

The Royal Wolverhampton NHS Trust

Minutes of the Annual General Meeting of The Royal Wolverhampton NHS Trust held on Monday 25 September 2017 at 3 pm in the Lecture Theatre, WMI, New Cross Hospital, Wednesfield, Wolverhampton

PRESENT:

Mr J Vanes	Chairman
Mr A Duffell	Director of Workforce
Mr R Dunshea	Non-Executive Director
Ms R Edwards	Non-Executive Director
Mr D Loughton CBE	Chief Executive
Mr S Mahmud	Director of Integration
Mrs M Martin	Non-Executive Director
Ms G Nuttall	Chief Operating Officer
Dr J Odum	Medical Director
Mr M Sharon	Director of Strategic Planning and Performance
Mr J Small	Non-executive Director
Mr K Stringer	Chief Financial Officer

IN ATTENDANCE:

Mr K Wilshere	Interim Trust Board Secretary
Ms A Rogers	Administrative Apprentice
Mr R Radcliffe	Head of Communications

PUBLIC, STAFF, STAKEHOLDERS:

Leena Patel, Rashad Gill, Jag Samara, Joshua Franklin, Steve Marshall, Julie Plant, Leanne Bood, Rasham Kumar, Kate Lees, Kate Cheshire, Beryl Davis, Shaikh Mohammed Claddin, Louise Nickell, Phil Dainty, Alessandra De Serw, Helen Ward, Vanessa Whatley, Atul Gang

APOLOGIES:

Dr J Darby	Associate Non-executive Director
Ms C Etches OBE	Chief Nursing Officer
Mr J Hemans	Non-Executive Director
Mrs S Rawlings	Non-Executive Director
Professor Rob Stockley	Associate Non-Executive Director
Mark Taylor	Strategic Director, City of Wolverhampton Council

AGM149: Chairman's Welcome and Opening Remarks

Mr Vanes, Chairman of the Board, welcomed those present and reflected on progress made since the AGM in 2016. He outlined the order of proceedings, and indicated that there would be an opportunity for questions following the presentations. He re-iterated the role of the Chair as to define organisational strategy, model a healthy culture and assure accountability.

AGM150: Overview of the year's achievements in film

A short film highlighting key events and achievements of the Trust, month by month during the 12 month period ending 31 March 2017, was shown to the meeting.

AGM151: Minutes of the Meeting of the Annual General Meeting of The Royal Wolverhampton NHS Trust held on Monday 26 September 2016

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 26 September 2016 be approved as a correct record.

AGM152: Matters arising from the Minutes of the Annual General Meeting of The Royal Wolverhampton NHS Trust held on Monday 26 September 2016

There were no matters arising from the minutes of the 2016 AGM.

AGM153: Declarations of Interest from Directors and Officers

There were no further declarations of interest. Attendees were reminded that the Declarations of Interest of all Board Members are available on the Trust Web Site.

AGM154: Strategic overview of 2016-2017

Mr Loughton the Trust Chief Executive introduced his review of the year. He reflected on the changed and expanded range of services offered by the Trust developed over his 14 years with the organisation. He presented a number of slides providing an overview of the achievements and challenges of the last year and the year ahead.

Included in these highlights, Mr Loughton referred to the progress made with Vertical Integration (which involved GP's integrating with the Trust) with the aim of improving the patient's pathway between their primary care provider and hospital care. He also referred to the ongoing work and partnership with the clinical commissioning group that remains focused on a positive focus on improving patient care and cooperation between organisations irrespective of their status and supporting community-based health care improvement.

Mr Loughton also highlighted the significant improvements in relation to patient safety, notably the reduction in harm to patients alongside a reduction in the number of falls and the severity of harm from falls. He also highlighted the impressive performance of the staff in the emergency department and the gains made by the implementation of the "Physician A Model" whilst noting that this has had an unintended negative impact on the mortality data.

