

# AGENDA



## Annual General Meeting of the Trust Board

**Date** Friday 28 July 2017

**Time** 9.00 am – 10.30 am

**Location** Board Room, Derriford Centre for Health & Wellbeing

### WELCOME AND SETTING THE CONTEXT FOR THE MEETING (9.00 – 9.25 am)

1	<b>Welcome, apologies, review of minutes of the AGM held on 29 July 2016 and Chairman's introductory remarks</b>	Chairman	Verbal
2	<b>Annual Report for the year ended 31 March 2017</b>	Chief Executive	Present-ation

### CELEBRATING OUR VOLUNTEERS (9.25 – 10.05 am)

3	<b>Celebrating the contributions of our volunteers</b> <ul style="list-style-type: none"><li>• Overview of volunteering in the Trust</li><li>• Introduction to our hospital guides</li><li>• Volunteer stories</li><li>• The 'ask' of the Board</li></ul>	Patient Experience Support Manager/ Volunteers Co-ordinator	Verbal
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### FINANCIAL SUMMARY FOLLOWED BY QUESTIONS (10.05 – 10.30 am)

4	<b>Annual Audited Accounts for the year ended 31 March 2017</b>	Director of Finance	Present-ation
5	<b>Questions from the public pertinent to the Annual Report and Accounts</b>	Chairman	Verbal

### CLOSE (10.30 am)

6	<b>Chairman's closing remarks followed by refreshments with our volunteers</b>	Chairman	Verbal
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Our Annual Report and our Annual Accounts are available on our website  
<https://www.plymouthhospitals.nhs.uk/our-publications>

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**Plymouth Hospitals NHS Trust**

**Minutes of the Annual General Meeting  
held at 9.00 am on Friday 29 July 2016  
in the Board Room, Derriford Health & Leisure Centre**

**Present:** Richard Crompton, Chairman  
Kevin Baber, Chief Operating Officer  
Greg Dix, Director of Nursing  
Ann James, Chief Executive  
Neil Kemsley, Director of Finance  
Mike Leece, Non-Executive Director  
Terence Lewis, Non-Executive Director  
Elizabeth Raikes, Non-Executive Director  
Henry Warren, Associate Non-Executive Director

**In attendance:** Lee Budge, Director of Corporate Business  
Gill Hunt, Board Secretary  
Amanda Nash, Head of Communications  
Peter Rowe, Consultant Nephrologist and Care Group Director  
Rob Sneyd, Dean, Plymouth University Peninsula Schools  
of Medicine & Dentistry  
Nick Thomas, Deputy Chief Executive, Director of Site Services  
and Planning

**Apologies:** Phil Hughes, Medical Director  
Steven Keith, Director of People  
Phill Mantay, Director of Transformation  
Mike Williams, Non-Executive Director

**'Governors' in attendance** Vera Mitchell, Public 'Governor', Plymouth constituency  
Marina Taylor, Public 'Governor', Plymouth constituency

**1 Welcome and apologies**

The Chairman welcomed shadow 'governors', staff and members of the public present. The apologies listed above were noted.

**2 Minutes of the previous Annual General Meeting**

The minutes of the previous Annual General Meeting, held on 31 July 2015, were approved as a true and accurate record of the meeting.

**3 Chairman's Introduction**

In his opening remarks the Chairman expressed his satisfaction in the Annual Report, which reflected the professionalism and dedication of the Trust's staff and the organisation's status in the wider peninsula. 2015/16 had been another very tough year for the Trust, evidenced by the increasing

demands on services. The ever-present concerns about finances had been felt locally just as they had been in other parts of the wider NHS. The Chairman stated that staff had risen magnificently to the challenges presented to them. This had been recognised by the Care Quality Commission, who had rated the Trust as 'Outstanding' for quality of care. This, the Chairman suggested, was the yardstick against which this Trust should be judged and he was privileged to be its Chairman.

The Chairman invited the Chief Executive to present the Annual Report.

#### **4 Annual Report 2015/16**

In introducing her presentation, Ms James stated that Trust staff did amazing things every day and the AGM afforded the opportunity to pause and reflect on their achievements. She had been delighted with this year's Annual Report and thanked Amanda Nash and colleagues for the accessible format. Ms James' presentation celebrated highlights during the year, including:

- Embracing social media through a live Twitter 'chat' and welcoming the opportunity to reach a wider audience.
- The 'Research Puzzles It Out' event on International Clinical Trials Day.
- Opening of the helipad facility.
- The first Trust in the south west to be rated 'Outstanding' by the Care Quality Commission for quality of care.
- Human Factors training using 'Sim Man' to train hospital staff.
- Introduction of the SALUS system, which provided real time data to improve patient flow.
- The Trust's rating as the top performer in England for price and quality of hip replacements.
- The Endoscopy Unit's successful 'Open Door' event for staff recruitment.
- Unveiling of the 'Gift of Life' artwork installation in main reception, a visual reminder of the importance of organ donation.
- Selection as a demonstrator site for new GS1 and PEPOL standards.
- Shortlisting of the 'Tea with Matron' initiative for a national patient experience award.
- A second, successful, Open Day.

Ms James stressed the importance of staff values in underpinning these successes and welcomed the new photographs on the level 6 concourse of staff who had volunteered to share their values with patients and visitors.

