

Public Council of Governors, Minutes of the meeting held via Microsoft Teams on 02 September 2021, 10.00am-12.00pm

Attended

Helen Taylor, Chair of ESNEFT (Chair)
Paul Ellis, Public Governor, Colchester
Margaret Llewellyn, Public Governor Ipswich
David Gronland, Public Governor, Rest of Essex
Helen Rose, Public Governor, Rest of Suffolk and Lead Governor
Jane Young, Public Governor, Rest of Essex
Gillian Orves, Public Governor, Rest of Suffolk
Isaac Ferneyhough, Staff Governor, Colchester
Carlo Guglielmi, Stakeholder Governor, Essex County Council
Tim Newton, Public Governor, Ipswich
Philip Davy, Public Governor, Rest of Suffolk
Allison Weston, Staff Governor, Ipswich
Alison Ruffell, Public Governor, Colchester
Barry Wheatcroft, Public Governor, Rest of Essex
Gemma Bourne, Staff Governor, Ipswich

Caroline Bowden, Public Governor, Colchester
Lynda McWilliams, Stakeholder Governor, Tendring District Council
David Guest, Public Governor, Colchester
Elizabeth Smith, Public Governor, Rest of Essex
James Stephens, Staff Governor, Ipswich
James Chung, Public Governor, Rest of Essex
Laurence Collins, Public Governor, Ipswich
Martin Lewis-Jones, Public Governor, Rest of Suffolk
Paul Gaffney, Public Governor, Ipswich
Sara Smith, Stakeholder Governor, Anglian Ruskin University

Also in Attendance

Denver Greenhalgh, Director of Governance
Neill Moloney, Managing Director
Rebecca Driver, Director of Communications
Kirsten Almond, Head of Legal Services
Carole Taylor-Brown,

Non-Executive Director
Lorna Fraser, EA to Director of Finance
Tammy Hughes, Head of Patient Experience
Adrian Marr, Director of Finance
Eddie Bloomfield, Non-Executive Director
Mark Ridler, Non-Executive Director
Mark Millar, Non-Executive Director
Andy Morris, Associate Non-Executive Director
Richard Spencer, Non-Executive Director
Madeline Hughes, Administration Assistant (scribe)

Apologies

Sharmila Gupta, Staff Governor, Colchester
Neil MacDonald, Stakeholder Governor, IBC
Deborah Potticary, Stakeholder Governor, Health watch Essex
Elizabeth Smith, Public Governor, Rest of Essex
Vikki Jo Scott, Stakeholder Governor, University of Essex

Items were not necessarily discussed in order of the agenda

01/21 Welcome and Apologies for absence

The Chair welcomed everyone to the Council of Governor meeting and explained to new governors that they were not expected to know all of the acronyms and she would ease them through the agenda.

Apologies for absence were received from John Alborough, Samantha Chenery-Morris, Rebecca Hopfensperger, Mary Rudd, Jane Young and Nick Hulme.

02/21 Governors Declarations of Interests

The Chair gave the Council of Governor members an opportunity to mention any interests in relation to the agenda items, there were none.

03/21 Minutes and Action Log of the meeting held on 03 June 2021

The minutes and action log of the meeting held on 03 June 2021 were approved as a correct and accurate record.

Martin Lewis-Jones noted that date on this report for the next Council of Governor meeting needs to be changed to the 02 September 2021.

There were no outstanding actions.

04/21 Chair's Report

As follows:

- The Chair noted that Robert Ager has stepped down as staff governor.
- The Chair asked Helen Rose to speak about her involvement in the patient group for the Elective Orthopaedic Centre, Helen Rose shared how happy she was with the group and the way it was held, she complimented the matron and the way things were changed once they had been spoken about and discussed within the group.
- It was shared that it is starting to feel autumnal and the winter pressures are not too far away, the Chair thanked everyone for working through these pressures.
- On the 1st of July ACE Community services joined ESNEFT and now the trust is the leading provider in an alliance of organisations working across North East Essex, this will bring great opportunities for training and development.
- Dave Gronland asks how the Integration of ESNEFT and ACE will work and feel different, he also mentions it seems like the trust is ahead of the rest of the country. The Chair replies that we are ahead of some and behind some, one way we will see things develop is integrated neighbourhood teams working much more closely together locally instead of being managed separately.
- The Integrated Care System Health and Care bill is currently working its way through parliament and it has been confirmed that ESNEFT's boundaries would remain unchanged.
- There has been a memorial group with representation from staff across the trust including staff governors to discuss how ESNEFT would best remember all those we have lost to COVID-19. A few projects have been picked- a community quilt and a sculpture/s. The trust charity has identified funding to accommodate this.

- There will be a listening project set up in ESNEFT so anyone can talk about their experiences of the COVID-19 pandemic and this project has been shortlisted for a Communications Initiative of the year award- the outcome will be announced in November.
- Ipswich Hospital has a new £5 million pathology molecular testing laboratory, which serves the whole trust, some of the Non-executive directors have worked closely with the Executives to make this happen.
- A vaccination programme is coming for both a COVID booster vaccine and the flu vaccine but still waiting for national guidance to start.
- Recently all four quadruplets have qualified as health care professionals following their mum and now work at Ipswich hospital, this has been picked up nationally.

