

Annual General Meeting – 14th September 2017

Minutes

Minutes of the Annual General Meeting of Mid Essex Hospital Services NHS Trust held in public on 14th September 2017 at 1830 in Lecture Theatre 1, Medical Academic Unit, Broomfield Hospital, Chelmsford

Those Presenting:

Sheila Salmon	(Chair)	Trust Chairman
Clare Panniker		Chief Executive
James O’Sullivan		Chief Financial Officer
Diane Sarkar		Chief Nursing Officer
Nick Alston		Non-Executive Director
Robert Lee-Bird		Chair, Patient Council

James Day	Trust Secretary
Sri Kadiramanathan	Consultant Surgeon

In total, 77 people attended including members of the public, Executive and Non-Executive Directors, staff, and representatives of other health organisations.

1 Apologies for Absence

- a Apologies for absence had been received from the local Members of Parliament, senior Essex County Councillors and Officers, wider healthcare community leaders and 19 members of the public and staff.
- b Apologies were noted as having been recorded by the Secretary.

2 Welcome and Introduction

- a The Trust Chair, Professor Sheila Salmon, welcomed members, the public, staff and stakeholder organisations to the Annual General Meeting.

3 Minutes of the Last AGM

- a The Minutes of the last Annual General Meeting held on 15 September 2016 were confirmed as a true record. There were no matters arising.

4 Annual Report

- a The Chair, extended thanks to all the staff, the volunteers, Friends of Broomfield and BCH and the patients and families who had contributed to and supported the Trust in the year.
- b The Chair commended the Annual Report for 2016/17 to the meeting which was available to those attending in hard copy and on the Trust’s website.
- c With reference to a series of slides the Chair then drew attention to the highlights for the Trust over the year, including the reporting of the outcomes of the 2016 CQC inspection visit. This gave the Trust a “Good” rating and the St Andrew’s specialist burns and plastics services an “Outstanding” rating.

- c The Chair introduced Dr Ellie Makings as site Medical Director who had taken over from Dr Robert Ghosh who had left the Trust in May 2017.
- d The opportunity was taken to outline the new Joint Working Board arrangements in place with the Trust and the acute Trusts at Southend and Basildon and the Joint Executive Group which provided executive leadership under the CEO, Clare Panniker, on all three sites.
- e The Chair highlighted the achievement of staff in providing outstanding care and service as celebrated in the annual staff recognition awards and monthly team and individual commendations.
- f The work of the Trust Charity was celebrated with thanks extended to all involved. This included completion of a second dementia garden and the soon to be commenced campaign to fund the replacement of the Trust's clinical robot.
- g Details were provided on the current sustainable development initiatives including promoting sustainable travel by reason of the Park and Ride shuttle and silver accreditation from Essex County Council for the Trust's travel plan activities.
- h The Chair concluded by again thanking all who had contributed in the year including the Trust staff, the Friends of Broomfield and Friends of BCH, the Patient Council and Healthwatch and the Trust's Volunteers and Sponsors.

5 Financial Performance and Annual Accounts

- a James O'Sullivan, Chief Finance Officer, outlined the Trust's financial performance in a challenging year, including the expenditure and income analysis, pay and non-pay costs and the achievement of external and internal financial targets in the 2016/2017 year.
- b The demands had been, and would continue to be significant in the year ahead, where the anticipated deficit of £24.5m for 2017/2018 was similar to the 2016/2017 out turn of £24.3m. This was an improvement on the 2015/2016 position of a £39.9 m deficit and was within the anticipated target agreed with NHSI.
- c Achievement of the 2017/2018 outturn would be dependent on delivering £16.5m in cost improvement savings.
- d The challenge was to deliver safe and effective care against continuing pressure from Bank and Agency staff costs associated with ensuring the right staff levels. It was also anticipated that STF funding would be reduced by £1.8m in the period.
- e The Trust's Annual Accounts for 2016/2017 were received and formally released.

6 Quality Account 2016/2017

- a Diane Sarkar, Chief Nursing Officer, outlined the Trust's quality initiatives and performance against the key quality areas within the 2016/2017 Quality Account. This was available in hard copy in the meeting and on the Trust's website.
- b Achievements included a 23% decrease in all falls with serious harm following ward based training simulation training and audit. Surgical site infections in gynaecology had reduced by 50% following a revised approach to infection prevention and training.