Mr Loughton summarised the Trust' Carter award in respect of its tele-tracking system which is now being evaluated and adopted by other organisations. He thanked all the staff involved in the development of the system. He also highlighted the development of the role of the Freedom to Speak up Guardian and the resources that the Trust has devoted to this.

Mr Loughton referred to the development of the Clinical Fellowship program which is enabling the Trust to develop a very committed medical workforce with a corresponding reduction in locum and temporary staff and the potential consequential reduction in harm to patients. He highlighted that one of the significant challenges during the year and the years ahead related to the Trust being able to recruit the workforce it requires to provide its services whilst at the same time achieving greater efficiency and cost improvement particularly through the use and deployment of new technology. In his view, he stated that such innovation and the deployment of technology is the primary way to innovate and improve care whilst reducing costs.

Mr Loughton highlighted the Trust hosting of the local Research and Development Network and its impressive performance despite a reduction in funding. He also paid tribute to the ongoing work of the staff in maternity services and flagged up that given recent situations in Staffordshire, Walsall, Telford and Dudley amongst others, that more and more new mothers were choosing this Trust maternity services because of their positive reputation. He expressed some concerns regarding the need to manage this situation with partner organisations as Trust services had a safe limit of the number that could be properly accommodated at any one time.

Mr Loughton went on to speak further about the positive cooperation with local CCG's in the exploration and development of models of accountable care organisation and accountable care systems and the future potential for these. He also highlighted the improvements at the Cannock elective care centre and went on to thank and praise the efforts of all the staff across all services in the Trust especially for their commitment to patient care. He extended his thanks to his executive colleagues and the non-executives on the Trust Board for their support.

AGM155: Presentation on the Quality Account 2015/16

Ms Hickman gave a presentation of the Trust Quality Account. Ms Hickman reviewed the priorities for the year being reported on and gave a presentation on the achievements against each of the priorities. She also provided an overview of the CQC inspection of the walk-in centre covering the areas of positive feedback and some minor improvements.

In relation to priority one, Ms Hickman highlighted the previous and ongoing focus on recruitment and retention of staff including those from overseas, the continuing focus on elements of the patient safety thermometer which include the continued focus on the reduction of pressure incidents and the reduction of any resulting harm from pressure incidents. She also referred to joint cross organisational and cross system working as part of the false collaborative and the achievement of a marked reduction in both the number of falls and that harm resulting from falls.

She went on to highlight the continuing challenges regarding prevention of hospital acquired infection and infection control and spoke about the work being undertaken with care facilities in the community to tackle potential infections at source before people enter hospital. She also highlighted aspects of the patient experience that have been improved and noted the improvement in timely responses to complaints by the Trust. Ms Hickman said that there were a number of areas for action identified from the inpatient survey results including improving discharge information and explanation to patients, discharge planning and improving information about medication.

Ms Hickman explained that as the work on all the priority areas was still current the Trust had determined the need to continue with these priorities with a particular emphasis on staffing and staffing levels, improving safer care and better learning from deaths.

Summarising her presentation, Ms Hickman reiterated that the current priorities for 2016/17 would continue forward for 2017-2018, namely:

Safe Nurse Staffing Levels:

- Bridging the gap between qualified and unqualified, with accredited training opportunities
- Continuing to review the workforce with regard to new roles
- Continue with recruitment and retention plans

Safer Care:

- The Infection Prevention Team plan to use the Plan, Do, Study, Act (PDSA) methodology and tools used as part of the Collaborative Project with other Infection Prevention based projects
- Further diagnostics of incidents and claims will be undertaken in the identified priority areas
- Launch of the revised Falls Policy and associated processes

Patient Experience and Satisfaction:

- Further analysis of Friends and Family Test (FFT) feedback to understand specific issues in wards/departments
- Monitoring of telephone Patient Advice & Liaison Service (PALS) and Complaints to aid efficiency and training
- Promotion of FFT across all areas, post audit findings

Dr Odum then spoke about the recently published mortality rates and the Trust involvement in the Learning from Deaths initiative. He highlighted that in the Summary Hospital-level Mortality Indicator (SHMI) indicators the Trust appears to be an outlier nationally. He explained that following examination of this the main reasons seem to focus on the way data was recorded and reported as opposed to any increase in deaths. He confirmed that in all cases of mortality there is a clinical case note review undertaken and any lessons learnt or actions required are noted and delivered.

