

The Royal Wolverhampton NHS Trust

Minutes of the Annual General Meeting of The Royal Wolverhampton NHS Trust held on 29th September 2020 at 3pm broadcast virtually using Microsoft Live Stream.

ATTENDEES:	Prof. Steve Field CBE	Chairman
	Prof. Ann-Marie Cannaby	Chief Nurse
	Mr R Dunshea	Non-Executive Director
	Ms Rosi Edwards	Non-Executive Director
	Mr S Evans	Acting Director of Strategy
	Mr J Hemans	Non-Executive Director
	Mr D Loughton CBE	Chief Executive
	Mr S Mahmud	Director of Integration & Digital In
	Mrs M Martin	Non-Executive Director
	Ms G Nuttall	Chief Operating Officer
	Mr M Sharon	Strategic Advisor to the Board
	Mr K Stringer	Chief Finance Officer
	Ms Sue Rawlings	Non-Executive Director
	Ms S Banga	Senior Administrator
	Ms S Evans	Head of Communications
	Mr K Wilshere	Company Secretary
	Ms Sheila Gill	
	Ms Nicki Ballard	RWT
	Mr James Bateman	RWT
	Mr Nigel Beardsmore	RWT
	Mr Nick Bruce	RWT
	Mr Kevin D'arcy	RWT
	Ms Alison Dowling	RWT
	Ms Cathy Higgins	RWT
	Ms Ros Leslie	RWT
	Dr Brian McKaig	RWT
	Ms Karen Maskell	RWT
	Ms Katy Thorpe	RWT
	Ms Abigail Townsend	
	Ms Vanessa Whatley	RWT

AGM182: Chairman's Welcome and Opening Remarks

Prof. Steve Field, Chairman of the Board, welcomed everyone watching to a new style of public meeting. He reminded those watching of the importance of public meetings for the Trust and he thanked everyone for virtually attending. He extended the thanks of the Board to all members of staff for their incredibly hard work throughout the Covid-19 pandemic.

AGM183: Minutes of the Meeting of the Annual General Meeting of The Royal Wolverhampton NHS Trust held on Monday 7 October 2019

Prof. Field confirmed there were no corrections to the minutes.

Resolved: That the minutes of the Annual General Meeting of The Royal Wolverhampton NHS Trust held on Monday 7 October 2019 be approved as a correct record.

AGM184: Matters arising from the Minutes of the Annual General Meeting of The Royal Wolverhampton NHS Trust held on Monday 7 October 2019

Prof. Field confirmed there were no matters arising from the minutes of the 2019 AGM with Mr Wilshere.

AGM185: Declarations of Interest from Directors and Officers

Prof. Field confirmed that no further declarations of interest had been received. He reminded attendees that the Declarations of Interest of all Board Members are available on the Trust Web Site at in the papers for each Board meeting throughout the year.

AGM186: Strategic overview of 2019-2020 – Prof. David Loughton, CEO

Prof. Loughton introduced his review of the year providing a presentation giving the details of what the Trust had faced and achieved over the previous year. He referred to more recent events and to Covid-19 as the biggest challenge the Trust had ever faced. He reiterated his thanks to all the staff for their continued hard work. He said planning was in place for the then anticipated 'second wave' that remained under constant review and amendment. He thanked the staff, patients and members of the public for their support for the Trust and its services.

Resolved: that the CEO's Review of the year be received and noted.

AGM187: Quality Account 2019-2020 – Yvonne Higgins, DCNO

Ms Higgins introduced report and gave a summary presentation of the full report that was available on the Trust website. Ms Higgins said that for the year 20/21 the three key priority areas remained a focus on workforce, safe care, and the patient experience. She highlighted key achievements in regards to the priority areas in the previous year in her presentation.

Resolved: that the Quality Account be received and noted.

AGM188: Annual Accounts 2019-2020 - Kevin Stringer, CFO

Mr Stringer introduced the annual accounts and gave a presentation of the main points from the accounts. He referred viewers to the Key Financial Performance information on page 15 and 16. He said activity and finances at the Trust had since been greatly impacted by Covid-19. He highlighted the different levels of activity, admissions, emergency department activity, referrals and out-patient operations during Covid-19. He said that for the year being reported on, the Trust had achieved all of its key statutory financial targets. He said the accounts had been fully audited by KPMG and represented a true and fair view of the organisation's financial performance. He said as a result of Covid-19, some contracts had been suspended for 2020-2021. He said the Trust was being funded to break even and that the financial regime for 2021-2022 was yet to be set out.

