

## Minutes

### Solent NHS Annual General Meeting

15<sup>th</sup> September 2016 17.30-19.15

Top Floor, Highpoint Venue, Bursledon Road, Southampton, SO19 8BR

<p><b>Chair:</b> Alistair Stokes (AMS) Chairman</p>	
<p><b>Panel:</b> Mandy Rayani (MR), Chief Nurse Sue Harriman (SH), Chief Executive Alex Whitfield (AW), Chief Operating Officer - Southampton and County Sarah Austin (SA), Chief Operating Officer – Portsmouth and Commercial Director Andrew Strevens (AS), Director of Finance and Performance Dan Meron (DM), Chief Medical officer</p> <p><b>Apologies:</b> Julie Pennycook (JPi), Director of Human Resources and Organisational Development</p>	<p><b>In attendance:</b> Jon Pittam, Non-Executive Director Mick Tutt (MT), Non-Executive Director Jayne Edwards (JE), Corporate Support Manager Rachel Cheal (RC), Company Secretary</p> <p><b>Governors in attendance:</b> Bob Blackman (BB) Harry Hellier (HH) Narcisse Kamgo (NK) Sharon Collins (SC) Sarah Osborne (SO) Graham Cox (GC)</p>
<p><b>1</b></p>	<p><b>Chairman’s welcome and introduction to the Annual General Meeting</b></p>
<p>1.1</p>	<p>The Chairman, Dr Alistair Stokes (AMS) welcomed members of the Trust, public, shadow governors and staff to Solent NHS Trust’s 5<sup>th</sup> Annual General Meeting.</p> <p>The Chairman asked that anyone who had any objections to having their photo taken throughout the event to let the Head of Communications know.</p> <p>The format and theme of the meeting was explained.</p>
<p>1.2</p>	<p>AMS informed the AGM of the absence of the Lead Governor, Michael North and wished him well. It was noted that Rachel Cheal, Company Secretary would provide a brief summary of MN’s planned presentation on his behalf.</p>
<p><b>2</b></p>	<p><b>Draft minutes of the meeting of Solent NHS Trust Annual General meeting held on 22<sup>nd</sup> September 2015 and matters arising</b></p>
<p>2.1</p>	<p>AMS asked that any required amendments to the minutes of the 2015 meeting to be sent to RC and the final minutes to be signed off in due course following amendments made.</p>
<p><b>3</b></p>	<p><b>Review of the Year – A presentation of the annual report and accounts</b></p>
<p>3.1</p>	<p>SH presented on the review of 2015/16 and areas of the annual report.</p> <ul style="list-style-type: none"> <li>• SH reported on how the past year has felt for staff and families, of the hard work undertaken and significant pressure on staff to improve during financial challenges faced by the Trust.</li> <li>• SH shared with the AGM her pride on the achievements made throughout the year and commented on the need to ensure staff are valued alongside the people served by the Trust and partners.</li> </ul>



INVESTOR IN PEOPLE

Solent NHS Trust:

Great care at the heart of our community



	<ul style="list-style-type: none"> <li>• SH explained the reason for reviewing vision, having aspirations of what the Trust can achieve and of the desire for a translatable language to all.</li> <li>• The AGM was informed of the refresh of values, IT infrastructure improvements and of the move to Civic Offices in Portsmouth.</li> <li>• It was noted that the Trust delivered the financial plan and achieved £11m efficiencies in year.</li> <li>• A significant investment in IT was noted.</li> <li>• SH highlighted service achievements in Southampton, Portsmouth and County services.</li> </ul>
3.2	<p><u>Quality Accounts</u></p> <p>MR presented the Quality Accounts and provided a review of last year's quality priorities. The AGM were informed of areas where the Trust did well and not so well and assurance was provided that areas for improvements was being addressed.</p> <p>MR explained further work undertaken on Speech and Language waiting times and it was noted that although the Trust will cease to provide the service in the Hampshire area later this year, will remain committed to providing excellent care for patients who need the service.</p> <p>MR reported on positive staff engagement during the transformation journey and highlighted that the CEO was available by phone and regular service visits were undertaken by executives.</p> <p>MR informed the AGM of the need to continue to find efficiency savings every year through continuous transformation of services. MR reported that thanks to staff and leadership, the Trust has delivered to plan and will continue to do so going forward with quality improvement being the vehicle to deliver sustainable change.</p>
3.3	<p><u>Quality Improvement Strategic Framework</u></p> <p>MR briefed the AGM on the five Quality Goals for 2016/17 that were approved by the Board and the five quality priorities in place.</p> <ul style="list-style-type: none"> <li>• The AGM were informed that building skills and capacity within the workforce will enable the Trust to progress service transformation. MR reported that eight teams across the organisation are participating in improvement collaborative and share learning across the Trust.</li> <li>• Physical and Mental Health Equal Priority - There is to be a greater focus on volunteering and the Trust is to work with Portsmouth and Southampton City Councils to take forward.</li> <li>• Professional Standards – there is to be a professional framework in place and training development is to be reviewed.</li> <li>• Complaints – MR reported a reduction in the number of complaints received due to a greater commitment on face to face local resolution. The complaints process is to continue to be promoted.</li> </ul>
3.4	<p><u>Financial Overview</u></p> <ul style="list-style-type: none"> <li>• AS reported that the Trust has achieved a target of £5.1m against a plan of £5.2m. AS explained the stretched target given by regulators and of the achievements made by the Trust.</li> <li>• It was reported that three out of four statutory duties have been achieved.</li> <li>• The Trust is proud of the external audit opinion and has achieved £10.7m efficiencies with a turnover circa of £80m.</li> <li>• AS confirmed that the Trust is on course to deliver plan this year and thanked all Solent staff who attributed to the position.</li> <li>• An illustration of income and expenditure was provided.</li> </ul>

