

2^{GETHER} NHS FOUNDATION TRUST

COUNCIL OF GOVERNORS MEETING 15 OCTOBER 2008

PRESENT:

Rennie Fritchie (Chair)	Nick Bell
Richard Butt-Evans	David Coombs
Carol Dass	Mervyn Dawe
Julie Garnham	John Gillett
Nigel Hayward	Sandra John
Angela Lewis	Alison Lott
Judith Morris	Chandni Mehta
Rae Murray	Joan Nash
Janet Newbould	Tim Stokes
Sam Tolley	Francesca Tolond
Tony Warnes	

IN ATTENDANCE: Sandra Betney, Director of Finance and Commerce
Anna Hilditch, Assistant Trust Secretary
David McGrath, Trust Secretary/Director of Corporate Affairs
Simon Thompson, Director of Operations

1. WELCOMES AND APOLOGIES

Apologies for the meeting were received from Ingrid Barker, Bronwen Carless, Amanda Fisk, Rae Murray and Duncan Smith.

2. DECLARATION OF INTERESTS

No amendments to the Declaration of Interests were received.

3. NOTES OF THE MEETING HELD ON 9 SEPTEMBER 2008

The notes of the meeting held on 9 September 2008 were agreed as a correct record.

4. MATTERS ARISING

- 4.1 Rennie Fritchie advised that Monitor had been contacted about the possibility of them attending a Council of Governors meeting. Governors would be informed of the outcome of this enquiry.
- 4.2 Four Governors had attended the planned visit to the BranchLea Inpatient Substance Misuse unit in Cheltenham on 8 October. Julie Garnham and Nigel Hayward both agreed that it was an excellent unit and found the visit, which included a tour of the unit and a presentation on the work that would take place extremely helpful. Mervyn Dawe passed on his thanks to Andy Moore and Debbie Temple-Bell who had stayed late after a long day to show them around. He said that it was made clear that the unit was patient centred. Ros Taylor also agreed with the comments made, noting that her only concern related to the low wall surrounding the unit from the main road. This concern had been passed on to the unit for consideration.

- 4.3 Following a request at the last meeting, a review of Governors meeting time preferences had been conducted. It was found that the majority of Governors were happy to continue to meet in an early evening slot due to work and travelling commitments. It was suggested that the meeting could start slightly earlier at 5.00pm to ensure that it finished by 7.30pm. This suggestion was agreed and a trial run of starting the meetings at 5.00pm would take place from the January 2009 meeting.

ACTION: January Council meeting to be scheduled to start at 5.00pm as a trial run.

5. CHAIR'S REPORT

- 5.1 Rennie Fritchie, Chair, expressed her thanks to Richard Butt-Evans, Julie Garnham and Sam Tolley for their contributions to this year's annual meeting which had taken place on 19 September at the Cheltenham Town Hall. Many people had found the Governor's presentation a welcome addition to the meeting. Rennie advised that the day had started with the Trust Board meeting, followed by a number of topical presentations and supported by information stalls throughout the afternoon hosted by Trust colleagues and partner agencies. It was thought that over 100 people had attended the event during the day.
- 5.2 The 10th October saw a number of events which had taken place to celebrate World Mental Health Day. These included stalls at Gloucester's Farmers market and local colleges as well as an evensong service at Gloucester Cathedral. Thanks went to John Horan, Trust Chaplain and Hazel Watson, Director of Nursing, Social Care and Therapies who gave readings at the service. This was followed by an exhibition of art and crafts in the Cathedral's cloisters created by service users.
- 5.3 Rennie had been involved as a member of the ROSCAs judging panel. Alison Lott who had also taken part said that she found it heartening to read the comments from staff. She noted that there had been a wide range of nominations and comments received as well as suggestions about ways to improve the process for next year. Ros Taylor said that the ROSCAs were a fantastic invention and she was really looking forward to the evening awards ceremony. She advised that the ROSCAs were not just about the recognition of those people nominated but also a celebration of the Trust. It was noted that the judging panel had also consisted of senior Trust staff and Ian Mean, Editor for Gloucestershire Media.
- 5.4 Rennie Fritchie had attended the official opening of BranchLea Cross earlier that day and agreed with Governor's earlier comments about the standard and quality of the unit, both in terms of conditions but also the level of care that would be provided. She also noted that the unit was able to look after the physical health of inpatients as well as their mental health. Francesca Tolond informed the Governors that she worked with Gloucester Mission and thought that it might be helpful to arrange a visit to BranchLea to help the client group understand what services were out there. The Governors were advised that the unit had become operational on 13th October so it might not be possible to allow tours of the unit, however, thought might be given to a virtual tour or a video that

could be put on the Trust's website. This was agreed to be a good idea and Andy Moore, Service Director for Substance Misuse would be contacted to look further into this idea. John Gillett said that the new unit was a good step toward tackling the national trend of 80% of people returning to dependency.

