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| **Draft Minutes of the Public Council of Governors**  **Thursday, 22 February 2024, 16:00-17:30**  **Medway Campus, Canterbury Christ Church University Room RWg15** |

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|  | **Name:** | **Job Title:** |
| **Members:** | David Brake | Lead Governor |
|  | Martina Rowe | Medway Governor |
|  | Hari Aggarwal | Medway Governor |
|  | Jay Patel | Swale Governor |
|  | Jennifer Oliphant | Swale Governor |
|  | Susan Plummer | Partner Governor |
|  | Karen Fagen | Staff Governor |
|  | Angela Harrison | Partner Governor |
|  | David Nehra | Swale Governor |
| **Attendees:** | Gavin MacDonald | Chief Delivery Officer |
|  | Leon Hinton | Chief People Officer |
|  | Alan Davies | Chief Financial Officer |
|  | Jayne Black | Chief Executive |
|  | Sarah Vaux | Chief Nursing Officer (Interim) |
|  | Glynis Alexander | Director or |
|  | Mark Spragg | Trust Chair (Acting) |
|  | Paulette Lewis | Non-Executive Director |
|  | Jenny Chong | Associate Non-Executive Director |
|  | Matt Capper | Director of Strategy and Partnership & Company Secretary |
|  | Emma Tench | Assistant Company Secretary (Minutes) |
| **Apologies:** | John Wright | Partner Governor |
|  | Tim Newman | Medway Governor |
|  | Lisa Marsh | Staff Governor |
|  | Claire Peppiatt-Wildman | Partner Governor |
|  | Vanessa Page | Staff Governor |
|  | Becky Bellars | Rest of England Governor |
|  | Adrian Ward | Non-Executive Director (non-voting) |
|  | Gary Lupton | Non-Executive Director |
|  | Mojgan Sani | Non-Executive Director |
|  | Chris Burton | Academic Non-Executive Director |
|  | Sue Mackenzie | Non-Executive Director |
|  | Annyes Laheurte | Non-Executive Director |
|  | Nick Sinclair | Chief Operations Officer |
|  | Alison Davis | Chief Medical Officer |

**1 Preliminary Matters**

1.1 **Chair’s** **Welcome and Apologies**

1.1.1 The Chair welcomed all present.

1.1.2 Apologies for absence were noted as recorded above.

1.1.3 Paulette Lewis and Jenny Chong introduced themselves, giving a brief outline of their backgrounds.

**1.2 Quorum**

1.2.1 The meeting was confirmed to be quorate

**1.3 Declarations of Interest**

1.3.1 There were no conflicts of interest in relation to items on the agenda.

**2 Minutes of the Last Meeting and Action Log**

2.1 The minutes of the meeting held on 22 November 2023 were **APPROVED** as a true and accurate record.

2.2 **Matters arising and actions from last meeting**

The action log was reviewed and updated.

2.3 **Chief Executive** **Update**

Jayne Black updated the Governors highlighting the following:

* Operational pressures, very high numbers of patients and ambulances attending the Emergency Department. In addition, caring for approximately one hundred and twenty patients who are well enough to leave the hospital.
* Development of the cardio respiratory village
* Industrial Action – the next Junior Doctors strike is due 24 February till 28 February.
* High Intensity Theatre List (HIT) – to reduce waiting time for young patients needing their tonsils and adenoids removing.
* Pharmacy Robot replacement– to reduce delays in medication being delivered.
* Patient First Spotlight – weekly improvement huddle giving staff the opportunity to share their Patient First improvements.
* Organ Donation Memorial – the names of organ donators were unveiled on the Hero Wall Memorial in the atrium.
* Meals for parents and carers – free food for those staying with their child while they are on Dolphin Ward.
* Liver Service Accreditation – Trust Hepatology Service has attained the Improving Quality in Liver Services (IQILS) registration.
* CQC visited Emergency Department on 21 February 2024 – initial positive comments received with full report to follow in due course.

**3 Quality**

3.1 **Executive Portfolio Summaries**

The reports provide Governors with Assurance that all nominated authorities have been reviewed and approved. The report includes key headlines from the Committee

3.1.1 **Quality Assurance Committee**

Paulette Lewis presented the report, taking it as read, in line with the paper submitted.

Governor Check and Challenge

a. Angela Harrison asked if the deferred reports are tracked to ensure they are not missed in future meetings. Paulette Lewis confirmed the reports are tracked. The reports were missing due to varying reasons. This is addressed with the Executive team and they are held to account.

