

AGENDA

Annual General Meeting of the Trust Board

Date	Friday 30 July 2021
Time	9.00 am – 10.30 am
Location	Virtual via Microsoft Teams Live Event

WELCOME

1	Welcome, apologies, minutes of the AGM held on 30 July 2020 and Chairman's introductory remarks	Chairman	Verbal	09:00
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PRESENTATION OF THE TRUST'S ACCOUNTS

2	Annual Audited Accounts for the year ended 31 March 2019	Sarah Brampton	Presentation	09:05
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OUR AGM THEME – EMERGING STRONGER

3	A look back on the last year through the lens of our strategic objectives Presentation of our Annual Report	Ann James	Verbal	09:15
	Delivering safe, high quality services: Response to COVID – caring for our patients	Jude Fewings and Kate Tantam	Presentation	
	Working with our partners across the community: Vaccination	Sue Wilkins	Presentation	
	Providing services in a sustainable way: Outpatient transformation	Andrew Dickinson and Louise Shalders	Presentation	
	Valuing our People: Staff networks	Kerry Dungay	Presentation	
4	Looking to the future	Ann James	Verbal	09:55
	Working with our partners across the community: Integrated Care Partnership			
	Providing services in a sustainable way: Future Hospital and our plans for a new Urgent and Emergency Care Centre		Video	

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	Valuing our People: COVID Garden of Life – a community project	Sian Dennison and Megan Flower	Video	
5	Questions from the public pertinent to the Annual Report and Accounts	Chairman	Verbal	10:15
CLOSE				
6	Chairman's closing remarks	Chairman	Verbal	10:20

Our Annual Report and our Annual Accounts are available on our website
<https://www.plymouthhospitals.nhs.uk/our-publications>

University Hospitals Plymouth NHS Trust

**Minutes of the Annual General Meeting
held at 9.00 am on Friday 31 July 2020
Virtual via Microsoft Teams Live Event**

Present: Richard Crompton, Chairman
Kevin Baber, Chief Operating Officer
Bill Boa, Associate Non-Executive Director
Sarah Brampton, Director of Finance
Lenny Byrne, Chief Nurse and Director of Integrated Clinical Professions
Jacky Hayden, Non-Executive Director
Phil Hughes, Medical Director
Ann James, Chief Executive
Elizabeth Kay, Non-Executive Director
Steven Keith, Director of People
Hisham Khalil, Non-Executive Director
Graham Raikes, Non-Executive Director
Helen Teague, Non-Executive Director
Henry Warren, Associate Non-Executive Director

In attendance: Jo Beer, Director of Integrated Care and Partnerships
David Brown, Director of Urgent and Emergency Care
Lee Budge, Director of Corporate Business
Gill Hunt, Board Secretary
Stuart Windsor, Director of Estates and Facilities

Apologies: Nick Thomas, Deputy Chief Executive

1 Welcome, apologies and declarations of interest

The Chairman welcomed those present. The apologies listed above were noted. No interests were declared.

2 Minutes of the previous Annual General Meeting

The minutes of the previous Annual General Meeting, held on 26 July 2019, were approved as a true and accurate record of the meeting.

The Chairman invited Mrs Brampton to present the Trust's accounts for the year ended 31 March 2020.

3 Annual Audited Accounts

Ms Brampton presented a summary of the financial year 2019/20. The main points were:

- Total income for the year was £571m, an increase of £62m from the previous year to allow for inflation, increases in employer NHS pension contributions, clinical activity growth and NHS tariff increases.
- Total expenditure for the year was £634m, the bulk on staffing costs.
- The Statement of Comprehensive Income for the year reflected a deficit of £32.9m.

Mrs Brampton stated that the Board had set a challenging financial plan for the year - to breakeven - which was compliant with the control total set by NHS England. By October 2019 it had become apparent that the financial plan could not be met. The Trust had submitted a revised detailed forecast for a year end deficit of £32.9m and this was met.

The main variances to the financial plan were:

- Achievement of £21m savings against a target of £25.5m, or 3.4% of turnover.
- Under achievement of contract income, primarily the result of high emergency activity.
- Loss of access to Provider Sustainability Funding and Financial Recovering Funding totalling £10.5m.

Mrs Brampton detailed the following:

- Total elective activity had increased by nearly 10%.
- Outpatient attendances had increased by 4%.
- The successful repatriation of 500 hotel services staff.
- A reduction in agency staff spend from £5.6m to £4.2m.
- Effective partnership working to improve patient access.
- Capital expenditure totalling £26.7m.

In terms of compliance with financial duties and targets, the Trust:

- Had planned to break even in 2019/20 but the final outturn was a deficit of £32.9m.
- Underspent against the External Financing Limit of £39.3m, with external financing cash flows of £37.8m.
- Minimally underspent against the Capital Resource Limit of £26.7m, with net capital expenditure of £26.7m.

- Paid 96.4% of non-NHS invoices within thirty days, an over-performance against the Better Payment Practice Code target of 95%.

Finally, Mrs Brampton explained the impact of COVID-19 on the annual NHS financial planning process. In line with other organisations, the Trust was currently working to interim financial arrangements put in place by NHS England until at least August 2020. These arrangements ensured that organisations had the means to respond to the pandemic. The Trust continued to work with its partners across the Devon Sustainability and Transformation Partnership to deliver the NHS long term plan for the county.

