

## Solent NHS Trust Annual General Meeting

Thursday 15<sup>th</sup> September, 5:30pm – 7:15pm  
Solent NHS Trust Headquarters, Top Floor,  
Highpoint Venue, Bursledon Rd, Southampton, SO19 8BR  
*Free parking is available*

Time	Item
4:30pm – 5:30pm	Health fair and beverages

### AGM formal meeting starts at 5:30pm

Time	Item
5:30pm	<b>Chairman's welcome and introduction to the Annual General Meeting</b> <i>Dr. Alistair Stokes, Chairman</i>
	<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> [Enclosure 1 - Minutes]
5:35pm	<b>Review of the Year – A presentation of the annual report and accounts</b> <i>Sue Harriman, Chief Executive Officer, Andrew Strevens, Director of Finance and Performance and Mandy Rayani, Chief Nurse</i> [Enclosure 2 – Annual Report and Accounts 2015/16 incorporating the Quality Account]
6:05pm	<b>The governors' view</b> <i>Michael North, Lead Governor</i>
6:15pm	<b>Children and Families Multi-Agency Team – a presentation</b> <i>Anne Fleming and Caroline Hooper</i>
6:30pm	<b>Questions and answers to the panel</b> <i>Dr. Alistair Stokes, Chairman</i> <i>Sue Harriman, Chief Executive Officer</i> <i>Andrew Strevens, Director of Finance and Performance</i> <i>Mandy Rayani, Chief Nurse</i> <i>Alex Whitfield, Chief Operating Officer Southampton and County Services</i> <i>Sarah Austin, Chief Operating Officer Portsmouth and Commercial Director</i> <i>Dan Meron, Chief Medical Officer</i>
7:15pm	<b>Close</b>

\*An electronic copy of the Trust's Annual Report and Annual Accounts are accessible via our website at:  
[www.solent.nhs.uk](http://www.solent.nhs.uk)

NB Those present at the meeting should be aware that their name will be issued in the notes of the meeting which may be released to members of the public on request

## Meeting Minutes

The minutes from this meeting may become available to the public under the Freedom of Information Act 2000.

### DRAFT Solent NHS Trust, Annual General Meeting (AGM)

Thursday 22<sup>nd</sup> September 2015

6:30pm, Entertainments Hall, St James's Hospital, Portsmouth

#### Chair:

Alistair Stokes, (AMS) Chairman

#### Panel:

Sue Harriman, (SH) Chief Executive Officer  
 Andrew Strevens, (AS) Director of Finance  
 Alex Whitfield, (AW) Chief Operating Officer  
 Ellen McNicholas, Deputy Director of Nursing and  
 AHPs (EMc) on behalf of Mandy Rayani, Chief Nurse  
 Robert Steele, (RS) Director of Infrastructure  
 Sarah Austin, (SA) Director of Strategy

#### In attendance:

Jon Pittam, (BR) Non-Executive Director  
 Mick Tutt, (MT) Non-Executive Director  
 Barry Neaves, (BN) Non-Executive Director  
 Andrew Cameron (AC) Non-Executive Director  
 Rachel Cheal, (RC) Company Secretary  
 Jayne Edwards (JE) Corporate Support Manager

#### Apologies:

Julie Pennycook, (JPi) Director of Human Resources  
 and Organisational Development  
 Mandy Rayani, (MR) Chief Nurse

#### Governors in attendance:

Bob Blackman (BB)  
 Harry Hellier (HH)  
 Michael North (MN)  
 Chrissy Cassell (CC)  
 David Lickman (DL)  
 Narcisse Kamga (NK)  
 Graham Cox (GC)  
 Fran Williams (FW)  
 David Stephen Butler (DSB)  
 David Williams (DW)

<b>1</b>	<b>Chairman's welcome and introduction to the Annual General Meeting Minutes of the meeting of Solent NHS Trust Annual General Meeting held on 11 September 2014 and matters arising</b>
1.1	<p>The Chairman, Dr Alistair Stokes (AMS), welcomed members of the Trust, public, shadow governors and staff to Solent NHS Trust's 4th Annual General Meeting.</p> <p>AMS welcomed Andrew Strevens (AS), the new Director of Finance and Andrew Cameron (AC) the new Non-Executive Director to their first Annual General Meeting.</p> <p>The Chairman explained the format and theme of the meeting.</p>

