



## **Annual Members Meeting Minutes of the Meeting held in The Lecture Theatre, Ipswich Hospital, Ipswich, IP4 5PD on 29 August 2019, 13:30pm.**

### **PRESENT**

Helen Taylor, *Chair*  
Nick Hulme, *Chief Executive*  
Dawn Scrafield, *Director of Finance*  
Catherine Morgan, *Chief Nurse*  
Michael Horley, *Lead and Public Governor, Colchester*  
Joanna Kirchner, *Public Governor, Colchester*  
Ian Marsh, *Public Governor, Ipswich*  
Jennifer Rivett, *Public Governor, Ipswich*  
Ron Llewellyn, *Public Governor, Ipswich*  
Elizabeth Smith, *Public Governor, Rest of Essex*  
Janet Brazier, *Public Governor, Rest of Essex*  
David Gronland, *Public Governor, Rest of Essex*  
John Alborough, *Public Governor, Rest of Suffolk*  
Gordon Scopes, *Public Governor, Rest of Suffolk*  
Isaac Ferneyhough, *Staff Governor, Colchester*  
Donna Booton, *Staff Governor, Colchester*  
Louise Palmer, *Staff Governor, Ipswich*

### **IN ATTENDANCE**

Mike Meers, *Director of Information, Communication and Technology*  
Denver Greenhalgh, *Director of Governance*  
Alison Power, *Director of Operations – Group 1*  
Angela Tillet, *Chief Medical Officer*  
Carole Taylor Brown, *Non-Executive Director*  
Eddie Bloomfield, *Non-Executive Director*  
Hussein Khatib, *Non-Executive Director*  
Julie Parker, *Non-Executive Director*  
Richard Spencer, *Non-Executive Director*  
Richard Youngs, *Non-Executive Director*  
Darren Atkins, *Chief Technology Officer, Automation & AI (Guest Speaker)*  
Adam Cronin, *Chair of the ESNEFT LGBT+ Network (Guest Speaker)*  
Mary McStay, *NET Lead Clinician (Guest Speaker)*  
Jan Ingle, *Deputy Director of Communications and Engagement*

Hazel Byford, *Communications Manager*  
Lorraine Rollo, *Head of Internal Engagement*  
Luke Mussett, *Membership & Engagement Officer (Scribe)*

### **APOLOGIES**

Chris Hall, *Public Governor, Colchester*  
Jane Young, *Public Governor, Rest of Essex*  
Gillian Orves, *Public Governor, Rest of Suffolk*  
David Welbourn, *Public Governor, Rest of Suffolk*  
Sharmila Gupta, *Staff Governor, Colchester*  
Deborah Potticary, *Stakeholder Governor, Healthwatch Essex*  
Neil MacDonald, *Stakeholder Governor, Ipswich Borough Council*  
Gordon Jones, *Stakeholder Governor, Suffolk County Council*  
Vikki Jo Scott, *Stakeholder Governor, University of Essex*

### **WELCOME AND APOLOGIES FOR ABSENCE**

Ms Taylor welcomed those in attendance and noted apologies.

### **DECLARATIONS OF INTEREST**

No declarations were made.

### **ANNUAL REPORT**

Ms Taylor gave the floor to Mr Hulme to present the Annual Report. He started by outlining its contents and purpose in doing each year. He noted that this was East Suffolk and North Essex NHS Foundation Trusts (ESNEFT) first year. The merger between Ipswich Hospital

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# East Suffolk and North Essex NHS Foundation Trust

Trust and Colchester Hospital University Foundation Trust had been a great success and there had been real improvement and growth in the organisation already. Mr Hulme described the care, compassion and the willingness to go the extra mile by the Trust's 10,000 members of staff. He added that they now had the lowest vacancies in nursing for many years.

Mr Hulme continued by looking at several key topics starting with Time Matters then moving on to the Building for Better Care programme. He explained the system planning process and working with partners. He described the benefits of how this would lead to better pathway experience for patients. From the PowerPoint he then showed the audience illustrations of the proposed new Emergency Department fronts for Colchester and Ipswich Hospitals and a potential design for the proposed Elective Care Centre building.

He moved on to say that all this is possible thanks to support from the Governors, Local Authorities, Commissioners, third parties and many more groups. He touched on the Trusts work in rescuing dermatology and midwifery services with the collapse of local private companies.

Mr Hulme wrapped up his section by thanking the Chair and Board, the Non-Executive Directors (who go above and beyond), the Executive team (who put patient care into the heart of what they do), the 10,000 members of staff, the volunteers, and the Governors.

## **ANNUAL ACCOUNT**

Ms Taylor then introduced Ms Scrafield to present the Annual Account. Ms Scrafield started by describing the management of resources. She noted that the trust was still in deficit for a number of years. She elaborated on a number of efficiencies planned to address this. The next slides of her presentation explained the Trust's surplus position with the assets of the merger. Taking this into consideration the deficit was much better than was planned.

Ms Scrafield then described the Provider Sustainability Funding (PSF) explaining delivery based on meeting goals. She described what was involved in the legacy organisation factor. The presentation then moved on to the spending on agencies that had lessened. All the efficiencies were quality impact assessed. There had also been an investment in IT technology, which had improved assets.

She then opened the floor to questions from the members. The first asked about the drop in staffing vacancies. She explained this was attributed to employing permanent staff. The next question was some clarification on meaning of assets. Ms Scrafield explained the asset system. The final question was on underfunding of the NHS. Ms Scrafield said there were challenges where demands outstripped resources and the Trust looked at resourcing based on the population. Continuing it was noted that there would be a spending review the following week. Mr Hulme thanked Ms Scrafield for her presentation.