ACTION: Andy Moore to be contacted regarding the possibility of creating a virtual tour of BranchLea for streaming on Trust website

- 5.5 Rennie Fritchie informed the Governors that she would be meeting with Amanda Fisk to further discussions around the Governors work plan and agreed to share this with Governors once complete. Janet Trotter, Chair of Gloucestershire Hospitals NHS Foundation Trust and Rennie had held discussions about the possibility of holding a joint Governor session on Dementia. This would be arranged for early in the new year.
- 5.6 Rennie Fritchie reminded Governors of the need to contact the Trust if they were asked, as a Governor to attend any events or if people made contact with them to do work on their behalf. This would ensure that the Trust could support Governors in their work. John Gillett said that he would be interested in visiting some local prisons and asked whether he should do this as an independent observer or as a Governor. Rennie Fritchie advised that the visits would not be mandated in the Governors role so it would be preferred if any visits made were in an independent capacity.

6. SERVICE EXPERIENCE REPORT

- 6.1 The purpose of this report was to provide the Council of Governors with an Executive Summary of Patient and Public Involvement (PPI) activities within the Trust from April to June 2008. The report provided an overview to Governors on what the Trust was doing in certain areas and how it was dealing with questions and concerns raised. Simon Thompson, Director of Operations was in attendance to present this item to the Council.
- 6.2 The Council were informed that the Trust was recruiting to the vacant service user and carer participation worker posts. It had also merged the voluntary services department with service user and carer participation. Angela Lewis said that the Speakout group had felt as though they hadn't received the same level of support recently and also hadn't been consulted with enough or had their expertise used in a productive way. Simon Thompson advised that Pam Smith, Voluntary Services Manager had been brought into the post in the interim, however, the Trust would be consulting with Speakout to gauge from them exactly what is was that they needed as the Trust didn't want to commit funding for posts without any consultation.
- 6.3 The Trust was currently rolling out the new Care Programme Approach (CPA) mechanism which had been developed alongside service user and carer involvement. Simon Thompson advised that there had been a dramatic improvement in CPA performance in the last quarter.
- 6.4 The Social Inclusion Strategy consultation had now ended and the Trust would be working hard to interpret the strategy into real, meaningful changes.

- 6.5 The Patient Experience report included a section on contacts made with the Patient Advice and Liaison Service (PALS). Simon Thompson advised that the whole report demonstrated meaningful engagement as well as identifying challenges. The Trust relied on the support of PALS who were able to resolve problems before reaching the complaints stage.
- 6.6 Sam Tolley informed the Governors that she had attended the FT Governors Association national event in Leeds on 8 October. One of the plenary sessions had included a discussion regarding the new Local Involvement Networks (LINKs) organisations and it had been suggested that Foundation Trusts should identify areas that LINKs could work with. David McGrath advised that LINKs was a government sponsored organisation which would be locally accountable to a mixture of individual members and organisations that come together and ask questions of health services. He noted that the Trust already had clear processes in place with the Health Overview and Scrutiny Committee to help identify what might be classed as a significant change and therefore requiring consultation. The Trust had met with LINKs to help develop their processes and David McGrath noted that they had a huge amount of work to do as they do not just consider mental health and learning disability issues but all health services including GP services. Ros Taylor advised that any Governor could become a member of LINKs which had not been possible in the past with the PPI Forums. Angela Lewis expressed concern about the LINKs Stewardship Board as it appeared that no-one with an interest in mental health had been voted onto it. She noted that LINKs was not a replacement for the PPI Forums and should therefore have different objectives. Rennie Fritchie noted that LINKs was a new organisation and there was a need to establish respect and understanding for one another's work. Sandra Betney agreed to contact Barbara Piranty at the Gloucestershire Rural Community Council (GRCC) to see whether it might be possible for the Governors to receive a presentation on LINKs at a future meeting. It was agreed that this would be helpful.

