

## Annual General Meeting – 13 September 2018

### Minutes

Minutes of the Annual General Meeting of Mid Essex Hospital Services NHS Trust held in public on 13 September 2018 at 1730 in Lecture Theatre 1, Medical Academic Unit, Broomfield Hospital, Chelmsford

#### **Those Presenting:**

|                     |                         |
|---------------------|-------------------------|
| Nick Alston (Chair) | Trust Chairman          |
| Clare Panniker      | Chief Executive         |
| James O’Sullivan    | Chief Financial Officer |
| Diane Sarkar        | Chief Nursing Officer   |
| Jane Farrell        | Managing Director       |
| Chris Rees          | Consultant Surgeon      |
| Robert Lee–Bird     | Chair, Patient Council  |
| James Day           | Trust Secretary         |

In total, 74 people attended including 50 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 members of the public and staff.
- b Details of the apologies were noted as having been recorded by the Secretary.

#### **2 Welcome and Introduction**

- a The Trust Chair, Nick Alston CBE, DL, 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 14 September 2017 were confirmed as a true record. There were no matters arising.

#### **4 Annual Report**

- a The Chair extended thanks to all the staff, volunteers, Friends of Broomfield and Braintree Community Hospital and the patients and families who had contributed to and supported the Trust in the year. Thanks was also extended to the leadership team, which was meeting the challenge of providing quality services against a background of limited resources, and still had their eyes on the future through the merger and the introduction of supportive technology.
- b The Chair commended the Annual Report for 2017/18 to the meeting which was available to those attending in hard copy and on the Trust’s website. This was accepted.

## **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 2017/2018 year.
- b The demands had been, and would continue to be significant in the year ahead, where a deficit position continued to be anticipated. Work continued with local commissioners to secure an agreed income for the year.
- c The reported deficit for 2017/2018 was £52.9m.
- d Achievement of the 2018/2019 outturn would be dependent on delivering £19.4m in cost improvement savings.
- e The challenge remained to continue to deliver safe and effective care against continuing pressure from bank and agency staff costs associated with ensuring the safe staff levels. Work continued to introduce systemic changes to reduce this reliance upon bank and agency staff including a number of recruitment initiatives.
- f The annual audit had confirmed a clean bill of health with regard to the accounts and financial processes, but did include an anticipated caveat relating to use of resources which reflected the deficit position.
- g The Trust's Annual Accounts for 2016/2017 were received.

## **6 Quality Account 2016/2017**

- a Diane Sarkar, Chief Nursing Officer, outlined where the Trust had made progress against its quality improvement priorities. These were included within the 2017/2018 Quality Account, which was available in hard copy in the meeting and on the Trust's website.
- b Achievements included the introduction of the Red2Green initiative to avoid unproductive days in hospital for patients so that they could return home sooner. Felsted ward had been externally recognised for its work in this area.
- c Work to introduce the Lorenzo electronic patient record system had been challenging but the potential benefits were clear. Listening to and learning from patient experience continued and there had been a continuing programme of listening events.
- d Other achievements included the trialling and roll-out of treatment escalation plans in the medical wards and an improvement in the environment of the discharge lounge.
- e Successes included the burns and plastics research nurses receiving the Outstanding Care and Service award for research and innovation and the research team winning the Nursing Times Clinical Research Nursing award.
- f The Trust had successfully made a joint bid for the UCLP human factors programme and had hosted the Nursing and Midwifery conference for 180 nurses and midwives from across the group of Trusts. The emergency department had been commended by Health Education East for the outstanding training provided to Emergency Department Doctors.

- g The improvement priorities for the coming year were to reduce avoidable harm through a focus on pressure ulcers, falls and learning from deaths, improving flow and timely patient discharge, improving the safety approach to invasive procedures, listening to and responding effectively to patient feedback, and to improve the recognition and management of VTE, Sepsis, deteriorating patients and hospital acquired infections.
- h In discussion and in response to questions, the challenges to recruit and retain nursing staff were explored which included listening to and acting upon feedback, visa difficulties and problems with transport and parking.
- i The Trust's Quality Accounts for 2015/2016 were received and formally released.