Jayne Black confirmed the Integrated Quality Performance Report is presented at every meeting with the drivers and watch metrics.

b. Susan Plummer raised concerns regarding how the governance of patient care is reviewed and assured. Paulette Lewis advised a number of reports are presented and challenged for trajectory and timelines. The main targets are requested, ensuring the Non-Executive Directors are clear on the objectives, asking ‘so what’ questions. The outcomes are monitored and challenged. The NEDs continue to ensure good policies and practices are being embedded to improve the patient experience.

c. Angela Harrison commented that some patients will not complain, what processes are there in place on wards to ensure quality controls are not being missed. Sarah Vaux advised there are formal governance structures in place that are regularly reviewed. Ward managers take audits with matrons visible on wards on a daily basis focusing on delivery of care. If concerns are raised there are mechanisms in place to address. There is also Patient First in place. The organisation is in the process of reinvigorating the ward accreditations. Gembas are carried out on a regular basis with recorded feedback. Friends and Family surveys are also monitored.

Jayne Black advised the Gemba visits ensure the Execs are visible. Execs also visit the Emergency Department on a daily basis. The Exec team meet every Tuesday at 08:30am to pick up issues for improvement. Weekly topics are chosen.

Governor are invited to attend the Exec Huddle of a Tuesday at 08:30 in Gundulph, Level 3, Blue Zone.

d. Mark Spragg advised Governors that any complaints received from patients should be directed through PALs, the complaint will be triaged by the team and directed to the next step in the process with the opportunity of learning.

e. Jennifer Oliphant asked if the Google Reviews for the hospital were checked. Glynis Alexander advised this may be reviewed by PALs. The Comms Team monitor reviews on social media but not specifically reviews on Google.

f. Angela Harrison commented on ‘no criteria to reside’ highlighting the positive responses received from the community regarding Sheppey Frailty Unit. The Governor commented on a patient who had been on the ward since October 2023, asking if this was a cheaper option than moving them out of the hospital. Jayne Black advised the blockage would depend on what level of care the patient needs in order to be discharged.

g. Angela Harrison commented on patients being asked to fill in the friends and family survey even when they are feeling poorly and in pain.

Jayne Black advised although the organisation does not always get it right we are in a much better place now. The friends and family survey are important whether the results are good or bad. The CQC spoke to a lot of patients when they visited on the 21 February, many of whom were having good experiences. The organisation is on an improvement journey. We continue to rely on Governors to give a balanced message to the community.

3.1.2 **Finance, Planning and Performance Committee**

Alan Davies presented the report, taking it as read, in line with the paper submitted.

3.1.3 **People Committee**

Leon Hinton presented the report, taking it as read, in line with the paper submitted.

Check and Challenge

h. Susan Oliphant commented on the escalated sickness asking if there was evidence of links with Violence and Aggression and Bullying and Harassment.

Leon Hinton advised the link is low, there was a small increase during covid but the number is now very small. The resolution policy has been revised to include a simple guide that is user friendly. A discrimination statement has been launched.

Sarah Vaux commented a number of factors have been brought in to protect staff. There are occasions when patients demonstrate due to their mental illness. The organisation continues to work with mental health providers to ensue we are doing all we can. Staff are continued to be encouraged to report all incidents.

i. Angela Harrison asked if the staff feel safe enough to report issues, is the process robust enough to ensure confidence.

Leon Hinton confirmed the freedom to speak up guardian is independent and ensures all investigations are carried out with processes in place, running in parallel that ensure feedback.

j. Paulette Lewis advised Governors to read ‘too hot too handle’ highlighting the changes that need to be put into place following case reviews because of Lucy Letby and Michelle Cox. The NEDs will continue to question how the mitigations are measured and review the improvements we are making.

3.1.4 **Audit and Risk Committee**

The paper presented was taken as read line with the paper submitted.

Sarah Vaux explained the Patient Safety Incidence Response Framework (PSIRF) to Governors. The framework sets out the NHS approach to developing and maintaining effective systems and processes for responding to patient safety incidents for the purpose of learning and improving patient safety.

**4. People**

4.1 **Governors Annual Events and Meetings Planner**

Glynis Alexander presented the report, taking as read, in line with the paper submitted, providing Governors with a summary of recent engagement activities, and the schedule of upcoming activities for the next twelve months.

Gavin MacDonald advised Governors of Patient First Conference 09 July 2024 at Medway College.

**5 Closing Matters**

5.1 **Reflection**

Mark Spragg thanked Governors, NEDs and Execs for attending the face to face meeting

5.3 **Any Other Business**

No other business at this meeting

5.4Date of next meeting: 22 May 2024, venue to be confirmed

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| These minutes are agreed to be a correct record of the **Public Council of Governors** Meeting of Medway NHS Foundation Trust held on Thursday, 22 February 2024  Signed ………………………………………….. Date …………………………………  Chair |