

**COUNCIL OF GOVERNORS**  
**FINAL Minutes of the Meeting held on Thursday 23<sup>rd</sup> July 2015**  
**4.00pm to 6.00pm**  
**Trust Conference Room, Burtonwood Wing, Warrington**

**Present:**

Steve McGuirk	Chairman (Chair)
Alison Kinross	Public Governor
Joe Whyte	Public Governor
Elaine Tweedle	Public Governor
Jeanette Scott	Public Governor
Sue Kennedy	Public Governor
Barbara Meager	Public Governor
Carole Astley	Public Governor
Phil Chadwick	Public Governor
Alf Clemo	Public Governor
David Ellis	Public Governor
Peter Folwell	Public Governor
Mark Ashton	Staff Governor
Peter Lloyd Jones	Partner Governor – Halton Borough Council
Pat Wright	Partner Governor – Warrington Borough Council
Peter Harrop	Partner Governor – University of Chester

**In Attendance:**

Karen Dawber	Director of Nursing (Part)
Jason DaCosta	Director of Information Technology
Lynne Lobley	Non-Executive Director
Terry Atherton	Non-Executive Director
Ian Jones	Non-Executive Director
Mike Lynch	Non-Executive Director
Anita Wainwright	Non-Executive Director
Alison Lynch	Deputy Director of Nursing (Part)
George Cresswell	Associate Director Estates & Facilities (Part)
Chris Horner	Associate Director of Communications
Colin Reid	Trust Secretary
Gayle Healey	Governor & Membership Support Manager (minutes)

**Apologies:**

Peter Harvey	Public Governor
Norman Holding	Public Governor
Kenneth Dow	Public Governor
Jim Henderson	Public Governor
Gaynor O'Brien	Staff Governor
Sue Bennett	Staff Governor
Neil Kelly	Partner Governor – Warrington Wolves Foundation
Alison Cullen	Partner Governor – Warrington Voluntary Action
Louise Cowell	Staff Governor
Mel Pickup	Chief Executive
Tim Barlow	Director of Finance & Commercial Development
Simon Wright	Chief Operating Officer & Deputy Chief Executive
Simon Constable	Medical Director
Roger Wilson	Director of Human Resources & Organisational Development

	<b>WHHFT/COG/15/34 - Welcome, Apologies and Introductions</b>
1	The Chairman welcomed all Governors', Staff, and Non-Executive Directors, to the Council of Governors meeting. The Chairman welcomed Alison Kinross, Joe Whyte, Elaine Tweedle, Barbara Meager and Phil Chadwick newly appointed Public Governors and Mark Ashton, newly appointed Staff Governor as this was their first meeting.
2	Apologies - See above listing.
3	The Chairman advised that apologies had been received from the Chief Executive who was attending the national Maternity Panel, The Director of Finance & Commercial Development who was attending a mediation session regarding the 2014/15 contract with Warrington CCG. The Chief Operating Officer and Medical Director were unavailable due to leave and the Director of Human Resources & Organisational Development who had work commitments.
4	<b>Declarations of Interest – in agenda items</b> There were no interests declared in relation to the agenda items for the meeting.
	<b>WHHFT/COG/15/35 – Minutes of Previous Meeting 28<sup>th</sup> May 2015</b>
5	The minutes of the meeting held on the 28 <sup>th</sup> May 2015 were approved as a true and accurate record.
	<b>WHHFT/COG/15/36 – Actions Arising from Previous Meeting</b>
6	The Chairman reported that there were no formal actions arising however, there was one informal action that was in place to review the Council of Governors. He advised that this would be picked up by the Council in the second half of the year once the Board meeting review had been finalised.
	<b>WHHFT/COG/15/37 – Chairman's Report</b>
7	The Chairman provided the following verbal report:
8	<b>Update on CQC Inspection</b> The Chairman informed the Council that the Care Quality Commission (CQC) had submitted their report for the inspection that was conducted on all sites in January 2015. He reported that the CQC rated Halton Hospital as good, Bath Street Health and Wellbeing Centre in Warrington as good and Warrington Hospital as requires improvement. The CQC rated caring and effectiveness in the trust as good across the board in all of the trusts services. The report confirmed an overall rating of 'requires improvement' although inspectors found services were caring, effective and did not observe any examples of unsafe practice during their visit.
9	Peter Lloyd Jones; Partner Governor asked what process was used to rate the Trust. The Chairman advised that the CQC used a matrix system to provide an overall rating when totalled together unless any service was deemed to be unsafe. If a service was deemed to be unsafe it would override any other score and lead to an automatic rating of inadequate.
10	Pat Wright; Partner Governor asked what would happen next with regard to the suggested improvements generated from the report, was there an action plan and timescales associated with each action. Mike Lynch; Non-Executive Director advised that the CQC and Monitor had approved an action plan for the improvements which the Trust had already begun to implement. The CQC had given three months for the actions to be achieved; however they reserved the right to inspect the trust at any time.
11	The Chairman advised that the action plans arising from the inspection would be reported through the Trust's normal Governance processes. A presentation at the next Quality in Care meeting would be arranged on the report, actions and timeframe to deliver the improvements