## **7 Chief Executive's and Managing Director's Report**

- a Clare Panniker, Chief Executive, introduced the work of the Trust in the previous year, emphasising the strategic vision of "Patient care first...always" within the framework values of kindness, professionalism, positivity and teamwork.
- b The objectives for the year ahead were reconfirmed, addressing quality and safety, patient flow, valuing staff, planned care and smart working.
- c The Trust site leadership team, non-executive directors and group executive directors were introduced.
- d Jane Farrell, Managing Director, introduced herself in her new role with the Trust. The year had been a full one, with 520,000 outpatient appointments, 56,000 inpatient stays, 5,000 babies had been born and 38,000 day case procedures had been undertaken.
- e Emergency demand and admissions had continued to rise year on year with an increase in attendance from 97,000 in the previous year to 100,340 in 2017/2018. Admissions had increased from 25,547 to 26,903.
- f Challenges remained, including the need to meet national standards. The figures relating to cancer waiting time performance were outlined. Successes included the work of the frailty unit, emergency department consultant recruitment, the opening of a new hand trauma unit and a new MRI unit and extending the hours of the Ambulatory Care Unit. Elective orthopaedic surgery was now being undertaken at Braintree Community Hospital and was cutting waiting times, and in a survey of paediatric patients, 93% indicated they had been looked after well.
- g In the year ahead the priorities were to reduce A&E waiting time, improve the 18 week referral to treatment performance, reduce 62-day cancer waiting times and addressing clinical and nursing recruitment. This needed to be against a background of reducing the cost base and increasing efficiency and productivity.
- h The opportunity was taken to thank the staff and volunteers and to emphasise the measures focussing on developing a cohesive and supportive team across the hospitals.
- i Clare Panniker introduced the highlights of group working across the Trusts, which included the "Your Care in the Best Place" public consultation, the development of the MSB institute for staff training, group-wide working in radiology and urology and Hospital at Home working across the Trusts. Other initiatives included better understanding deaths in hospital, new nursing apprenticeships and MSB innovation

fellowships.

j

The opportunity was taken to outline the benefits of the forthcoming merger of the three local Trusts, including addressing the workforce challenges, concentrating expertise for better patient outcomes, and sustaining high quality local services. There would be 24/7 A&E and maternity services on all three hospital sites and the opportunity to draw upon £118m capital monies for investment in new buildings and facilities.

k

The next year promised further joint working and engagement opportunities and the support of all present to help design the new organisation was welcomed.

l

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 2017/18**

a

Trust Chair Nick Alston CBE, DL outlined key points arising from the work of the Charitable Funds Committee and charities team, and took the opportunity to thank everyone who had contributed to the fund and its success in the year. The Trust was extremely grateful for this support and for the support provided to the Hospitals by the Friends of Broomfield and of Braintree Community Hospital.

b

He then presented a summary of the 2017/2018 Charitable Fund activity in the year, which included various fund raising events and activities, along with generous donations and legacies.

c

Highlights included the creation of the second dementia garden and the surgical robot appeal

d

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

## **9 Orthopaedic Surgery at Braintree Community Hospital**

a

Chris Rees, Consultant Orthopaedic Surgeon, was welcomed and by way of slides set out the rationale and benefits of the use of the Braintree site for elective orthopaedic surgery and the vision for improved and timely outcomes for patients.

b

The pressures of providing an orthopaedic service solely at the Broomfield site and the opportunities provided by Braintree were highlighted, including the opportunity to increase the nature of work undertaken and expand the catchment area, both group-wide and nationally. Statistics relating to the work undertaken since inception were provided.

c

The presentation was well received.

## **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 the work undertaken by the Patient Council in the Trust during the year. The background was always 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 and other healthcare meetings. This included the work of the Council in other forums including the Anglia Ruskin University medical school and support for projects including the refurbishment of the

faith centre and mortuary.

## **11 Questions, Answers and Observations**

- a Questions and observations were received and addressed from the meeting floor.
- b Subjects raised included recognising the transport difficulties that might be faced by patients and staff across the larger Trust area following merger, and the importance of securing procurement benefits in the new larger Trust.
- c Other issues raised included the importance of maintaining alignment and joint working between the Trust and the local Mental Health Trust and recruiting, retaining and developing in- house nursing staff.

## **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 1900.