

Minutes

Solent NHS Trust Annual General Meeting and Health Fair

Monday 11th September 2017 5pm-7pm

Eagle Suites, Solent NHS Trust Headquarters, Highpoint Venue, Bursledon Rd, Southampton, SO19 8BR

Chair: Alistair Stokes, Chairman (AMS)	
Panel: Sue Harriman , Chief Executive (SH) Andrew Strevens , Director of Finance (AS) David Noyes , Chief Operating Officer Southampton and County Wide Services (DN) Helen Ives , Chief People Officer (HI) Jon Pittam , Non-Executive Director (JPi) Francis Davis , Non-Executive Director (FD) Mike Watts , Non-Executive Director (MW) Stephanie Elsy , Non-Executive Director (SE)	Attendees: Jayne Edwards , Corporate Support Manager and Assistant Company Secretary (JE) Sam Stirling , Corporate Affairs Administrator (SS) Rachel Cheal , Associate Director Corporate Affairs (RC) Andrea Hewitt , Head of Communications (AH) Governor attendance: Harry Hellier , Trust Governor Jon Clark , Trust Governor Apologies: Dan Meron , Chief Medical Officer Lesley Munro , Chief Nurse Sarah Austin , Chief Operating Officer, Portsmouth and Commercial Director Mick Tutt , Non-Executive Director Michael North , Lead Governor
1	Chairman's Welcome and introduction to the Annual General Meeting
1.1	<p>The Chairman, Dr Alistair Stokes (AMS) welcomed members of the Trust, public, governors and staff to Solent NHS Trust's 6th Annual General Meeting.</p> <p>The format of the meeting was explained. AMS asked that anyone who had any objections to having their photo taken throughout the event should let the Head of Communications know.</p>
1.2	<p>AMS informed the AGM of that Twitter was to be used throughout the event.</p> <p>AMS formally noted the apologies of Board colleagues and of the Lead Governor, Michael North.</p>
2	Draft minutes of the meeting of Solent NHS Trust Annual General Meeting held on 15th September 2016 and matters arising
2.1	<p>The minutes of the 2016 meeting were agreed as an accurate record subject to an amendment to item 3.4.</p> <p>AMS asked that any further amendments be sent to JE for the final version to be signed off in due course.</p>
2.2	<p>AMS informed the AGM that copies of the annual report are available on the website however highlighted that a small number of printed copies were also available at the meeting on request.</p>

2.3	<p>AMS highlighted continued positive feedback being received from service users, the dedication of staff which is reflected in the grading following the comprehensive CQC inspections.</p> <p>AMS commented on the general challenges facing the NHS and emphasised the importance of joint and close work with providers.</p>
3	Review of the Year – A presentation of the annual report and accounts
3.1	<p>SH presented a review of 2016/17 and areas of the annual report.</p> <ul style="list-style-type: none"> • SH shared with the AGM, her feeling of responsibility and accountability since being in post and highlighted progress, achievements and challenges faced. SH commented on being proud of the dedication and commitment of staff who have worked above and beyond expectations in all aspects of care. • SH provided an overview of the vision co-created with members of Solent and the Board and the strong strategic vision established across the Trust, whilst maintaining a focus on what is right for service users. • SH informed the AGM of challenges surrounding the health and care system associated with tight budgets and higher demands on services. • The Trust’s values and alignment to the vision were explained. SH highlighted the importance of ensuring an empowered and valued workforce and how this links to interaction with patients and carers. • SH shared Trust quality goals and business priorities and provided a brief overview of activity across 2016/17 relating to the delivery of the deficit plan and savings and of investments made. • SH reported on achievements and awards received and explained the ‘Making a difference’ campaign.
3.2	<p><u>Quality Account</u></p> <p>AA briefed the AGM on the 2016/17 quality priorities and of key priorities for the year ahead.</p> <ul style="list-style-type: none"> • AA provided a full overview on Quality Improvement and Parity of Esteem priorities and highlighted the positive impacts on the Trust. • AA explained the quality goals and the importance of a focus on patient experience. • The AGM were briefed on the comprehensive CQC inspection and recommendations made that suggested an overall expected rating of ‘Requires Improvement’. AA highlighted the significant improvements made to the actions identified from the inspection and of further improvement delivery. • AA reported on complaint themes and outcomes and how compliance of Duty of Candour has been ensured.