ACTION: LINKs to be contacted to see if they could attend and present to the Council of Governors

7. PERFORMANCE REPORT

- 7.1 The purpose of this report was to update the Council of Governors on performance against key performance measures and targets between April and August 2008. Simon Thompson presented the report to the Governors.
- 7.2 It was reported that an assurance and monitoring framework for CPA performance had been agreed at the Performance Management Committee and would be implemented alongside the new Care Management policies from 1st October. Simon Thompson informed the Governors that the framework had been designed with service user and carer representatives from all of the Strategic Service Units. The Council of Governors were asked to note that the CPA targets that the Trust was required to meet related simply to working age adults. However, the Trust has applied the targets to all strategic service units. Rennie Fritchie said that the Trust was set national targets but the Trust also set itself stretch targets to challenge itself.

- 7.3 Sickness absence rates within the Trust have continued to reduce with the 12 month rolling average for the Trust at 5.55% at the end of July. The Governors were asked to note that sickness absence performance was at 4.48% for the August and September period. This performance showed a significant improvement and was warmly received.
- 7.4 It was noted that the Early intervention service had increased its caseload to 164 at the end of August which was in line with trajectory. The service had offered strong assurance to the Trust that they would meet their December target of 211 cases.
- 7.5 Delayed Transfers of Care (DToC) had reduced within all services over the past month, however, the Council were asked to note that further work was underway to review how the Trust was calculating DToC to ensure that a more sophisticated system could be applied.
- 7.6 Mervyn Dawe noted the Data Quality Health Warning on the report and queried what this meant. Simon Thompson said that the Trust was keen that teams owned their own information to ensure that the information was meaningful. At present most information is stored on paper based records so there could be some delays in reporting.
- 7.7 Sam Tolley queried the statutory and mandatory training target. Simon Thompson advised that the target for the end of 2008/09 was 70% and it was thought that this would be met. It was noted that the target for next year would be 100%. Mervyn Dawe informed the Governors that the Trust was in the process of reviewing its induction programme for new staff to include all required statutory and mandatory training.
- 7.8 Angela Lewis raised the issue of complaints and the length of the process. Rennie Fritchie advised the Governors that the Trust was in the process of radically redesigning the complaints process and David McGrath and Simon Thompson would be visiting the Scottish Health Ombudsman in Edinburgh for a fact finding visit. Julie Garnham noted that the Trust was not currently meeting the target of all complaints being completed within 25 days and asked about the number of come back complaints that the Trust received. David McGrath noted that the Trust completed 65% of complaints within the 25 day period, however, very few complaints were raised at Ombudsman level which indicated that despite a delay in responding to complaints, the complainants were satisfied with the answers received. John Gillett queried whether the Trust could perform better in relation to complaints if the Trust was not set targets and objectives to meet. Simon Thompson said that complaints affected changes in the Trust and there was a need to assess further the quality outcomes. Ros Taylor noted that she had always been struck by the bland nature of responses and agreed that the Trust could do better in terms of the quality of responses.
- 7.9 Angela Lewis raised the issue of transport for service users and carers to and from the Forest of Dean. Richard Butt-Evans advised that there were local arrangements in place and was not aware that these had changed. Simon Thompson agreed to look into the transport arrangements to clarify the position.

ACTION: Clarification to be sought on current transport for service users and carers to and from the Forest

8. HEALTHCARE COMMISSION PATIENT SURVEY REPORT

- 8.1 The purpose of this report was to present the Council of Governors with the results from the Patient Survey 2008 and any actions and recommendations arising from it.
- 8.2 Simon Thompson advised that there were some areas from the report where the Trust had not performed as well as it had hoped. It was noted, however, that the Trust had only just started developing crisis and home treatment services at the time the survey was conducted. Since then a considerable amount of work has been carried out to develop improved access to psychological therapies and a new CPA system was now in place.
- 8.3 Rennie Fritchie asked which were the areas where the Trust might have cause for concern. Simon Thompson suggested that improving the customer focus and continuing engagement was important. Sandra Betney advised that the Trust was making a real push on communications, looking at ensuring patients knew about things such as medication and support available in the community. Simon Thompson noted that things had improved around medication and a new page was in place on the Trust's intranet with information leaflets on medication for patients which staff could download. He suggested that it might be useful if a group of Governors was pulled together to sit and review the actions that had been identified from the report to ensure that they were the correct ones.
- 8.4 Ros Taylor picked up the issue of Care Plan folders and noted that she was disappointed that these had not been implemented yet. She suggested that these, along with a few other items were quick fixes that the Trust could sort out. Simon Thompson advised that the new care folders had now been signed off and were going out to print.
- 8.5 Angela Lewis asked whether future reports could clearly state the period of time that the survey answers were collated. The report received had been conducted over a year ago and it was apparent that a lot of work had already gone into meeting the recommendations.