	recommended by the CQC and to provide assurance to the Council.
12	<p><b>Monitor Review</b></p> <p>The Chairman provided an update of the Monitor Financial Governance Review for the Trust. He reported that Monitor had almost completed their review and had drafted a number of recommendations which would be ratified at their Board meeting in August. The Chairman advised that the review findings were scheduled to be published in August and would inform the Council of any issues are identified.</p>
13	<p><b>Governor Training Day</b></p> <p>The Chairman reported that a Governor Training Day had been arranged for Tuesday 25<sup>th</sup> August 2015 and asked all Governors to attend if they were able to do so.</p>
14	<p><b>Annual Members Meeting</b></p> <p>The Chairman asked David Ellis; Public Governor to provide an update of the plans for the next Annual Members Meeting.</p>
15	<p>David Ellis; Public Governor reported that the Annual Members Meeting had been arranged for 16<sup>th</sup> September 2015 in the Education Centre at the Warrington site. Plans were in place to provide through a sponsor, food which would be available from 5.30pm till 6pm with the main meeting planned to commence at 6pm. He advised that the Communications team were to create a video which would provide a review of the year and work that was planned for the future. To make the event more engaging people attending would have the opportunity to ask questions and attend breakout sessions that focused on the Trusts plans for the future which would tie in with the Trusts Annual Plan for 2016/17.</p>
16	<p>The Chairman asked that all Governors do their best to attend as they would have the opportunity to engage with the membership and the public.</p>
17	<p><b>Car Parking</b></p> <p>The Chairman provided a summary of the car parking policy changes and the introduction of the Automatic Number Plate Recognition System that was managed by Highview Parking approved by the Board in December 2014. A number of complaints had been received by the Trust from the public using the hospital sites which included the number of penalty notices that had been issued, the charge of blue badge holders as the ANPR system could not distinguish a blue badge holder's registration number, unclear signage and problems with the pay machines.</p>
18	<p>The Chairman reported that there also had been an issue of a camera location at the Halton site as there had been confusion around who owned a piece of land that a parking camera pointed to. The DVLA had made a request to temporarily hold any requests made for alleged parking infringements at the Halton site until the matter was resolved. He advised that the Associate Director of Estates and Facilities had met with the Halton Borough Council planning department who found that the piece of land was owned by the Trust but adopted by the Council some years ago. The Trust had asked for the piece of land back and was awaiting the outcome.</p>
19	<p>The Chairman reported that the Trust had received complaints regarding the collection of data for the issue of penalty notices at the Halton site and that it was an infringement of the Data Protection Act. The DVLA had asked the Trust not to collate any information until the complaints had been resolved. The British Parking Association would complete an audit next week and inform the Trust of the outcome. No complaint had been made regarding data protection issues at the Warrington site; however the DVLA had checked the system and were satisfied that there was no breach.</p>
20	<p>Pat Wright; Partner Governor commented that car parking was a large issue generally for the wider</p>

