

AGENDA		 University Hospitals Plymouth <small>NHS Trust</small>	
Annual General Meeting of the Trust Board			
Date	Friday 31 July 2020		
Time	9.00 am – 10.00 am		
Location	Virtual via Microsoft Teams Live Event		
WELCOME			
1	Welcome, apologies, minutes of the AGM held on 26 July 2019 and Chairman’s introductory remarks	Chairman	Verbal
PRESENTATION OF THE TRUST’S ACCOUNTS			
2	Annual Audited Accounts for the year ended 31 March 2020	Sarah Brampton	Present ation
OUR AGM THEME – A YEAR LIKE NO OTHER			
3	<ul style="list-style-type: none"> • Patient Council Review of the Year • COVID Patient Video • Derriford User Group presentation • NHS Birthday Video 	John Osborn	Verbal Video Present ation Video
4	Our Annual Report following by a look to the future, <i>Emerging Stronger</i>	Ann James	Present ation
5	Questions from the public pertinent to the Annual Report and Accounts	Chairman	Verbal
CLOSE			
6	Chairman’s closing remarks	Chairman	Verbal

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

Plymouth Hospitals NHS Trust

**Minutes of the Annual General Meeting
held at 9.00 am on Friday 26 July 2019 in the
Board Room, Derriford Centre for Health and Wellbeing**

Present: Richard Crompton, Chairman
Kevin Baber, Chief Operating Officer
Sarah Brampton, Director of Finance
Lenny Byrne, Chief Nurse and Director of Integrated Clinical Professions
Giles Charnaud, Non-Executive Director
Jacky Hayden, Non-Executive Director
Phil Hughes, Medical Director
Ann James, Chief Executive
Elizabeth Kay, Associate Non-Executive Director
Graham Raikes, Non-Executive Director
Estelle Thistleton, Non-Executive Director
Henry Warren, Associate Non-Executive Director

In attendance: Gill Hunt, Board Secretary
Steven Keith, Director of People
Nick Thomas, Deputy Chief Executive

Apologies: Jo Beer, Director of Integrated Care and Partnerships
Lee Budge, Director of Corporate Business
Hisham Khalil, Non-Executive Director

1 Welcome, apologies and declarations of interest

The Chairman welcomed those present and 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 27 July 2018, were approved as a true and accurate record of the meeting.

3 Chairman's Introduction

In his opening remarks the Chairman reflected on an eventful, challenging, joyous and inspiring year. The Chairman wished to record his recognition of the commitment and contribution of the staff and volunteers who had worked tirelessly for patients during the year ended 31 March 2019. He wanted, on behalf of the full Board, to say a very sincere 'thank you' to them.

This year's AGM would focus on one of the Trust values, Listening, Learning and Improving, and showcase some of the individuals who had demonstrated their

commitment to that value; many would be formally recognised by the Trust at the *Pride of Plymouth* awards later that day.

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

4 Annual Report 2018/19

Ms James stated that the AGM presented a welcome opportunity to pause and reflect on the year that had passed. She welcomed to the Board recently appointed Executive Directors Sarah Brampton and Lenny Byrne and welcomed Jo Beer to the senior team.

Ms James introduced a short film which told the story of 2018/19, reporting the year's achievements and celebrations. The Trust's staff, and those in partner organisations, had worked incredibly hard to deliver outstanding care. Their stories, and more, were included in the Annual Report and she commended this to the Board.

At Ms James's invitation, Lenny Byrne gave the AGM a brief overview of his plans for refreshing the Trust's Patient Experience Strategy. Mr Byrne stated that he looked forward to working with the Patient Experience Committee, which he co-chaired with volunteer, Mrs Vera Mitchell, in overseeing the Strategy's development and implementation.

5 Making Every Experience Excellent (MEEE)

Sue Johnson, Head of Nursing for Surgery, and Claire Jukes, Patient Services Manager, gave a presentation on this initiative.