9. BUSINESS PLANNING PROCESS

- 9.1 Sandra Betney gave the Council of Governors a presentation on the business planning process for 2009/10.
- 9.2 John Gillett queried the changes in accounting methods. Sandra Betney advised that the Trust and other Foundation Trust's were moving toward the international method of accounting which would bring the Trust into line with the rest of Europe.
- 9.3 Sam Tolley noted the key business planning objective "Quality and Safety" and said that there had been a number of points raised about this at the recent FT Governors' Association event. It was felt that Governors should become more

involved in this area and should receive sets of clinical and risk management meeting minutes. Rennie Fritchie said that she would raise this with Frank Powell, Chair of the current Practice Standards Committee to see if this would be helpful. It was suggested that Governor involvement in the Business Planning process could look specifically at "Quality and Safety". Sandra Betney agreed that focussing Governor attention on one or two key objectives was a good idea.

ACTION: Rennie Fritchie to speak with Frank Powell about the possibility of Governors receiving the minutes from the Practice Standards Committee

- 9.4 Angela Lewis asked whether it would be possible for all Governors to have sight of the developing business plan, if they wished to see it. Francesca Tolond said that she found it useful to receive the strategic headlines and overview, however, it was not the Governors role to get too much into the operational detail.
- 9.5 Nick Bell suggested that the Trust might like to consider changing the use of the term "mental health" to "behavioural health".
- 9.6 John Gillett thought that a good way to aid understanding of the business plan would be to write it as if it were an actual patient journey and how each objective would affect the patient. It was agreed to be a helpful suggestion.
- 9.7 It was suggested that the joint Board and Governor session due to take place on 21 November could be used to discuss further the business plan and could involve welcome debate between the Board and the Governors. This was agreed. Sandra Betney advised that this date would tie in well with the business planning cycle and the Governors would then receive another update at both their January and March Council meetings. Sandra Betney also offered to hold a detailed session for Governors who would be interested in reviewing the business plan.

ACTION: Agenda for 21 November joint Board and Governor session to include Business Planning

10. ANY OTHER BUSINESS

FT Governors' Association (FTGA) National Event

- 10.1 Sam Tolley updated the Governors following her attendance at the FTGA national event held in Leeds on 8 October. As well as sessions on Safety and LINKs, as noted earlier in the meeting, Amanda Fisk had also attended the event and presented on Membership and Engagement. There had been some very positive feedback about the Trust's DVDs. It was noted that all Trust's seemed to be struggling to gain meaningful membership and discussions had been held around how we can measure the impact on membership. Sam Tolley said that she had found this to be a useful event.

Social Inclusion

- 10.2 Angela Lewis reported that she had attended a Social Inclusion event in London along with other Trust colleagues. The event was attended by 14 Trusts and discussion groups at the event included employment and housing. It was noted that the Trust's DVDs on membership and inclusion had been shown and people were impressed with them.

Recruitment to Vacant Governor Posts

- 10.3 David McGrath advised that the closing date for the receipt of nomination forms for interested parties applying for the Nursing Staff Governor vacancy was 3rd November. Three people had expressed an interest in the post.
- 10.4 The Learning Disability Partnership Board nominated Governor recruitment was also underway. Trust colleagues had attended a number of Locality groups to talk about the role of Governor and it was thought that the full LD Partnership Board would consider nominations early in the new year.

11. DATE OF NEXT MEETING

The next meeting would take place on Wednesday 14 January 2009 at 5.00 – 7.30pm at the Royal George Hotel, Birdlip

Council of Governors Action Points

Item Ref	Action	Lead
4.3	January Council meeting to be scheduled to start at 5.00pm as a trial run.	Anna Hilditch
5.4	Andy Moore to be contacted regarding the possibility of creating a virtual tour of BranchLea for streaming on Trust website	David McGrath
6.6	LINks to be contacted to see if they could attend and present to the Council of Governors	Sandra Betney
7.9	Clarification to be sought on current transport for service users and carers to and from the Forest	Simon Thompson
9.3	Rennie Fritchie to speak with Frank Powell about the possibility of Governors receiving the minutes from the Practice Standards Committee	Rennie Fritchie
9.7	Agenda for 21 November joint Board and Governor session to include Business Planning	Anna Hilditch

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