


COUNCIL OF GOVERNORS

**FINAL Minutes of the Meeting held on Thursday 29th January 2015
4.00pm to 5.45pm**

Trust Conference Room, Burtonwood Wing, Warrington

Present:

Allan Massey	Chairman (Chair)
Iris Keating	Public Governor
Heather Greaves	Public Governor
Sue Kennedy	Public Governor
Peter Harvey	Public Governor
Paul Campbell	Public Governor
Carole Astley	Public Governor
Alf Clemo	Public Governor
David Ellis	Public Governor
Allan Ralston	Public Governor
Louise Cowell	Staff Governor
Dan Grimes	Staff Governor
Pat Wright	Partner Governor – Warrington Borough Council
Peter Harrop	Partner Governor – University of Chester
Peter Lloyd Jones	Partner Governor – Halton Borough Council (part)

In Attendance:

Mel Pickup	Chief Executive (part)
Simon Wright	Chief Operating Officer & Deputy Chief Executive (part)
Karen Dawber	Director of Nursing and Organisational Development (part)
Tim Barlow	Director of Finance & Commercial Development (part)
Paul Hughes	Medical Director (part)
Lynne Lobley	Non-Executive Director
Carol Withenshaw	Non-Executive Director
Terry Atherton	Non-Executive Director
Ian Jones	Non-Executive Director
Anita Wainwright	Non-Executive Director
Colin Reid	Trust Secretary
Gayle Healey	Governor & Membership Support Manager (Minutes)

Apologies:

Peter Folwell	Public Governor
Jeanette Scott	Public Governor
Dora Buff	Public Governor
Jim Henderson	Public Governor
Gaynor O'Brien	Staff Governor
Sue Bennett	Staff Governor
Deb Mandal	Staff Governor
Neil Kelly	Partner Governor – Warrington Wolves Foundation
Alison Cullen	Partner Governor – Warrington Voluntary Action
Mike Lynch	Non-Executive Director
Jason DaCosta	Director of Information Technology

	WHHFT/COG/15/01 - Welcome, Apologies and Introductions
1	The Chairman welcomed all Governors', Staff, and Non-Executive Directors, to the Council of Governors meeting.
2	Apologies - See above listing.
	Declarations of Interest – in agenda items
3	There were no interests declared in relation to the agenda items for the meeting.
	WHHFT/COG/15/02 – Update on Strategic Plan 2015
4	The Director of Finance & Commercial Development provided an update of the Trusts five year Strategic Plan and the process for 2015/16 and gave an overview of the NHS five year forward view that set out the scale and nature of the challenges ahead. He advised that the Trust's 2015/16 planning process was a refresh of the second year of the existing operational plans to sustain and continue to improve performance on the existing NHS Constitution and mandate priorities which included an emphasis of partnership working with local Clinical Commissioning Groups and linking with their planning assumptions.
5	The Director of Finance & Commercial Development provided an update of the Annual Plan timeframe and explained that a survey had been created based on feedback of the themes from the Governors' facilitated session and clinical sessions that were linked into the Trusts Quality, People, and Sustainability (QPS) framework. The survey would focus on quality reconfirming the overall strategic direction of the Trust and would be distributed to members and be available to the wider public in February 2015. The results would form the basis of the Annual Plan 2015/16 with the draft plan presented to the Trust Board and Council of Governors before submissions to Monitor on 10th April 2015.
6	The Director of Finance & Commercial Development advised that the Trust would adopt a new planning cycle during 2015/16 which set out expectations for future Trust plans. Business planning activities would be coordinated by a newly created Strategic and Annual Planning Steering Group which would develop a comprehensive project plan that integrated all aspects of annual business planning. He explained that to enable and support this, a new business planning programme and timetable had been developed for implementation in 2015/16.
7	The Chairman thanked the Director of Finance & Commercial Development for the update on behalf of the Council.
	WHHFT/COG/15/03 – Update on outcome of Perfect Week
8	A video was presented to the Council created by the Kings Fund to help illustrate how the Accident & Emergency Department (AED) integrated with the complex system that supports it and highlighted general factors that have recently contributed to pressures surrounding AED nationally.
9	The Chief Operating Officer & Deputy Chief Executive explained the differences between the general factors that had recently contributed to pressures surrounding AEDs nationally and the Trust. He advised that Warrington did not have any alternatives to AED such as a walk in centre or urgent care centre. 50% of attendances at Warrington AED were during out of hours which were different in comparison to most other Trusts. He also advised that the Trust had increased staffing to three AED Physicians which was more than the national average and now provided increased access to scans seven days per week.
10	The Chief Operating Officer & Deputy Chief Executive reported that the second 'Perfect Week' took place at the Trust on 6 th January until 14 th January 2015 when nationally AEDs were at their busiest. The week focused on delivering the best possible outcomes for our