Launched in January 2019, three themes for MEEE's focus had been identified from the National Inpatient Survey Results 2017. These themes were:

- Noise at night.
- Communication on discharge.
- Patients' views on the quality of their care.

The Patient Council had helped with the engagement of patients in MEEE-driven conversations and in the gathering of feedback. This feedback had identified issues of patient concern that would not otherwise have been apparent from the National Inpatient Survey and Ms Johnson and Ms Jukes explained how related improvement initiatives had been implemented, focusing on helping patients to improve the quality of their sleep whilst in hospital, including:

- A sleep project led by two Junior doctors.
- The development of a patient information leaflet.
- The establishment of a multi-disciplinary Noise at Night Project Group.

Ms Johnson and Ms Jukes concluded their presentation by explaining the role of the Trust's Patient Experience Ambassadors, or PEAs, and in particular their importance in absorbing feedback from patients and picking up on many of the issues that were important in ensuring a good patient experience.

6 **Our Patient Experience Ambassadors: Our PEAs**

Ms Eileen Pearce, a volunteer and PEA, spoke of the impact that PEAs could have on the patient experience.

7 **Memories from my bedside**

Amanda Nash, Head of Communications, introduced Dr Jamie Read, Registrar Healthcare of the Elderly, and Mr David Bray, a student at Marjons University. Ms Nash explained how the *Memories from my bedside* project began from a suggestion she had made to Dr Read and how this had eventually been taken up by students from Marjons as an oral history project.

Two oral history recordings were played to the AGM. The first featured the recollections of a patient who, as a child, had been traumatically separated from her father to be relocated to a place of safety during World War 2. The second featured the recollections of a farmer's wife on how her local community had supported her family during an outbreak of foot and mouth disease at her farm.

At the conclusion of the audio recollections, Ms Nash explained how this ongoing project would support clinical skills training by helping staff to better understand their patients' emotional and psychological needs, and to see them as individuals rather than conditions.

8 **Annual Audited Accounts**

Ms Brampton presented a summary of the financial year 2018/19. The main points were:

- The Trust had a planned deficit of £3.8m. The actual result was a deficit of £27.1m by 2018/9 year-end. The main causes of the £23m variance from plan were:
 - Shortfall in identified savings compared to target (£9.9m).
 - Lower than planned Provider Transformation and Sustainability Funding (£6.4m).
 - Lower than planned commissioner income (£6.5m).
- The Trust underspent by £1.3m against the original planned capital programme of £20.8m, with gross capital expenditure of £19.5m.
- The Trust had a £0.6m underspend against the External Financing Limit of

£28.4m, with external financing cash flows of £27.8m.

- The Trust had a £0.5m underspend against the Capital Resource Limit of £19.5m, with net capital expenditure of £19.0m.
- The Trust paid 94.8% of invoices within 30 days, a 0.2% underperformance against the Better Payment Practice Code of 95%.

Looking forward to 2019/2020:

- The plan for 2019/20 was for breakeven. This relied upon the achievement of a Financial Improvement Plan (FIP) of £25.6m in 2019/20. The FIP included a range of income generation, pay and non-pay efficiency improvements and some technical financial opportunities.
- The plan for 2019/20 included £9.1m of Sustainability and Transformation Funding and £6.9m of Finance Recovery Funding which was contingent on the Trust achieving its financial plan.
- The Trust has achieved the plan in the first three months of 2019/20. Maintaining this performance would be very challenging given the profiling of the FIP during the course of the year.

Ms Brampton invited questions. There were none.

9 Questions from the public

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

10 Chairman's closing remarks

In bringing the AGM to a close, the Chairman stated that it had been a hugely enjoyable and very positive AGM.

On behalf of the Board, the Chairman thanked Amanda Nash and her team for their vision in bringing the event to fruition. Mr Byrne thanked Mrs Vera Mitchell, lay co-Chair of the Patient Experience Committee, for her tireless efforts to improve the patient experience.

The Annual General Meeting closed at 9.55 am.