other practices. ● Feedback was typically positive overall which is good. ● BD explained the 'Health is Wealth' program to all attendees and the benefits it could have in this scenario with VI. ● All attendees discussed the NHS becoming more proactive in general and the benefits that can have. This involved educating service users to help with demand. ● AN & NB left the meeting. 	
5.	<p>Notes of Previous Meeting:</p> <ul style="list-style-type: none"> ● Approved and finalised, uploaded to Trust public website. 	Chair
6.	<p>Matters Arising:</p> <ul style="list-style-type: none"> ● N/A 	Chair
7.	<p>Members Update:</p> <ul style="list-style-type: none"> ● AF discussed the second edition of the Council of Members newsletter. <ul style="list-style-type: none"> ○ All attendees discussed the possibilities of where the newsletter can be shared. ○ AF asked all attendees to provide information where possible for future newsletters. ● VWD explained she is not currently involved with any projects but would like to become involved with Dementia Outreach with the help of CJ & JH. ● JH advised he is taking part in the 'Equality, Diversity and Inclusion steering group' <ul style="list-style-type: none"> ○ In relation to the above, staff biographies may soon be placed on walls in areas such as wards to provide a more personal environment. ○ A 'Disabled Staff Standards' document has been created and is due to be implemented this year. 	All

	<ul style="list-style-type: none"> • MH advised that he has recently been involved in the stakeholder's session for recruitment of the new Chair of Board for the Trust. This individual expressed an interest to attend a Council of Members meeting in the future. • BD informed attendees that he will be attending the next policy group meeting on the 5th April 2019 and explained that he has not attended the recent previous policy group meetings due to issues with email communications. • HB advised that he recently attended Trust Induction which he found very useful and informative. <ul style="list-style-type: none"> ○ HB also displayed an interest to become involved with the various projects that are taking place within the Council of Members. • CJ explained that she has been involved with Dementia Outreach projects within the Trust. <ul style="list-style-type: none"> ○ CJ also advised that she has networked with the University of Wolverhampton which may enable students from the University to become involved with the Council of Members. ○ CJ explained that she too took part in the recruitment of the new chair of the board. ○ CJ attends meetings in relation to the Trust's research team. 	
8.	<p>COM to receive Trust News:</p> <ul style="list-style-type: none"> • GP will send out weekly 'Trust Brief' PDF document to all Council of Members. 	Geeta Patel
9.	<p>COM Newsletter:</p> <ul style="list-style-type: none"> • Members were asked to feedback to AF with any comments, or to GP. 	Andy Finch
10.	<p>Six Month Work-Plan:</p> <ul style="list-style-type: none"> • GP explained the six month work-plan to all attendees which involves the following activities (please see Work Plan document for additional information): <ul style="list-style-type: none"> ○ Council of Members on Stakeholder panel to recruit Chair of Board for RWHT. ○ E-communication survey. ○ Living Well Staff event. ○ Engagement sessions with patients at hospital sites. ○ Patient Stories. ○ Bi-monthly meetings of COM and awareness sessions. ○ The C.O.M.municator newsletter about Council of Members. 	Geeta Patel
11.	<p>Any Other Business:</p> <ul style="list-style-type: none"> • GP confirmed to all attendees that the Trust's 'Place Inspections' would take place in September this year as opposed to March in previous years, this is to enable staff doing the inspections to be more prepared. • All attendees discussed their interest in being part of the Trust's no-smoking project and in the introduction of new menu's for patients. 	All
12.	<p>Date & Time of Next Meeting:</p> <ul style="list-style-type: none"> • Tuesday 30th April 2019 at 12:00pm until 1:30pm in the Board Room (GO99), Building 12, Corporate Services Building. 	Chair