05/21 Appointment of Lead Governor

The Chair highlighted the following for the Council of Governors information:

Unfortunately, the previous Lead governor David Welbourn was not elected in the recent governor elections and is therefore not able to stand as Lead governor anymore.

Governors were asked to express interest in being Lead governor and the constitution says if more than one person expresses interest then the Trust must hold a confidential ballot.

The Chair was pleased to announce that Helen Rose has expressed interest and no one else so there was no need to hold a confidential ballot, and The Chair requested that the council of governors confirm they are happy for Helen Rose to be their Lead governor.

The council of governors typed "Yes in the chat to confirm this"

The Chair suggested that when they next review the constitution they might change it so the Trust holds the governor elections and then the Lead governor elections so it is aligned.

The Chair had an introductory meeting with Helen Rose the new Lead governor on the 1st of September and invited her to say a few words during the meeting.

Helen Rose thanked the previous Lead Governor David Welbourn and expressed her excitement to meet and work with the council of governors.

Helen Rose acknowledged that these are interesting times for everyone and shared different ways the governors work together and what more they can do in the future.

The Chair explained it would be good to get back to meeting in person but times are not quite there yet.

Helen Rose asked about governor contact details and in conclusion not all governors have given permission for these to be shared and to be contacted.

06/21 Appointments and Performance Committee Report

The Chair gives a brief explanation of the next item for new governors and introduces Carole Taylor-Brown so she can run through the first three items of the report.

Carole Taylor-Brown assures that the appraisal is based on a thorough 360 using the national Pro forma so they have a well-rounded assessment of The Chairs performance.

They speak to NHSEI to get a report back on how well the Board is performing and they got very positive feedback back from all quarters.

Carole Taylor-Brown, David Welbourn and The Chair had a conversation to reflect on the year.

Carole Taylor-Brown shares they will be working to get more involved in the ICS and that she is stepping down from her role soon.

It has now been endorsed that the Chairs appointment review has been extended to a three year term and The Chair's pay has changed to reflect the national guidance and to reflect the role she is in.

The Chair shares that NED remuneration has been reviewed and additional responsibilities.

Two NEDs will not be continuing in their role past October so this is being reviewed in order for them to be replaced.

The appointments committee will meet on the 30th of October to form the interview panel for the two NED vacancies.

The Chair asks the Council of Governors to confirm the extension of her own term of office to January 2023 and a second term of office for Eddie Bloomfield, Hussein Khatib and Richard Spencer.

The governors confirm this during the meeting.

07/21 Chief Executive Update

Nick Hulme sent apologies to the meeting so Deputy Chief Executive- Neill Moloney presented the report.

- Usually this time of year would be quiet but this year we have seen around a 15% increase in emergency activity compared to two years ago.

- Even though the trust has been under an increased level of pressure, the level of responses has been really good with help from county councils and other system partners
- The trust is looking to improve community services so people can be better treated at home with less need to come into the hospital.
- Seen an increase in delays domiciliary services so the trust is working with the county council to help these patients at home so they do not have to spend a lot of time in the hospital.
- ESNEFT is working closely with West Suffolk to help with their waiting times as some repairs being made there reduce their capacity.
- Waiting times are being cut down and a plan is being put in place to make sure those patients that do not need to come back, get help sorted quickly to free up space for patients that do need to come in.
- Maternity services have developed a programme focused on workforce to improve the service altogether and the trust has already seen progress.

The Chair thanked Neill Moloney and moved the meeting onto the next item.

08/21 Patient Experience- 15 Steps Programme

The Chair Introduced Tammy Hughes to the meeting.

Tammy Hughes shared the following information with the council of governors:

- It is looking to start in October working closely with Infection control.
- It started after a mother walked into a hospital and within 15 steps of waking into a ward, she could tell what level of care her daughter would get.
- The programme was originally developed in 2012 and this is the first time it is being introduced to ESNEFT.
- It will be used to help staff identify any improvements that need to be made within the trust
- Tammy explained she is looking for a small team to visit different areas of the hospital with a prompt guide and eventually visit the whole of ESNEFT.
- The team being put together is a Non-Executive Director (NED), a Governor, a Patient/Service User or Complainant.

Questions and Comments:

David Guest asked if this programme would include GP surgeries, Tammy Hughes said it is something she can take forward.

Dave Gronland asked do you have authority to put things right? Are the changes going to take months to go through or will it happen straight away?

Tammy Hughes explained she has already had people come to her and ask for their area to be done first so it will not have to be hard to deal with, as there is already a drive for improvement within the trust.

Isaac shared his opinion, when these visits happen, it needs to be kept in mind that different wards face different challenges and it needs to be a supportive atmosphere

to make change and not have staff fatigued by the amount of inspections that happen around the hospital.