The Chairman thanked Mrs Brampton and her Finance team for their work during the year.

4 **Our 2020 AGM Theme: a year like no other**

The Chairman introduced the theme for the AGM – *a year like no other*. Although the current COVID-19 context was at the forefront of everyone's minds, the vast majority of 2019/20 was COVID-19 free. The Chairman highlighted the following from the Trust's Annual Report:

- The ACE Event (Appreciation, Civility and Excellence), which had focused on the power of appreciation.
- The *People First* Programme. The Trust was part of a national programme to embed improvement techniques into the organisation.
- The Board's strategic plan – *Healthier Lives, Making a Difference* – explained how the Board would deliver integrated care and services by welcoming partners in health and social care sectors.
- Emergency Department (ED) improvement work and the receipt of £5m national seed funding money to develop plans for future infrastructure investment.
- In a year defined by the COVID-19 pandemic, preparations for the national lockdown had commenced prior to the financial year ended. Staff had worked incredibly hard and were deserving of public respect.

Finally, the Chairman stated that 1 August 2020 marked the start of his ninth year as Chairman of the Trust. He had never felt more proud to be its Chairman than he did now.

The Chairman invited John Osborne, Chair of the Patient Council, to present the Council's Review of the Year. In describing how the Council had developed over the year and its work with the Trust, Mr Osborne highlighted:

- Work with Sam Sheridan, Patient Access Manager, on patient communications and with David Brown, Director of Urgent and Emergency Care, on ED design.
- Regular meetings with the Trust's Chairman and Chief Executive.
- Welcoming the Trust's Patient Experience Ambassadors.
- Support for patient focused initiatives such as *Making Every Experience Excellent* and reducing noise at night.
- Judging the Trust's PoPStar awards, a great reflection of the hard work of staff.

In concluding his presentation, Mr Osborne wished to record his thanks to the Council's outgoing Chair, Jane Hitchings; Ben Gadd, Patient Experience Manager; Claire Jukes, Patient Services Support Manager, and to Head of Communications Amanda Nash and her team.

The Chairman thanked Mr Osborne and asked him to convey the Board's appreciation of their work to Council members.

There followed a short film featuring one of the Trust's first COVID-19 patients, who spoke of his experience in intensive care and of his subsequent involvement in COVID-19 related research. The patient thanked staff for their care during his hospital stay and during his recovery.

The Chairman invited Saoirse Read, Learning Disabilities Specialist Nurse/Team Leader, and Jill Singh, Associate Educator Learning Disabilities, to introduce a presentation from the Derriford User Group (DUG). This featured DUG members Dave, Susie, Anthony, Alison and John, who spoke about their ability to continue to contribute to DUG's work despite shielding during the COVID-19 pandemic.

The Chairman thanked staff and DUG members for their presentation.

The Chairman introduced a short NHS Birthday video. This included contributions from Scott College, local MPs, DUG, local groups, staff and patients.

5 Annual Report 2019/20 and Emerging Stronger

Ms James stated that the AGM presented a welcome opportunity to pause and reflect on the year that had passed. She agreed with the Chairman, it had been a year like no other. Ms James commended the Trust's Annual Report.

Ms James wanted to spend a few moments thinking about the future. There was a very strong city-wide determination to emerge from this year in a position

of strength. Indeed, colleagues across the health and social care sector had sensed this over the last few months and wanted to build on it. There had been discussions across teams, Service Lines and Care Groups about alignment with the Trust's values of listening, learning and improving and about listening deeply and profoundly to patients and staff about their individual experiences; they were all different, valid and important.

Ms James stated that the Board would, later that morning, consider the recently published NHS People Plan. Everyone was a leader in the Trust, whatever their role. Staff had been very open, both in terms of celebrating what had gone well and learning from what had not. Ms James had been humbled by the level of courage that people had shown over the recent months and by their continued appetite to be courageous.

Ms James stated that the future was very positive, with much to look forward to. New services, ED, hybrid theatres and continuing work with partners across the city. Like the Chairman, Ms James was proud of what had been achieved and knew of the great potential going forward. There was an absolute determination by staff to give of their best, particularly to see patients in a timely way. Video consultations had increased but the Trust wanted to ensure that those who did not access technology were not disadvantaged. Ms James expressed her confidence that the Trust would indeed 'emerge stronger' and concluded her remarks by thanking staff for their incredible team effort.

Ms James stated that this would be the last AGM that outgoing Medical Director Phil Hughes would attend and she wished to record her thanks to Phil. He had spent most of his career at Derriford and was recognised for his commitment, determination and energy to ensuring patients were treated in a timely way.

On behalf of the Board, the Chairman thanked Dr Hughes for his outstanding contribution.

6 Questions from the public

The Chairman invited questions from the public. There were none.

7 Chairman's closing remarks

In bringing the AGM to a close, the Chairman thanked Amanda Nash and her team for their support and creativity in bringing the event to fruition in challenging circumstances and to the Patient Council and DUG for their contributions.

The Annual General Meeting closed at 9.50 am.