

## Public Council of Governors, Minutes of the meeting held 5 December 2019

### Attended

**Helen Taylor**, Chair of ESNEFT (Chair)  
**Michael Horley**, Lead and Public Governor, Colchester  
**Chris Hall**, Public Governor, Colchester  
**Paul Ellis**, Public Governor, Colchester  
**Ian Marsh**, Public Governor, Ipswich  
**Jennifer Rivett**, Public Governor, Ipswich  
**Jennifer Rivett**, Public Governor, Ipswich  
**Janet Brazier**, Public Governor, Rest of Essex  
**Elizabeth Smith**, Public Governor, Rest of Essex  
**Jane Young**, Public Governor, Rest of Essex  
**David Gronland**, Public Governor, Rest of Essex  
**Gillian Orves**, Public Governor, Rest of Suffolk  
**Gordon Scopes**, Public Governor, Rest of Suffolk  
**David Welbourn**, Public Governor, Rest of Suffolk  
**John Alborough**, Public Governor, Rest of Suffolk

**Donna Booton**, Staff Governor, Colchester

**Isaac Ferneyhough**, Staff Governor, Colchester  
**Shamila Gupta**, Staff Governor, Colchester  
**Louise Palmer**, Staff Governor, Ipswich  
**Neil MacDonald**, Stakeholder Governor, IBC/SCC  
**Vikki Jo Scott**, Stakeholder Governor, University of Essex  
**Deborah Potticary**, Stakeholder Governor, HealthWatch Essex

### Also in Attendance

**Nick Hulme**, Chief Executive  
**Neil Moloney**, Deputy Chief Executive & Managing Director  
**Hussein Khatib**, Non-Executive Director  
**Julie Parker**, Non-Executive Director  
**Eddie Bloomfield**, Non-Executive Director  
**Carole Taylor-Browne**, Non-Executive Director  
**Richard Youngs**, Non-Executive Director  
**Rebecca Driver**, Director of Communications and Engagement  
**Shane Gordon**, Director of Strategy, Research and Innovation

**Mike Meers**, Director of ICT  
**Angela Tillet**, Medical Director  
**Catherine Morgan**, Director of Nursing  
**Tammy Hughes**, Head of Corporate Governance  
**John Fulcher**, Head of Capital Projects  
**Debbie Allen**, Capital Projects Officer  
**Anne Rutland**, Associate Director of Clinical Governance  
**Luke Mussett**, Membership and Engagement Officer (Scribe)

### Apologies

**Joanna Kirchner**, Public Governor Colchester  
**Ron Llewellyn**, Public Governor Ipswich  
**David Miller**, Public Governor Rest of Suffolk  
**Royston Dove**, Stakeholder Governor, Colchester Garrison  
**Richard Spencer**, Non-Executive Director

### ***Items were not necessarily discussed in order of the agenda***

#### **1. Welcome and Apologies**

Ms Taylor, Chair, welcomed all of those in attendance. She handed over to Mr Horley, Lead and Public Governor for Colchester, who noted apologies that he had received (listed above).

#### **2. Declarations of Interest**

Ms Orves, Public Governor for Rest of Suffolk, made declarations. She said that she would pass on details to the Membership Officer.

### **3. Minutes of the previous meetings**

Ms Taylor noted attachments of the meeting minutes on the last Council of Governors (6 June 2019) and for the Annual Members Meeting (29 August 2019). No amendments were requested.

### **4. Governor's Register of Interests**

No declarations of interest were declared in association with the papers.

### **5. Chair Report**

Ms Taylor gave a verbal Chair report. She opened with the two long service award ceremonies that were held at Kesgrave Hall in Ipswich. It was reported there was immensely positive feedback from colleagues who were recognised for 20, 25, 30 and 40 years' service.

She continued with the new building developments at the front of Colchester Hospital. The front entrance would be due to have its official opening in the New Year. On the topic of Colchester, a planning application for a single deck to create additional car parking on site for staff had been made. The planning application for the new urgent treatment centre and emergency department for the Ipswich site had been approved by Ipswich Council.

Ms Taylor gave details on a recent visit with Mr Horley of the Ipswich Pathology department.

To close she gave a thank you to Donna Booton, Staff Governor for Colchester who would be retiring that month after a distinguished career in nursing and the NHS. On behalf of the organisation, she thanked Donna for her years of service.