1.2	The minutes of the 2015 meeting were agreed as an accurate record.
1.3	AMS referred to a request made at the last meeting to produce an easier to understand version of annual accounts and confirmed that a separate presentation has been shared with the Governors and that the version is available to the public on request via the Company Secretary. The AGM was informed that copies of the annual report can be located on the Solent NHS Trust website and that a few hardcopies are available following the meeting.
<b>2.</b>	<b>Review of the Year – A presentation of the annual report and accounts</b>
2.1	<p><u>Achievements</u></p> <p>SH reported on achievements made during Solent’s fourth year as an NHS Trust.</p> <ul style="list-style-type: none"> <li>• SH briefed the AGM on financial challenges, the achievement of £8.8m efficiencies and investment made in Information Technology and anticipated benefits.</li> <li>• Assurance was given that the Board ensures that patient quality and safety is at the forefront of all Trust activity.</li> <li>• SH reported on partnership working including the transformation of care for older people in Portsmouth and Southampton.</li> <li>• The AGM was informed of successful campaigns and service achievements</li> <li>• SH provided an update on Estates improvements.</li> <li>• SH presented the Quality Accounts and reported on progress made areas against the quality priorities, however recognising there is more work to do. SH reported on the 8 Quality Objectives for 2015/16.</li> <li>• The AGM was briefed on the CQC report following the new style of inspection and of the work undertaken to create an action plan of ‘must dos’, ‘should dos’ and ‘could dos’.</li> </ul>
2.2	<p><u>Challenges</u></p> <p>SH reported on challenges during the past year.</p> <ul style="list-style-type: none"> <li>• The AGM was informed of the financial deficit position and the need to recognise the investment required moving forward. SH reported on a loss of business including Hampshire Substance Misuse Services, Minor Injuries Unit and Physio Services in Portsmouth.</li> <li>• Regarding complaints, SH acknowledged the need to improve response methods and increase face to face conversations whilst promoting being open and honest by recognising mistakes identified and apologising for them.</li> <li>• SH reported that SIRI trends and methods of the delivery are being reviewed.</li> <li>• The staff survey results were summarised.</li> </ul>
2.3	<p><u>Annual Accounts</u></p> <p>AS presented the Annual Accounts.</p> <ul style="list-style-type: none"> <li>• AS provided a financial overview for the previous year</li> <li>• The AGM was informed of the failure to achieve the original financial plan and the associated reasons.</li> <li>• AS reported that the Trust has achieved almost £9m in efficiencies however more savings are needed and transformation required urgently.</li> <li>• AS provided a breakdown on income and expenditure and reported on the need to further reduce the estates footprint and protect frontline services.</li> <li>• AS briefed the AGM on financial challenges for 15/16 and highlighted the need to increase work on efficiencies, improve the use of IT and encourage closer working and integration with partners.</li> </ul>
2.4	<p>SH thanked stakeholders, governors, commissioners and external organisations for their contribution over the last year and thanked staff for their dedication and hard work.</p> <p>SH summarised that the Trust has the strength, capacity, capability and desire to ensure sustainability and reported that the future shape of the organisation is undoubtedly going to change.</p>

<b>3.</b>	<b>The Shadow Governors' view</b>
3.1	<p>Michael North (MN), Lead Governor briefed the AGM on behalf of the Shadow Council of Governors on the main duties and accountabilities of a shadow governor pre Foundation Trust status.</p> <p>MN reported that governors are able to communicate effectively with Solent members through the publication of SHINE.</p> <p>MN reported on the attendance of governors in an observation capacity at top level committees and of involvement in Board to Floor visits, PLACE inspections, membership events and attendance at Governor working groups in order to receive briefings on strategic matters.</p> <p>MN informed the AGM that governors can be contacted via the membership general e-mail address or directly to individual governor addresses as per published on the website.</p>
<b>4.</b>	<b>The Team around the Patient – Sarah Austin, Chief Operating Officer Portsmouth and Commercial Director</b>
4.1	<p>SA provided a background on the integration of pathways, services and reported on the move forward to organisation integration.</p> <p>SA briefed the AGM on a vision of integration within Health and Social Care and on the potential of single care pathways and single access points to services and summarised the potential benefits to service users and their families. SA reported on existing positive relationships with GPs, councils, partners and commissioners.</p> <p>SA introduced Mo Middleton (MM) from West Locality Health Team and Emma McGuire (EMc) from the Mental Health Recovery Team.</p>
<b>5.</b>	<b>Clinical Presentations from: <i>Mo Middleton – West Locality Health Team Manager</i> <i>Emma McGuire – Clinical Manager, Mental Health Recovery Team North</i></b>
5.1	<p>MM presented a patient story providing detail on the background of the health and care needs of the patient and the care received through the launch of a health club that provided support to patients with various elements of care and social interaction requirements.</p>
5.2	<p>MM informed the AGM of the role of the patient's husband and involvement in the health club, his subsequent deterioration of health and the support provided to him by the In-Reach Team.</p> <p>MM reported that although the husband was not a patient, his needs were identified within the health club and appropriate support provided. He was able to die peacefully with the knowledge that his wife would be cared for.</p>
5.3	<p>EMcG introduced herself and Sian Noy to the meeting and presented on the Mental Health Recovery Team. EMcG explained the multidisciplinary roles and purpose of the team.</p> <p>A patient story was shared and the multi-agency plan put in place to support the patient and his family was explained.</p> <p>The AGM was briefed on the work undertaken to address his behaviour and of the treatment provided for a positive outcome to his condition and to his wife and family following treatment.</p>