## **QUALITY REPORT**

Ms Morgan then presented the quality report. She opened with an explanation of the report. From here, she moved on to describe the focus on end of life care, which was a collaborative effort with an ambition to achieve outstanding care. She then handed over to Dr Tillett to talk more on the topic.

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Dr Tillett started by describing the support the team had received from the patient experience groups, which had been invaluable. She noted the work of the End of Life Steering group. She continued that the Trust welcomed the support of volunteers in what they contributed to the Trust. She then described the impact of having a balance between workforce and their health and wellbeing. She noted the importance of efficiency and the ideas of Get It Right First Time (GIRFT).

The presentation then moved on to the work revolving around care in the community and how it was supported by over 700 volunteers. To close Dr Tillett and Ms Morgan reflected on the work carried out by the therapy dogs in the Trust.

There were no questions from the members in attendance.

**CHAIR REPORT**

Ms Taylor then presented her own report. She opened with how we as an organisation should not underestimate the well-managed swiftness of the merger. She described the benefits of scale involved and why the merger had taken place. She added how clinicians had been working together and from this, patients had been seen and at the right time.

Reflecting on this she noted a year on, ESNEFT was making great progress. The staff turnover rate was one of the lowest in the region and she noted the positive impact the international nursing recruitment had made. She then touched on Time Matters and the Strategy. Ms Taylor then explained the Integrated Care System (ICS) and the importance of working with partners. Working together, opened up opportunities and working to the best way forward.

The presentation then covered the external recognition for the work teams in the Trust had made. She noted the support of issues through REACT. She included the Trust's work with the Red to Green programme that had gained international acclaim. There had also been a parliamentary award for the AI team.

Ms Taylor remarked on the volunteer work staff had completed through the LGBT team. She noted the charities team in attendance at the meeting and how they were looking for new volunteers and feedback on their work. She closed on the recognition of the ESNEFT commendations and that ambitious exciting times were to come.

**LEAD GOVERNOR REPORT**

Mr Horley as Lead Governor then came to stage and said that his report would be available in full on the website when the papers would be put up following the meeting.

He opened his presentation by explaining the framework the Governors. He explained that he regularly met with Lead Governors from other regions and felt that our council were very active. Governors were inclusive with the Board, involved at assurance committees and involved at various points all the way through the hospital.

He explained what the role of the Governors was and described the hard work undertaken particularly during the merger process. In regards to the NED and Governor walkabouts he

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said it was a great opportunity for them to see what goes on throughout the hospitals and how they can support the teams and being involved more.

He closed giving thanks to Ms Scrafield who was leaving the Trust and to Ms Booton, a Colchester Staff Governor who had been involved with the Council for many years due to retire at the end of the year.

### **ROBOTICS TEAM PRESENTATION**

Mr Atkins was introduced as the first of the guest speakers. He opened with a frank explanation that robots are our friends despite what the popular media might say. He talked on how they had helped us in the organisation. He gave an example on the patient reminder system that had led to the repurposing of 13,000 patient slots a year. He noted the next step would be the GP referral system. The fear of AI work would lead to the releasing of staff he admitted was there but it was not true. He equated it to work staff was already doing as unclaimed extra duties.

There was then a staff feedback video shown.

Mr Atkins continued on the costings of the work was all in house which meant spending was only £10,000 a year. He closed on the importance of wider NHS working in building a collaborative process and the team's next project in this called NHS marketplace.

### **LGBT+ TEAM PRESENTATION**

Mr Cronin the Chair of the LGBT network then took to the stage. He explained the ethos of the group and gave their current numbers that they wanted to keep building on. He explained it was important to continue building on allies to the network as much as the members of the LGBT community, he welcomed those in attendance to sign up that day.

He then moved on to the two-year plan of the network that covered topics of Establishment, Identity, Awareness and Training. He then talked about the work that had been taking place over the last year including work with Pride and launching a badge before national efforts.

Mr Cronin presented some key findings from their survey at the Pride events. Then he moved onto what would be next for the network with efforts to link to community sites and the transgender policy. He closed with a video titled 'Love has no boundaries'.

### **NEURO ENDOCRINE TEAM PRESENTATION**

The final speaker was Dr McStay who talked on the work of the Neuro Endocrine team following the merger. She opened explaining that Neuro Endocrine Tumours (NET's) were rare but growing in frequency. She explained how the symptoms and grading worked. In the existing service, they had a Laparoscopic Surgery Centre of Excellence. There was a new treatment (PRRT) that was a form of targeted radiotherapy. They were hoping to have it in place by the end of the year. This would mean they would be the only team in the region to offer this treatment.

Dr McStay then moved onto a case study. A 47-year-old woman had 15 admissions away from her home. So many that for a time she was living temporarily in Ilford during treatment.

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She explained how this case study was a strong demonstration of what time matters means once this new treatment will be established in the trust.

**PUBLIC QUESTIONS**

There was then an opportunity for questions for members in attendance. The first question was submitted before the meeting by a member who was a former mental health nurse. She asked a question on the support and signposting of those coming through the Trust with mental health issues. She gave a personal account of what those close to her had experienced. Mr Hulme admitted more could be done in mental healthcare in the region and outlined the work he had been doing with system partners to support this.

The next question was from a member wishing to know more on Brexit planning. Mr Hulme said that planning was taking place and the important point of this was to have the right people in the room if and when issues were to arise. He also noted without knowing what was to happen it made planning more difficult.

The final question was from Mr Llewellyn a Public Governor for Ipswich. Rather than a question, he expressed gratitude to the Trust from a Public member in his constituency who had not been able to attend. He described excellent care throughout their experience during a recent complicated process.

**ANY OTHER URGENT BUSINESS**

None declared.

Meeting ended 15:48

**DATE OF NEXT COUNCIL OF GOVERNORS MEETING**

5 December 2019