3.5	<p>SH informed the AGM of positive results received from a recent staff survey and of some significant improvement areas.</p> <p>SH reported that the Trust is looking at challenges for 2016/17 and is to consider on-going sustainability and future relationships with partners.</p> <p>It was noted that the CQC report from recent inspections is still awaited however good feedback as well as areas to focus on was highlighted on the day.</p> <p>SH shared intentions to use estate more efficiently.</p>
3.6	<p>SH briefed the AGM on Sustainability and Transformation Plans and explained work in progress with Hampshire and Isle of Wight to deliver services together. SH explained what the future means for Solent and of ultimate goals to ensure that patients receive the right care in the right place with an out of hospital system that is stronger and more connected.</p> <p>SH confirmed that a generated plan is expected to be submitted by the end of October.</p>
<b>4</b>	<b>The Governors' View</b>
4.1	<p>RC presented on behalf of the Lead Governor, Michael North.</p> <p>RC explained the role of the Members Council and of the process of elections of governors.</p> <p>RC explained the Trust's decision to step off the FT journey and subsequent decision to continue with council engagement. RC reflected on the terms of reference of the council and explained governor involvement with the Trust including attendance at committees, service visits, Board to Floor visits and PLACE inspections.</p> <p>It was noted that a member engagement framework is to be developed going forward.</p>
<b>5</b>	<b>Children and Families Multi-Agency Team – a presentation</b>
5.1	<p>Anne Fleming, Head of Children's Services, Portsmouth and Caroline Hopper, Barnados were in attendance. AF provided a presentation on the differences made to the multi-agency team following integration and explained changes to structure and workforce.</p> <p>AF shared the team's vision and outcomes and of work being undertaken to improve communications with families.</p> <p>AF shared a case study of care provided by the multidisciplinary team and CH read out a letter written by a mother that provided a positive account of care received.</p> <p>Challenges with having different commissioners for specific services were noted.</p> <p>AF informed the AGM of the positive attitude of staff during challenging times of change.</p>
<b>6</b>	<b>Questions and answers to the panel</b>