### **6. The Patient Portal**

Ms Taylor gave the floor to Dr Gordon, Director for Strategy, Research and Innovation, for the first presentation. Dr Gordon started by explaining that the Patient Portal had been launched at the Ipswich site. Its purpose was to allow service users to have easy access to their bookings of outpatient appointments.

The launch occurred 17 days ago and in that time they had 2,148 service users already signed up. He explained that there were further details available on the website (<https://www.esneft.nhs.uk/patientportal/>).

There had been a soft launch in October and the feedback from this had been utilised but also had been very positive. The next steps would be to roll out the system for the Colchester teams. The benefits of the system was described as giving the potential of sending out forms to patients and avoiding the stress of unnecessary travel to sites.

Ms Smith, Public Governor for Rest of Essex, remarked that not all elderly people are IT savvy but she could recognise the appeal for members that lived along the coast in the Rest of Essex constituency. She had a concern about safeguarding for those in coercive relationships using the Portal. Dr Gordon reassured her that the Patient Portal had been

through the information governance system and had been reviewed as similar projects had been. He noted this system was actually better than what was in place as it involved directly contacting the patient rather than sending out a paper letter. There would be also a one-time code sent out with each correspondence. Ms Smith said she was reassured from this information.

Dr Gordon was thanked for his time and the meeting moved to the next topic.

## 7. Front of the Hospital: Colchester site

Mr Fulcher, Head of Capital Projects, started by saying that rather than focus on one topic he had made a presentation that would cover all of the 'Better Builds' projects that were on-going at the Colchester site. Following the meeting, he invited the governors in attendance to a tour with Debbie Allen, Capital Projects Officer.

- **Collingwood Centre:** This had replaced the Mary Baron suite and had been a compliant option from a wider selection. The Trust did not pay for this but was through the charities team and good will of the staff and public.
- **Cancer Wellbeing Centre:** Was being built at the front of the Hospital. It would be an information point for service users.
- **Pharmacy Aseptic Unit:** The current building was no longer compliant but the new project would be and was running to schedule and planning.
- **Interventional Radiology and Cardiac Angiography (IRCA) Unit:** Admitted this was not going to be one of the easiest builds location wise, but was selected as what was best for patients.
- **Bed workshop:** the team had utilised new equipment to create more space.
- **Travel centre:** To be located at the new entrance which would have an open space for local events.
- **New entrance:** This had been a fast track development. It was not completed as needed fire resistant cladding. Work would be completed before Christmas.
- **Mortuary:** On-going work was taking place.

Mr Fulcher then took questions. The first came from Janet Brazier, Public Governor for Rest of Essex. She asked when the bridge construction would be completed. Mr Fulcher confirmed that it should be by the end of December.

Ms Gupta, Staff Governor for Colchester commented that staff leaving at peak times from the site struggled to do so and could face delays up to one hour. Mr Fulcher admitted this wasn't his area of specialty, but noted that it was in his mind important to educate staff that they have three exits that they could leave from.

Ms Scott, Stakeholder Governor for University of Essex, asked what the plans were with working with the communications team in the building plans to help keep staff and the public informed. Mr Fulcher said that his team meets with the Communications team every couple of weeks to provide updates on on-going work.

Mr Fulcher was thanked for his time.

Ms Taylor asked if Mr Moloney, Managing Director, wanted to provide an update on the Urgent Treatment Centre (UTC). He thanked the Chair and noted that they had seen more children coming through the UTC. He had been having good interactions with staff reporting that clinician's time had been freed up more efficiently. Overall, the UTC early feedback had been good.

## 8. Quality Priorities update

The final presentation was provided by Ms Rutland, Associate Director of Clinical Governance. She opened by explaining the priorities were split into different groups.

- **Mental health:** Part of a five-year programme, which had already seen resilience funding in Colchester. The focus had also included children's mental health and staff wellbeing being included in the priorities.
- **Sepsis:** There was an explanation on NEWS 2 and how it had been rolled out through the new sentinel IT programme. There had already been a compliance increase because of this initiative of documentation.
- **End of life care:** This was a priority prior to the merger and was a continuing programme. Challenges included making sure patients got their preferred location.
- **Inpatient falls:** There had been a reduction but there was no benchmarking standard to match to on this topic. The Trust was looking at less than 15 falls per 1,000 days. Schemes like 'Baywatch' (where a nurse would not leave a bay unattended) had worked well. However, logistics means that alternative solutions would be needed at community sites.
- **GIRFT:** Stands for Get It Right First Time. This was looked at across specialties. Examples were looked at in Obs and Gyne where more day cases had been set up and Paediatrics had high cancellation rates so the team had been looking into the causes of this.