Resolved: that the Annual Accounts be received and noted.

Matters raised by members of the general public and commissioners

AGM189.1: A member of the public asked when and how were patients being contacted to commence taking forward referrals made by GP's.

Ms Nuttall said GPs had commenced contacting patients in July 2020 on a clinical priority basis. She said new appointments would either be face to face, virtual or by phone. She said all Trust services had been restored however as a result of the pandemic some waiting times had increased.

AGM189.2: A member of the public asked what the waiting times were and who could patients contact if there were any concerns. They mentioned for example, a referral to Ear Nose and Throat showed a 22-week delay on chose and book and stated there was no available appointments on the system.

Ms Nuttall said waiting times varied by speciality with some of the longest waits being in surgical specialities. She said if patients had any concerns they could contact the appointments team and their number was available on the Trust Website.

AMG189.3: A member of the public asked when backlogs were likely to be cleared.

Ms Nuttall said this would vary by speciality. She said the Trust had to submit a plan to recover by March 2021 and all plans were subject to daily review. She said this could change due to any impact of any further 'waves' of Covid-19 activity, such as any related to flu and winter pressures for example.

Mr Wilshere asked if there were any particular departments that had been disproportionately affected.

Ms Nuttall said every department had been affected. She said the waiting time for diagnostic services had increased particularly in Radiology and Endoscopy, which had then had an impact on surgical waiting times.

AMG189.4: A member of the public asked what plans were being put in place to stop the situation from getting worse.

Ms Nuttall said since the end of May, the Trust and whole of the NHS had been working on comprehensive recovery plans. She said the challenge was to restore services to full capacity whilst maintaining Covid-19 management. She said the Trust had to minimise the risk to patients. She said patients attending for a day case or elective procedures had been 'streamed' through different routes to best manage any risk of infection. She said the Trust had enhanced the cleaning programme and continued to use the private sector to assist with diagnostic programmes, including facilities such as the Nuffield hospital.

AMG189.5: A member of the public asked what arrangements were in place for staff working on Covid wards.

Ms Nuttall said free car parking was introduced for staff when the pandemic was declared. She said this was national guidance and would continue until the pandemic was declared as over and would be determined by the government.

Mr Wilshere asked when car parking charges for patients would be reviewed. Ms Nuttall said the Trust was trying to ensure that as few as possible patients came on to the Hospital sites. She said there would some patients that had to attend their appointment onsite. She said the Trust had reintroduced car parking charges for patient car parks and it was being reviewed monthly.

AMG189.6: A member of the public asked whether there was any specialist support in the emergency departments for patients that required mental health support or assessment and whether partners agencies were aware of this.

Ms Nuttall said there was support available and the local Mental Health Trust was working hard to ensure there was additional support. She said there was increasing evidence of pressures that the mental health services were facing. She said the Trust had a 24/7 service available for patients that required a mental health assessment, undertaken by specialist mental health resource available at the Trust's emergency department. She said regular meetings took place between the Trust and the mental health team pre-pandemic and these had continued to ensure the Trust was receiving mutual feedback and support. She said everyone in the Trust and emergency department was aware of this service, and that partner agencies knew of the service and support.

AMG189.7: A member of the public asked what percentage of patients were discharged from hospital without care plans and was there support for vulnerable patients, or those with complex needs, many of whom were reluctant to make complaints as they had ongoing health needs. They said they were concerned about this as they knew they may need the hospital again at some point in the near future.

Ms Higgins said the Trust was aware of the need of effective communication on discharge for patients. She said all patients that were discharged received a discharge summary which included their immediate plan of care. She said the Trust was leading a system wide discharge communication improvement group, this included members from the local CCG and care homes.

She said the Trust were trying to strengthen the discharge communication, focussing on vulnerable patients and those with complex needs. She said this was key priority and the Trust was driving improvement. She reiterated that patients should feel able to raise issues, concerns or complaints without fear that it would impact on their treatment.

AGM190: Closing Remarks

Prof Field thanked all those present for attending the meeting. He expressed particular appreciation for the work of Trust Directors, employees and volunteers during the past year.

The meeting closed at 3:50pm