6.1	<p><u>Is there any progress with the proposed multi-storey car park at St Mary's, who is funding the work and how many spaces will it produce?</u></p> <p>AS reported that a request for planning permission has been withdrawn for a multi-storey car park and explained that having reviewed the cost of £4m for 140 spaces, it is difficult to justify on monetary grounds and alternative arrangements are being considered.</p> <p>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.</p>
6.2	<p><u>Why is there never a clock in GP surgery waiting rooms?</u></p> <p>The Chairman suggested enquiring directly with surgeries.</p>
6.3	<p><u>An AGM attendee referred to her 23 year old son and not knowing where to get support for his treatment despite seeing a GP</u></p> <p>The Chairman offered that the attendee speak with the Medical Director and Chief Nurse after the meeting.</p>
6.4	<p><u>Can the Board explain what discussions have been held regarding STP and does this process put any Solent services at risk?</u></p> <p>SH confirmed that the Board have been fully involved and briefed on the development of the STP and an Extra-Ordinary Board meeting is scheduled in October for the Trust to review the latest system plan.</p> <p>Regarding risks to Solent services SH stated that it is difficult to say whether services will be adversely affected or not. SH informed attendees that the STP describes how the system will move services out of acute hospitals into the community and therefore suggested that there will also be opportunities for the Trust.</p>
6.5	<p><u>How can we promote diet and healthy eating to patients and the public when 51% of our workforce are overweight? When will guidelines for staff be implemented, ie healthy weight?</u></p> <p>MR reported on initiatives led by the organisation to promote the health and wellbeing of staff and of the support offered via the Occupational Health Department. MR reported on being proud of the Trust's participation in the recent global corporate challenge where a huge number of teams participated. MR also informed the AGM of the discussions recently held at Board in support of the implementation of the 'Every Contact Counts' initiative whereby practitioners are encouraged to take the opportunity at each client contact to address wider health promotion issues. It was noted that the Trust is taking health and wellbeing extremely seriously and a range of activities and services are offered.</p>
6.6	<p><u>How much did the new entrance to the Southampton General Hospital cost?</u></p> <p>AMS explained that the General is not part of Solent NHS Trust and therefore not involved in the capital development. It was suggested that the information is in the public domain and should be accessible on-line at the University Hospital's Southampton NHS Foundation Trust website.</p>
6.7	<p><u>Has the issue of block contracts and the rather unfair system of not identifying the workload for Community Nurses been resolved by negotiation?</u></p> <p>SA reported on good progress made by the Trust in relation to clarity of community workloads and improvement in data reporting. Consequently, SA confirmed that both Portsmouth and Southampton commissioners have been very receptive to additional investments needed and have provided good investments historically. The difficult decisions being faced by commissioners with regards to prioritising investment including the delivery of care to allow earlier discharge of people from Portsmouth hospitals was acknowledged.</p>

6.8	<p><u>What is being done to address the CAMHs waiting list?</u></p> <p>AW acknowledged problems with waits in CAMHs Southampton however confirmed that service users are always appropriately risk assessed for prioritisation. It was noted that progress has been made this year and the number of weeks to see a CAMHs clinician from initial referral is now in single figures. AW reported that although waits have significantly reduced, further work continues to reduce waiting times associated with clinical pathways.</p>
6.9	<p><u>As the St James site has been sold, is there plans to sell the Limes also?</u></p> <p>SA reported on plans to move a service currently running from Falcon House at St James site, to a more appropriate environment. AGM attendees were informed that Baytrees was closed during the Spring of this year and it was confirmed that Solent will continue to operate from the Limes and Orchards due to being considered excellent environments.</p>
6.10	<p><u>Letter from Local MP states: The government has committed to increasing the NHS Budget by an extra 8bn a year by 2020. We are already spending record amounts in real terms supporting our NHS. For this financial year alone, the NHS budget will increase by 3.7% (3.8 bn) and this is a higher rate of growth than under previous governments.</u></p> <p><u>During the last financial year the government provided an extra 1.8bn to the NHS. In real terms, the government will have increased NHMS spending by over 10bn between 2015 and 2020. This total is above the 8bn figure Simon Stevens the Chief Executive of the NHS, gave as necessary to maintain the health service up until 2020.</u></p> <p><u>My question is given the above and what we have learnt this evening that the trust has been allocated by the regulator a planned deficit of 3.5m, am I being lied to by our political masters or is Solent NHS not receiving its fair share of the monies quoted.</u></p> <p>The Chairman reported that he would not like to comment as to whether the MP is being honest and wished to refrain from political territory however acknowledged the complexities associated with NHS funding streams.</p> <p>SH also commented on not wanting to step into politics however explained the block contract process that is unlike acute hospital contracts who get paid on patient activity and therefore have opportunities to grow. SH explained the challenges facing Local Authorities in relation to reductions in budgets and additional pressure being placed on the system to support wider social care and associated health implications. It was confirmed that Solent has a duty of care to support patients and therefore has to provide a wider range of support services.</p> <p>The AGM attendees were informed of the net financial position, whereby net financial investment against activity has reduced.</p>
6.11	<p><u>Significant positive IT improvements were acknowledged however reference was made regarding a community visit where paper notes are no longer left in the home and of the subsequent difficulties in knowing what care was provided.</u></p> <p>AW explained that part of the IT strategy is to provide IT access in patient homes and acknowledged that the downside is the lack of paper record. It was noted that the Trust is looking at technological ways to fix the issue. Electronic records being left in the home is being considered.</p>
7	<p><b>Close</b></p>