3.3	<p><u>Financial Overview</u></p> <ul style="list-style-type: none"> AS commented on the importance of considering quality and finance together and informed the AGM of positive investment in Quality Improvement plans. AS reported that the Trust has achieved a target of £2.1m and with this, delivered deficit plans for a second year. AS highlighted the trajectory of improvement and confirmed that a bonus of £1.1m has been received which has helped cash flow. It was confirmed that the Trust has achieved 3 out of 4 strategy targets. AS reported that the Trust had missed the breakeven duty but confirmed stability. The AGM were briefed on unqualified accounts audit opinion and value for money and the achievement of 'generally satisfactory' awarded by the Head of Internal Audit which is the highest grade awarded.
3.4	<p>SH briefed the AGM on opportunities and challenges for the year ahead. SH provided an overview of the Sustainability Transformation Partnerships (STP) and shared challenges across the Hampshire and Isle Of Wight system.</p> <p>The AGM were informed of the guiding principles including 'Well-Led' plans. and shared Current progress and initiatives on how the Trust is working with partners to re-design delivery of services was shared.</p> <p>The 17/18 priorities were shared with the AGM. SH emphasised the importance of ensuring consistency and of open and honest conversations in line with the Trust's values.</p>
4	The Learning Disability Service – A presentation
4.1	<p>Ian Chalcraft, Integrated Learning Disability Services Manager for Portsmouth, provided a presentation of the work of the Learning Disability Service across multi-disciplinary teams and explained the structure and background of the service.</p> <p>IC shared work undertaken by the team and its service functions and provided an overview of the healthcare needs across the demographic.</p> <p>IC shared case studies of the care provided by the team and of the positive experience endured by patients and of improvements made to their lives as a consequence.</p>
4.2	<p>AMS reflected on the presentation provided and of the hard work undertaken by the service. AMS highlighted the positivity of culture changes in current society surrounding the acceptance of people with learning disabilities.</p>
5	Questions and answers to the panel
5.1	<p><u>How is the Trust going to stop people going into hospital and help people return home?</u></p> <p>SH acknowledged current challenges and reported on work being undertaken across pathways of care and work with acute services to look at health and care needs in order to assist with timely discharges home. SH reported that Solent works effectively with people that use Trust and partner services to ensure only necessary services are being used.</p>

5.2	<p><u>If the 1% pay cap was removed by the government for NHS staff, as suggested recently in the media, what would this mean for Solent’s finances?</u></p> <p>AS explained that any salary increase would equate to £1m for the Trust and would therefore need to be a form of settlement. AS reported that NHS England has a budget of £100billion of which 70% is used for staff costs and highlighted the difficulty of finding appropriate funding.</p>
5.3	<p><u>Last year I asked the question about waiting list from CAMHS. I was told to ask this year to check that an improvement has been made?</u></p> <p>SH reported on considerable improvements to the service that is demonstrated through the CQC inspection grades, however acknowledged that further significant improvements could still be made. SH reported that although the waiting list has not improved as well as expected, consideration is being given on how to manage the people waiting and offer other pathways of support whilst waiting. SH reported that waiting times are expected to improve within the next year.</p>
5.4	<p><u>When services change or re-design, is it Solent NHS Trust policy to have an open, transparent public consultation process?</u></p> <p>AMS explained that it is usual for commissioning to organise the process for public consultation with the assistance of the Trust if involving our services. SH agreed with this however reported that the spirit of leadership partnership is supported. SH highlighted the need to improve how the Trust consults service users and engages the public during change.</p>
5.5	<p><u>We hear about the ‘STP’ all the time in the news but what will it mean for me as a citizen of Portsmouth? What will be different?</u></p> <p>SH explained plans created within the care sector to encourage different ways of working that considers the needs of the population rather than the needs of the single organisation. SH reported on work being undertaken with local communities to ensure all leaders are focused on enhanced care and using public money more effectively.</p>
5.6	<p><u>Has ‘STP’ involved the public meaningfully?</u></p> <p>SH confirmed that there are plans to effectively engage with the general public for opinions on how best to enhance services.</p>
5.7	<p><u>An AGM attendee referred to the following point within the minutes of the last meeting and requested clarification and an appropriate update on the status:</u> <u>‘It was confirmed that the Trust is currently writing a business case that will be presented to the Board in November for onward submission to NHS Improvement regarding the wider redevelopment of the Phase 2 Portsmouth Estate.’</u></p> <p>AS confirmed that the ‘Phase 2 Portsmouth Estate’ refers to the relocation of services currently based at St James’ Hospital to St Mary’s Hospital. AS confirmed that the business case was approved by Trust Board and is currently with regulators awaiting approval and the release of funds.</p>

5.8	AMS queried the usefulness of creating a survey to review topics of interest and to gain further engagement at the next event. Action- JE/SS to circulate to attendees.
6	Close