Ms Rutland then explained how the Governors played a role in selecting a local indicator and appreciated in recent decisions, choices have been limited. However, the organisation wanted the Governors and other external stakeholders to be involved and this process would be starting in the New Year. She did note that there was a lot of work that could be done in dementia care. She then opened the floor to questions.

Mr Welbourn, Public Governor for Rest of Suffolk, said that in regards to patient falls it was important to make the environment as safe as possible. Ms Morgan, Director of Nursing, said that there needed to be a balance of minimising harm and looking at best practice and outcomes to achieve this.

Mr Gronland, Public Governor for Rest of Essex, asked about the mental health support that was being made available. Ms Morgan said that the Trust was working with system partners and had a focus on early intervention. Dr Tillet added that there was also close work with alliances revolving around end of life care such as the Ambulance Service.

Mr Horley wanted to know if the NEWS 2 was now all one system for sepsis. Ms Rutland explained that maternity services still had a separate service.

Ms Taylor thanked Ms Rutland and all of the speakers that had made a presentation.

## **9. Reports from Board Committees**

Ms Taylor opened by saying that the Trust was unusual to other Trusts in that Governors still participated in assurance roles on Board Committees. She then handed over to Mr Mussett, Membership and Engagement Officer to feedback on the attached papers.

Mr Mussett summarised the papers and then went through each of the committee groups asking assigned Governors in attendance if they had any additional feedback.

- **Quality and Patient Safety:** Mr Marsh, Public Governor for Ipswich said that there was always a very full agenda but the group was very prepared each meeting. Mr Horley added it was fascinating work and a lot of work had gone into patient safety. He added praise to all those involved.
- **Finance and Performance:** Mr Gronland said he had sat on other board committees but felt that this one was more like a staff meeting as it was not a defensive atmosphere with questions and ideas being shared both sides.
- **People and Organisational Development:** Ms Smith had no concerns. She really liked the new bi-monthly deep dive structure. She also liked how the group had been condensed down to the key peoples.
- **Audit and Assurance:** Mr Welbourn added that he thought very highly of the atmosphere and people in the group genuinely wanted to work together.
- **Charitable Funds:** Mr Alborough said it had been a pleasure to serve and Ms Orves said she was pleased to see the differences the group was making.

Ms Young, Public Governor for Rest of Essex and Ms Brazier also attended other groups though not as an assurance role but as Governor representatives. Ms Young had no additional feedback from her report whilst Ms Brazier added a note on the groups work on disability access.

## **10. Report of the Strategy and Engagement Group**

Mr Horley as the Chair of the group gave an update to compliment his report attached to papers. He highlighted that there was a wider group workshop session on the pre-consultation of the Elective Care Centre and other topics included the terms of reference being agreed following Governor amendments and work to enhance the Governors role on external engagement.

## **11. Lead Governor report**

Mr Horley continued onto his Lead Governor report. He opened with congratulations to Ms Taylor on officially becoming the permanent Chair of the Trust. He then noted that this would be his last Council of Governors meeting as Lead Governor and wished to thank Mr Mussett and Mrs Hughes for their support as well as the Trust's E.A team.

Mr Horley then presented Ms Booton with a card and thanked her for all her years of service as a Staff Governor and the support she has given him and her Governor colleagues.

## **12. Report of Governor and Non-Executive Director (NED) walkabouts**

Mr Mussett gave a run through summary of each of the locations that the Governors and NED's visited. Governors were then given the opportunity to give additional feedback. It was noted that the October event had to be cancelled but events to Medical Physics and Radiology were being arranged for the 2020 schedule.

Though not included in the report (but due to be included in the March 2020 meeting) the Governors discussed the technology used in Pathology during the November visit. Mr Horley had also recently visited the area with Ms Taylor. As his background was in bio-medical sciences, he gave an informed response on their comments on the progression of technology.

## **13. Schedule of upcoming events**

Mr Mussett gave a summary to his attached paper. Identifying the IHUG and Charity events that were upcoming and that there was a vacant slot for the Clacton walkabout in December.

## **14. Governor questions on matters of engagement**

No questions submitted.

## **15. Questions from members of the public**

No questions submitted.

## **16. Any other business**

There was no other business.