- c Work on the Trust's values and principles had continued with work to embed these in the Trust culture continuing, and with patient listening events ongoing.
- d Other achievements highlighted and celebrated were the opening of the frailty assessment unit, the launch of the ward accreditation scheme and initiatives to improve end of life care.
- e The opportunity was taken to highlight the changes made and outcomes from the listening and learning initiative, including improved Friends and Family results, planning to reduce noise at night, recruiting staff to improve pain control and revised process for learning from occasions when things go wrong.
- f The improvement priorities for the coming year to reduce avoidable harm, deliver reliable care and to listen and respond to concerns were introduced.
- g The Trust's Quality Accounts for 2015/2016 were received and formally released.

7 Chief Executive's Report

- a Clare Panniker, Chief Executive, set out the work in the Trust in the previous year, under the theme of "A year in the life of MEHT". The strategic vision remained "Patient care first...always".
- b Key points highlighted included the challenges, objectives, interaction with the Mid and South Essex Success Regime, now also known as the Sustainability and Transformation plan, (STP), and the Trust's ongoing values initiative. There would be a concentration on quality and safety, patient flow, valuing staff, planning care and smart working. The site and Joint Executive Group tasked with this were introduced.
- c Against the national background of staff pressures, and increasing demand, the pressures on the Trust caused by higher than average growth in A&E attendances was seen in context. There had been 6.6% more A&E attendances to 97k in the year and a 2.2% increase in emergency admissions.
- d Whilst recognising the "Good" CQC rating, the challenges remained, including the steady rise in emergency demand and admissions, and also the need to meet national standards. The figures relating to Trust expenditure on pay and medicines was presented in the context of needing to balance quality, finance, workforce and operational improvement
- e The STP progress relating to A&E usage demands, local service delivery initiatives and living well in the community was confirmed along with the plan to deliver care across STP area by using the resources of all three participating hospitals to the best effect, and addressing common themes raised by staff and patients alike. This included themes common to staff and patients including transport, access, education and training and recruitment of staff. Successes in bringing services together across the three Trusts were celebrated including pathways relating to cancer patients and oral and maxillofacial surgery.
- f The Chief Executive extended her thanks to all who had contributed to the Hospital's success in the past and current year.

8 Charitable Funds Activity 2016/17

- a Nick Alston CBE, DL Chair of the Charitable Funds Committee took the opportunity to introduce the Non- Executive team of the Trust and the roles played by each on the supporting committees of the Board.

- b He then presented a summary of the 2015/2016 Charitable Fund activity in the year which included various fund raising events and activities, along with generous donations and legacies. The Trust was extremely grateful for this support and for the support provided to the Hospitals by the Friends of Broomfield and of Braintree.

- c Total income for the year was £1.375m and the challenge was for spending on supported causes to outstrip this in order to reduce balances.

- d Coming up was a major initiative to raise money to support the purchase of a new surgical robot to deliver better patient outcomes and in order to help maintain the Trust in the forefront of this work across the Country.

- e Thanks were again extended to all who supported the Trust's charitable and related activities.

9 Robotic Surgery

- a Sri Kadiramanathan, Consultant Upper GI surgeon was welcomed and by way of video presentation and slides set out the nature and significant patient advantages of robotic surgery.

- b The Trust was one of the leading centres outside the USA for this work and a new robot was needed as the old was nearing the end of its usefulness.

- c The reduction in length of stay, reduction in errors and long term reduction in complications and the need for return visits were all significant advantages, confirming the continuing place for robotic surgery.

- d The presentation was well received and attention was drawn to the forthcoming fundraising initiative for a replacement robot.

10 Patient Council Report

- a Robert Lee-Bird, Chair of the Patient Council, was welcomed to the meeting and took the opportunity to set out in some detail the work undertaken by the Patient Council in the Trust. This was to put the patient first and represent their views, share feedback and to present improvement and innovation ideas.

- b Examples were provided of the day to day work of gathering and sharing patient feedback, and of the contributions made to Trust meetings, but also of the work of the Council in other external healthcare forums and the STP trusts. It was encouraging that the work of the Council was being increasingly recognised as being of value both inside and outside the Trust.

11 Questions, Answers and Observations

- a Questions and observations were received and addressed from the meeting floor including from Anthony Boast, Michael Struthers, Alan Wyatt, Max McClean, Catherine Baldwin, John Lancaster and Sarvesvaran Navaratnan.

- b Subjects raised and taken away for consideration and action by officers present included the need to provide appointment information in a form usable by the patient, improving the speed of discharge by the timely provision of take away medicines and the concern that the current joint working initiative was merely papering over the cracks in an underfunded service.

- c Other issues raised related to smoking on Hospital premises, and the need for data clerks to improve the cancer multi-disciplinary process. There were also issues raised in relation to individual healthcare problems experienced by members present.

12 Conclusion

- a The Chair thanked all those who had attended, supported and presented at the meeting, and once again thanked all those who worked for or volunteered to assist the Trust.
- b The meeting closed at 2000.

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