Tammy Hughes reassured the Council that it will be full of support, it will be a shared learning experience and full of kindness, not a management tool.

Lynda McWilliams said she thinks it is an excellent idea and she would love to be involved.

Tammy Hughes said she hopes that many of the changes will be quick, easy and cheap but there is a small pot of money to help, she said that she would be sending out an email to the governors via Denver Greenhalgh or Madeline Hughes to see which governors would like to be involved.

Tammy Hughes thanked the Council of Governors for all their support.

Helen Rose shared with the council, a similar programme that has been used by a community health group she is part of, Someone would be delegated a chair someone in a GP surgery for an hour to watch how smoothly things run and get a taste of what needs improving instead of the first initial 15 steps.

They would incorporate the five sense and judge whether an area was for example too loud or did not smell very pleasant.

Tammy Hughes expressed she would like to work with Helen on that within ESNEFT.

Denver Greenhalgh complimented what Isaac had said earlier on in the meeting by further explaining a programme that used to work really well in the hospital and expressing how staff should not only be critiqued but also praised and helped on their journey to improvement.

09/21 NHS Finances and the Impact of COVID-19

The Chair introduced Adrian Marr and he shared the following:

- Two tactical incident management groups were made and met daily, one in Ipswich and one in Colchester, they had the ability to spend up to £50,000 in one go.
- Another team was set up and chaired by Neill Moloney to approve anything above £50,000.
- The trust was allowed to capitalise any amounts they saw fit from April to June.
- Red COVID costs were about £36 million.
- £12 million was spent on PPE.
- On capital in terms of COVID £11.5 million was spent.
- Financial year 2022, half 2, may face a 3.5% reduction which equals around £15 million.
- A 6% reduction has been predicted for 2022/23 based on half 1 for 2022.

Questions and Comments:

Neill Moloney added that the Trust has a clear indication of the challenges they will face over the next six months and they can use this going forward and it will help with the future business plan once they have more information near Christmas time.

Carlo Guglielmi asked Adrian if there was “catches” to being given extra funding and Adrian explained that no funds have been returned but the trust also cannot request an additional funds.

Carlo Guglielmi asked if the Trust had a ten year strategic financial plan to spread costs and funds over ten years to make it easier and Adrian said the Trust had a 5 year plan but due to COVID it no longer stood so this is being looked at again.

Isaac mentioned that in July, the government confirmed a 3% pay rise for all NHS workers and he asked when this would come into place and if it was budgeted for, Adrian replied the end of September would be the first pay rise with the extra 3% and it has been budgeted for.

10/21 Verbal Report from Observation of Quality & Patient Safety Committee

Laurence Collins shared that all the NEDs involved in this meeting are great at what they do, they come at things from different angles and compliment each other. The meeting was effective due to good communication and discussion between members. Laurence wishes a pre-meet would be included to explain to governors before the meeting what they need to understand to follow the content of the meeting.

The Chair added that when these meetings are in person, governors have access to papers due to the papers being very confidential, this is not something could be shared online.

11/21 Verbal Reports from Observation of Performance Committee

Tim Newton reported that he has been impressed with all of the NEDs
Giles Thorpe and Kate Read both present reports in these meetings in detail and Emergency departments share what is going on in Ipswich and Colchester currently. More topics are spoken about and presented; plenty of information is shared with the group and the NEDs manage and chair the meeting very well.

Tim praised Carole Taylor-Brown being kind and letting them have a five minute break, he confirmed that the NEDs chairmanship was impressive and thorough, they were well prepared, debate was constructive and positive with ample mutual respect.

12/21 Verbal Reports from Observation of Audit and Risk Committee

Margaret shared with the council of governors that the NEDs were all present and well prepared, Mark Millar regularly checked to see if anyone had anything they wanted to raise and all NEDs took an active part in the meeting and some were reporting back on points from the past.

Margaret felt that information and an agenda before the meeting would be helpful.

13/21 Verbal Reports from Observation of People and Organisational Development Committee.

Helen Rose reported that the time management of this meeting is done very well, they have a scheduled agenda and all have an equal part to play and get involved, the NEDs were present and questioned effectively.

Helen Rose highlighted the final item of the committee agenda “discuss and reflect on the meeting as a whole for the committee members”

14/21 Verbal Reports from Observation of Innovation Committee

Paul Ellis explained the meeting was well run and all members were fully prepared and they provided opportunities for everyone who wished to speak.

The three major agenda items were thoroughly explored, the papers had been well read and a number of points had been raised to challenge or suggest improvements.

The meeting was positive and stimulating with an outcome focused on what is best for ESNEFT.

15/21 Any Other Business

The chair quickly added:

The Annual Members Meeting will be arranged a bit later due to technical issues beyond the trusts control.

The next Council of Governor meeting will be in January

Some changes are being made to the governance team, Kirsten Almond and Lorna Fraser are joining and this will go out in writing to the governors.

The Chair thanked members for attending.

The Chair declared the meeting closed.