Dr Odum expanded on the factors impacting on the published mortality indicator including the Trust emergency department and mission model which has had the impact of reducing admissions with an unintended consequence of appearing to increase the percentage of admissions where patients die. He therefore summarised that the published indicators and the Trust outlier status is data driven and not death driven. He went on to explain that there is work underway to improve the emergency medicine admissions coding and coding accuracy of the data reported by the Trust.

Dr Odum confirmed that this information has been shared and confirmed by the external agencies involved in collating and publishing the mortality data and the improvements in both the data and medical cover are ongoing but he noted that given the historical nature of the mortality indicators that there will be a delay in time for any impact of future submissions. He reiterated that the detailed case note reviews have not revealed any systemic or systematic failures to date and the Trust continues to implement and refine its learning from deaths methodology.

AGM156: Presentation on the Audited Accounts for the year ended 31 March 2017

Mr Stringer introduced his presentation of the Trust annual accounts and financial position for the year ended. He extended his thanks to the staff and managers across the organisation for their diligence and budget management and he also extended his thanks to the Commissioner's continued support. He summarised the year as good with increased activity and increased turnover. He gave an overview of the current situation regarding provider side debt and the contribution of income from the Trust's hosting of the research and development hub. He noted the impact of the revaluation of assets and the consequences on the figures reported. Overall he said that the Trust reported a surplus of £8.5 million whilst delivering a technical deficit.

Mr Stringer confirmed the auditor's statement as being unqualified and that the Trust had met all its statutory targets. He went on to explain the size of the challenge for the year ahead in relation to capital expenditure requirements and availability alongside the ongoing requirement to reduce costs and increase efficiency. He highlighted that any change to the national pay freeze, if not funded centrally, would have a significant impact on the Trust finances. He illustrated this by saying that a further 1% increase represents a significant increase in expenditure.

AGM147: Matters raised by members of the general public and commissioners

The Trust Chairman provided a summary and overview of each of the presentations and then invited questions from those in attendance.

A number of questions were raised by members of the public and members of staff, and these, together with the Directors' responses, are summarised as follows:

A representative of HealthWatch Wolverhampton said that they had heard good things about the Trust and knew of patients who had had positive experiences in the accident and emergency department. They asked why there were so few members of the public at the end of general meeting and how this might be improved. Mr Loughton responded that he agreed this could be improved. The questioner offered a number of suggestions including a city centre location, timing alongside hospital visiting times and the availability of car parking at the venue. Mr Loughton and the Chairman acknowledge the suggestions and said they would be considered for the future AGM in 2018.

A representative of the local clinical commissioning group said that the CCG recognise the quality of the services provided by the Trust and thanked the staff, Board and all involved for their efforts.

A member of medical staff in Birmingham said that the Trust had a good reputation amongst medical staff in the area and asked how he might go about working for the organisation in the future. Mr Loughton said he would introduce him to the appropriate contacts.

A representative of HealthWatch Wolverhampton asked what was happening to the West Park Hospital site. Mr Loughton summarised the work to date including the exploration of options with the local authority for extra care facilities but that changes to the benefit system have meant this is probably no longer viable. He expressed the wish for the Trust to move off the site and highlighted ongoing problems relating to security and cover. He expressed the wish for services to move to a city centre primary care hub and Cannock.

Mr Loughton went on to highlight the current flu situation in Australia and New Zealand and the warnings of a significant flu epidemic in the UK. He asked for staff and others to take up the vaccination programme and summarised the incentives in this year's campaign.

Mr Vanes thanked all those present for attending the meeting. He expressed particular appreciation for the work of Trust employees and volunteers during the year under review and to the Choir for their performance before the opening of the AGM.

The meeting closed at 4:10 pm