Following a short video of interviews with visitors at the Open Day, Ms James stated that the Board must endeavour to meet patients' needs and to walk in their shoes. It was in this spirit that representative from Bosom Pals and the Patient Council had been invited to present to the Board today.

## 5 Bosom Pals

Two representatives of the breast cancer support group Bosom Pals attended the meeting and reported on the ongoing work between the Pals and the Trust to improve services, care and support for breast cancer patients.

Kim Baldry spoke of the Pals' practical support, from 'welcome' packs and information at first point of contact, through to pre-surgery and pre-treatment workshops. Important issues from her perspective were:

- Increased GP training for hormone therapy issues.
- Access to breast reconstruction as a right not an optional 'extra'.
- The importance of providing social and other opportunities for patients to share their experiences and the use of social media in this regard.
- The benefits of early interaction between medical students and patients.

Jane Hitchings gave an update on improvements made to the breast reconstruction service since October 2015 following the Trust's engagement with Bosom Pals. The main points of her talk covered:

- Overcoming the initial problems resulting from patients' understanding of the complexity of large acute hospitals and of the effort required by the organisation to simply maintain the status quo. In her view, more must be done to encourage patients to take responsibility for their own health and to get involved in local service provision in a supportive way.
- The impressive willingness by staff at all levels to hear feedback so that services and the patient experience could be improved.
- The appointment of a specialist reconstruction nurse.
- Recognition that a national shortage of consultant plastic surgeons was a contributing factor to concerns over the breast reconstruction service.
- Ms Hitchings expressed thanks to Deputy Director of Nursing Bev Allingham and to Deputy Lead Cancer Nurse Kate Lansdell for their response to Bosom Pals concerns.
- In terms of further support for breast cancer patients, Ms Hitchings suggested encouraging women to keep up long term treatments; standard bone scans for density; the provision of patient summaries to GPs, together with an ongoing care plan.

Ms Hitchings suggested that the Board's focus should be on:

- Ensuring that teams worked together in the best interests of patients.
- Keeping patients updated and managing their expectations.
- Promoting the wisdom of even shorter hospital stays - but do not discharge patients prematurely.

Ms Baldry and Ms Hitchings thanked the Board for their invitation to attend.

## **6 Patient Council**

Scott Millway presented a summary of the Council's work over the preceding twelve months. Among the Council's achievements were:

- Involvement in the PLACE Assessment.
- Attendance at the Patient Experience Committee.
- Attendance at a Success Regime stakeholders event.
- Working with Bosom Pals.
- Testing of new patient mattresses.
- Engagement with issues concerning End of Life Care.

Areas of concern to the Council included:

- Whilst welcoming the opportunity to contribute to the development of the Trust's new website, subsequent slow progress with its rollout, particularly accessibility and support for patients.
- Slow progress with the Mystery Shopper programme.
- The position of the door bell on the mobile PetCT unit did not appear DDA compliant. Mr Thomas would resolve this.
- An apparent variation in patient engagement across the Trust.
- A desire for greater involvement in projects after the initial consultative stage and a desire to lead some projects directly, where appropriate.

The Council, at its next meeting, would set objectives for the coming year and review its Terms of Reference.

On behalf of the Council, Mr Millway thanked Jayne Glynn, Patient Experience Manager, for her guidance and support.

## **7 Annual Audited Accounts**

Mr Kemsley presented a summary of the financial year 2015/16. The main points were:

- An actual deficit of £36m at year end against a planned deficit of £33.3m, the main causes of which were the under achievement of planned savings and the negative impact of urgent care demand on elective care capacity.
- Capital expenditure amounted to £10m against a plan of £16m, resulting from a mid-year 'reset' by the Board in the light of the Trust's cash position.

Given the scale of the deficit outturn, the Board had failed in its break even duty. On positive notes, the Trust had undershot its External Financial Limit by £246k and had not exceeded its permitted Capital Resource Limit.

Performance against the public sector payment policy had been 94% settlement within 30 days against a standard of 95%.

The Trust's accounts had received positive comments from external audit in terms of quality but an adverse 'value for money' conclusion. This did not mean, however, that the Trust was inefficient in its financial management, but was reflective of the scale of its deficit.

Mr Kemsley summarised the outlook for the coming year, with its emphasis on efficiency improvements in the wider context of the Success Regime and the national NHS financial 'reset'.

## **8 Questions from the public**

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

Mr Dix stated that establishing a Patient Council had been a fundamental element of the Patient Experience Strategy and he was grateful to Mr Millway for representing the Council at the AGM.

Mrs Raikes stated that men also suffered from breast cancer and she asked how they were supported. Bosom Pals stated that they would be welcome to join their support group; no referrals had yet been received.

Mr Budge and Professor Sneyd welcomed the interaction between patients and students at an early stage in students' education.

Dr Rowe, Care Group Director for Women & Children, would welcome the opportunity to meet with Bosom Pals in the near future.

## **9 Chairman's closing remarks**

In bringing the AGM to a close, the Chairman thanked staff and patient representatives for their contributions.

The meeting closed at 10.20 am.

**Signed** \_\_\_\_\_

**Date** \_\_\_\_\_