	patients through operational performance and problem solving. He advised that during this period the Trust was under severe pressure which was the best time to implement the project and advised that the Trust was the only one to do this in the UK.
11	The Chief Operating Officer & Deputy Chief Executive reported that the Trust set up a 'silver command' which included primary care partners, social services and wider community teams. Every individual patients needs were reviewed regularly to ensure patients did not stay in hospital any longer than necessary. He was pleased to report that over the course of the project there were 105 additional discharges.
12	The Chief Operating Officer & Deputy Chief Executive reported that by the fourth day of the Perfect Week AED had recovered and achieved the national 4% target, the only AED in the North West to do so. He advised that the Perfect Week was a fantastic success due to the commitment from all staff and stakeholders which had a very positive impact on the quality of the patient experience. He advised that the lessons learned from the outcomes of the Perfect Week would be presented at external meetings to show the Trust could cope under extreme pressure if all local health partners worked together differently.
13	The Chairman asked that an explanation be given to the Council of the extra effort that was undertaken by staff to deliver perfect week. The Chief Operating Officer & Deputy Chief Executive, advised that all executive diary commitments were cancelled to focus on ward visits and to be available to resolve issues that arose for the duration of the project. If things needed to happen, it happened that day even if it wasn't within the Trusts normal capability. For example, social workers were asked to work extra hours to enable the patient pathway flow more easily. A social care assessment and implementation of the assessment would usually take a few weeks, during the Perfect Week it was done on the same day. He advised that it was a huge project to undertake however, the Trust achieved it.
14	Allan Ralston; Public Governor, noted that elements of the outcomes of the perfect week could be implemented immediately.
15	Sue Kennedy; Public Governor, asked why residents of Warrington did not have access to a walk in centre. The Chief Operating Officer & Deputy Chief Executive advised that Warrington Clinical Commissioning Group (WCCG) felt that a walk in centre was not required as they had developed a different model that wrapped services around GP surgeries.
16	David Ellis; Public Governor, asked if any changes had been implemented from the outcome of the last Perfect Week held in May 2014. The Chief Operating Officer & Deputy Chief Executive advised that the Trust had expanded the rapid response team from a five day working week to a seven day working week and introduced ward liaison officers to wards.
17	The Chair thanked the Chief Operating Officer & Deputy Chief Executive for the update on behalf of the Council.
	WHHFT/COG/15/04 – Minutes of Previous Meeting 27th November 2014
18	The minutes of the meeting held on the 27 th November 2014 were approved as a true and accurate record.
	WHHFT/COG/15/05 – Actions Arising from Previous Meeting
19	There were no actions arising from the meeting held on 27 th November 2014.
	WHHFT/COG/15/06 – Chairman's Report
20	The Chairman provided the following verbal report:

21	The Chairman welcomed Anita Wainwright new Non-Executive Director who commenced her post on 1 st January 2015 and welcomed all new governors.
22	The Chairman reported that he had received a letter from Cllr Terry O'Neill, Leader of Warrington Borough Council (WBC) that asked the Trust to support a cross party campaign opposing the introduction of new toll road planned for the Mersey gateway crossing at Runcorn. The letter explained the reasons why the decision was made to oppose the plans as WBC felt that there would be an increase to traffic congestion in Warrington as drivers would seek to avoid the tolls.
23	Peter Harvey; Public Governor, commented that patients would certainly consider the toll bridge when choosing where to have elective surgery which could potentially be very detrimental to the Trust.
24	Dan Grimes; Staff Governor, commented that there would be a significant negative impact on the capability of the Trust to move patients to Warrington for outpatient services and to Halton for elective services especially as patients from Warrington were already reluctant to travel to Halton. He also commented that heavier traffic in Warrington would have a negative effect on shuttle bus travel times which was a vital means of transport for patients and visitors to attend appointments on time and staff who work across both sites.
25	Allan Ralston; Public Governor, asked how much increased congestion had been forecast for the Warrington area when the toll was implemented. The Chairman advised that WBC and HBC both had differing views.
26	Allan Ralston; Public Governor, commented that it was quicker for him to travel to Whiston Hospital for an appointment than to travel to Warrington or Halton Hospital. He agreed that if the volume of traffic was increased due to the toll road there it would not only have a negative effect on the Trust but on the whole community.
27	The Council of Governors' agreed unanimously to support Warrington Borough Councils view that the Mersey Gateway crossing toll road in Runcorn would have a negative impact on the Trust, patients, visitors and adversely affect patient care.
28	The Council noted the content of the Chairman's Report.
WHHFT/COG/15/07 – Chief Executives Report	
29	There was no report provided by the Chief Executive.
WHHFT/COG/15/08 – Consultation with Constituency members	
30	Public: Iris Keating; Public Governor, reported that she had received communication from a member in her constituency through the membership foundation inbox. The communication was a complaint which she referred onto PALS by replying via the foundation inbox rather using her personal email address. The Trust Secretary advised that there was a process for member to governor communication that was managed through the Governor and Membership Office and confirmed that using the foundation inbox email address was the most appropriate way to respond to members queries.
31	Paul Campbell; Public Governor, reported that he had recently received a complaint via his personal email directly from a member. He advised that he passed the complaint to the Governor and Membership Support Manager who followed the member to governor communication process and was resolved positively within two days.
32	Staff: Louise Cowell; Staff Governor, reported that she had been working with the Governor & Membership Support Manager to produce a regular email to the Clinical Scientist & Allied Health Professionals staff group and advised that the first one would be distributed in the near future.

33	<p>Partner: Pat Wright; Partner Governor, reported that she had sat on a select committee with representatives from the Trust's AED and local GPs about working together and sharing data.</p>
<p>WHHFT/COG/15/09 – Report from Governor Committees</p>	
34	<p>i. Quality in Care Committee – 15th January 2015 The Council noted the draft minutes of the Quality in Care Committee held on 15th January 2015.</p>
35	<p>ii. Communications and Membership Committee – 20th January 2015 David Ellis; Public Governor and Chair of the Communications and Membership Committee, referred the Council to the draft minutes of the meeting held on the 20th January 2015 and advised that the Committee had decided to split the Open Day and Annual Members Meeting for 2015 after reviewing analysis from other Trusts. It had been agreed that the Open Day be held on a weekend sometime in August/September at the Halton site and the AMM would be held earlier in the year, midweek at the Warrington site. He also advised that Essetta Hayes from Warrington Healthwatch attended the meeting to discuss future work around engagement and the Committee had reviewed the first draft of the outpatient survey which had now been passed on to Gordon Robinson for review.</p>
36	<p>The Trust Secretary advised the Council that the AMM could not be held until the Annual Report & Accounts had been submitted and adopted by parliament in July 2015.</p>
37	<p>The Council noted the draft minutes of the Communications and Membership Committee held on 20th January 2015.</p>
<p>WHHFT/COG/15/10 – Any Other Business</p>	
38	<p>Allan Ralston; Public Governor; reported that he had attended a Care Quality Commission (CQC) public listening event with David Ellis; Public Governor, on Monday 26th January 2015. It was hosted by approximately fifteen CQC representatives and was disappointed to see that only three members of the public attended.</p>
39	<p>The Chair thanked Governors that attended the public listening event.</p>
40	<p>There being no other business the Chairman closed the meeting.</p>
<p>Dates of future meetings: Date: Thursday 26th March 2015 Time: 4.00pm till 6.00pm Venue: Lecture Theatre, Education Centre, Halton Hospital.</p>	

The agenda and minutes of this meeting may be made available to public and persons outside of Warrington and Halton Hospitals NHS Foundation Trust as part of the Trust's compliance with the Freedom of Information Act 2000.