6.	Questions and answers to the panel
6.1	<p><u>What measures has the Trust adopted to limit its exposure to tourism particularly with Sexual Health Services and HIV Treatment?</u></p> <p>AS commented that it is better to treat a person irrespective of where they come from. AW commented that the biggest concern is to achieve early diagnosis to prevent the spread of HIV. AW also reported that the Trust has not experienced the media portrayal of HIV tourism.</p>
6.2	<p><u>With the reality that workforce stress levels are on the increase, staff are often reluctant to declare they cannot cope for fear of performance management or being next in line to leave the Trust resulting in a reduction in production levels.</u></p> <p>SH reported on the Board's full recognition of staff morale and of the desire to visit each service within the organisation to experience first-hand challenges faced. SH acknowledged current challenging times and commented on the importance of clear and open communication in order for staff to raise any concerns. SH informed the AGM of the Whistle Blowing Policy in place and of a regular Chief Executive communication to all staff where suggestions and challenges are shared directly with her. The importance of listening and responding to staff and need for staff involvement in decision making was noted.</p>
6.3	<p>AW reported on proactive work undertaken by the Occupational Health Service to understand and tackle stress. It was noted that the Trust has received the Investors in People accreditation.</p> <p>AW shared an example of a significant increase in activity within Special Care Dentistry and the impact to staff stress levels as a consequence. It was noted that the Trust cannot increase work without reasonable rationale.</p>
6.4	<p>SA reported on significant staffing level issues within Portsmouth Community and the pressure of staff as a consequence. SA commented in the importance of staff feeling they can speak out.</p>
6.5	<p><u>What is an AHP?</u></p> <p>EMc explained it to be Allied Health Professionals which includes physios and occupational therapists.</p>
6.6	<p><u>A presentation at a previous meeting provided by community nurses regarding an increase in workload due to block contracts and having no control over them was noted. Has anything been done about this?</u></p> <p>AMS confirmed his recognition of issues with the block contract model and reported on improvements to data that provides a constructive basis for discussions with commissioners to support negotiations regarding funding and resources. It was clarified that negotiating is much improved with the quality of data that is now available.</p>
6.7	<p><u>What are the plans for extra parking at St Mary's?</u></p> <p>RS reported on additional spaces rented at the near-by prison in the interim. The AGM was also informed of additional wardens in place to ensure that patients are given priority and there is no inappropriate parking. Plans in place for a multi-storey carpark were noted.</p>
6.8	<p><u>What is the future of Baytrees?</u></p> <p>SH informed the meeting of the loss of the Hampshire substance misuse contract which has consequently presented a level of risk regarding the sustainability of the service. It was explained that the Board have been informed of the risk and the Trust is engaging with commissioners regarding their intent for the service.</p>

6.9	<p><u>Being aware of trying to support Portsmouth Colleagues – How can we make sure we have a holistic approach to providing support to other teams, to maintain foundations and manage risk?</u></p> <p>AMS reported on community nurses pressures causing individual decisions to reprioritise their time for the benefit of patients impacting on availability for training which was a warning sign that consideration needed to be given on the volume of work being undertaken.</p> <p>SH reported that Portsmouth Community Nursing pressures were significant however assurance was given that discussions are being held regarding Clinical Recording Systems and how the Trust can offset risks to services. The help provided by Southampton colleagues was recognised and SA thanked them for the support given. It was confirmed that twice daily reports are provided on staffing levels and capacity to provide intelligent oversight of the service.</p>
6.5	<p><u>Is Solent aware of talks between Hampshire and Isle of Wight regarding creating a unitary authority?</u></p> <p>SH confirmed awareness and commented on the potential opportunities the changes could bring.</p> <p>David Williams reported on the Devolution Hampshire proposal. It was noted that the council remain optimistic however there is to be a tough series of negotiations.</p>
7.6	<p>AMS thanked everybody for coming to the meeting and shared his encouragement in seeing how many people were in attendance and interested in the Trust and its success.</p>
<b>7.</b>	<b>Close</b>
7.1	<p>The meeting was closed.</p>

\*A copy of the presentations can be obtained via the website [www.solent.nhs.uk](http://www.solent.nhs.uk)

A list of public attendees at the meeting is available from the Company Secretary.