	Warrington area and that councillors were currently inundated with complaints about the issue of parking fines for the hospital.
21	Phil Chadwick; Public Governor commented that he thought the concept of the new parking system was better now than before implementation. He felt that it was simpler for a visitor to park, go for appointment and pay on the way out however; he felt an issue was that signage was not clear for visitors to understand this.
22	Peter Lloyd Jones; Partner Governor commented that technical issues had arisen as a consequence of public concern around the areas of penalties and expressed concern that there had been a large amount of errors and penalty notices issued over the last few months. He felt that the technical issues needed to be managed better to reduce the amount of penalty notices issued to visitors in error.
23	The Associate Director of Estates and Facilities advised that there was a process in place for any visitor who felt they had received a penalty notice in error and wanted to appeal. The process was managed by Highview Parking however; any penalty notice that was ambiguous was referred to a Trust Committee which reviewed each appeal to provide a decision.
24	Peter Lloyd Jones; Partner Governor asked who received the penalty notice money. The Associate Director of Estates and Facilities advised that the operating costs were removed from the parking penalties with the remainder being split equally with Highview Parking and the Trust.
25	Peter Folwell; Public Governor, provided the initial results of the Governors car parking survey and advised that 37 responses had been collated. The emerging themes were that there was confusion over unclear signage and a lack of knowledge regarding concessions. There was also confusion over pay machines when visitors entered their registration number. There was an expectation the pay machine was linked to the site cameras and the machine would inform them how much they needed to pay.
26	David Ellis; Public Governor was concerned that vulnerable people were the most likely to receive penalty notices as they were most likely to make mistakes when using the pay machine. He found when talking to visitors who were completing the car park survey that visually impaired people had struggled to see the letters and buttons were too small on the machines.
27	Sue Kennedy; Public Governor expressed concern for vulnerable people visiting the sites out of hours as there were less staff around to ask for assistance with the pay machines if needed.
28	The Associate Director of Estates and Facilities reported that when the ANPR system was introduced and machines located in car parks the signage was correct. There had been complaints that the machines were not easily accessible for disabled people so the decision was made to move the pay machines to entrance areas of each site for easier accessibility. He advised that currently there were over 100 parking signs displayed which were currently being reviewed by a working group to be relocated adjacent to the machines.
29	The Associate Director of Estates and Facilities reported that the technology currently in place was limited to the contract the Trust had with Highview Parking. The pay machines complied with all current EC guidance but agreed that when the light was a certain angle it was hard to see the key pad. He advised the Trust would be looking to upgrade the pay machines that would link to the onsite cameras and display a touch screen for each visitor to select a photograph of their car to eliminate errors of entering an incorrect registration number. The Trust was awaiting costs.
30	Mark Ashton; Staff Governor commented that there had been a large increase of Freedom of Information Requests (FOIs) regarding car parking with one request from Halton Borough Council

	<p>which had 37 questions. The Chairman suggested that summaries of FOI's could be published on the Trusts website for general information. In response Mark Ashton; Staff Governor advised that the Trust has avoided publishing results of FOI requests in the past as it has not worked at other Trusts and generally may not resolve the problems.</p>
31	<p>The Chairman thanked those governors who had been involved with the car parking survey.</p>
32	<p>The Council noted the content of the Chairman's Report.</p>
	<p><b>WHHFT/COG/15/38 – Chief Executives Report</b></p>
33	<p>There was no report provided by the Chief Executive.</p>
	<p><b>WHHFT/COG/15/40 – Consultation with Constituency members</b></p>
34	<p><b>Public:</b> Sue Kennedy; Public Governor asked if governors could promote the Urgent Care Centre at Halton to their members now that it was open. The Chairman advised that all governors were welcome to inform members and the public of the new service.</p>
35	<p><b>Staff:</b> none reported</p>
36	<p><b>Partner:</b> non reported</p>
	<p><b>WHHFT/COG/15/41 – Report from Governor Committees</b></p>
37	<p><b>i. Quality in Care Committee – 7<sup>th</sup> July 2015</b> The Council noted the draft minutes of the Quality in Care Committee held on 7<sup>th</sup> July 2015.</p>
38	<p><b>a) Amendments to Terms of Reference</b> The Chairman explained that the Terms of Reference for the Quality in Care Committee had been reviewed at the last Committee meeting and asked the Council to approve the proposed minor changes. The changes were approved.</p>
39	<p><b>b) Appointment of Chair and Deputy Chair</b> The Trust Secretary advised that due to recent changes with the Council membership the position of Chair and Deputy Chair for the Quality in Care Committee had become vacant. The Council agreed that Peter Folwell; Public Governor assume the Chair position. The appointment of Deputy Chair for the Quality in Care Committee would be reviewed at a future meeting.</p>
40	<p><b>ii. Communications and Membership Committee – 8<sup>th</sup> July 2015</b> The Council noted the draft minutes of the Communications and Membership Committee held on 8<sup>th</sup> July 2015.</p>
41	<p><b>a) Amendments to Terms of Reference</b> The Council approved the minor changes to the Communications and Membership Committee Terms of Reference.</p>
42	<p><b>b) Update on AMM inc. date change</b> The update of the AMM including date changed had been addressed earlier in the meeting.</p>
43	<p><b>iii. Monitor Quarterly Reporting Compliance Committee</b> <b>a) Appointment of Deputy Chair</b> The appointment of Deputy Chair for the Monitor Quarterly Reporting Compliance Committee would be reviewed at a future meeting.</p>
	<p><b>WHHFT/COG/15/42 – Any Other Business</b></p>
44	<p>The Chairman thanked Peter Harrop; Partner Governor who was attending the meeting as his last</p>

	meeting as a Partner Governor and wished him all the best for the future. He presented Peter Harrop; Partner Governor with a small gift on behalf of the Council as a thank you for his time spent with the trust as a governor.
45	There being no other business the Chairman closed the meeting.
<b>Dates of future meetings: Wednesday 16<sup>th</sup> September 2015 (in conjunction with AMM)</b>	

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.

F E N N A L