

Northumberland, Tyne and Wear   
NHS Foundation Trust

**Council of Governors – Public Meeting**  
**Tuesday 12 May 2015 from 2.00pm to 4.00pm**  
**Sir Bobby Robson Suite, Newcastle United Football Club**  
**Barrack Road, Newcastle upon Tyne NE1 4ST**

**DRAFT Minutes**

---

Present:

Chair: Hugh Morgan Williams

Public: Margaret Adams  
Colin Browne  
Jane Hall  
Christine Lumsdon  
Keith McCririck  
Graham Martin  
Steve Manchee  
Austin O'Malley  
Bill Scott

Service Users: Fiona Grant  
Lucy Reynolds  
Rachel Simpson  
Dave Twist  
Jack Wilson

Carers: Ann Clark  
George Hardy  
Norman Hildrew  
Anneva Spark  
Richard Tomlin

Staff: Nigel Atkinson  
Phil Brown  
Dr Alan Currie  
Grahame Ellis  
Bob Waddell

Local Authority: Cllr Catherine Donovan  
Cllr Gladys Hobson  
Cllr Jane Streater

Community and Voluntary: Stuart Dexter

University: Prof Barry Hirst

In attendance:

- Anna Foster, Head of Performance
- John Lawlor, Chief Executive
- Justine Nicholls, Personal Assistant to Board Secretary
- Wendy Pinkney, Membership Manager
- Lisa Quinn, Executive Director of Performance and Assurance
- Dr Jonathan Richardson, Group Medical Director, Community Services Group
- Caroline Wild, Deputy Director, Partnerships

Governor Support:

- Lisa Manley (support to Lucy Reynolds)

Members of the Public in attendance:

- George Saint

## **24/15 Welcome and Introductions**

Hugh Morgan Williams welcomed the Council of Governors and attendees to the meeting.

## **25/15 Declarations of Interest**

The following change to the Council of Governors' register of interests was noted:

Richard Tomlin is now a member of the National Institute for Health (NIHR) panel for mental health research.

There were no further interests declared at the meeting.

## **26/15 Apologies for Absence**

- Julia Allison
- Alisdair Cameron
- Madeleine Elliott

Action

- Janet Fraser
- Glenys Goodwill
- Cllr Graeme Miller
- Marian Moore
- Revd Professor Pauline Pearson
- Cllr Elizabeth Simpson
- Cllr Alison Waggott-Fairley

**27/15 (a) Minutes of the meeting on 10 March 2015 for approval**

The draft minutes were agreed as an accurate record and duly signed subject to the following amendments:

Item 02/15 should read:

“Marian Moore is no longer part of the Older Leaders for Change initiative, as this was a time-limited project funded by The National Development Team for Inclusion (NDTi). She is still the sole proprietor of a consultancy, 'Krysan for Wellbeing'.”

**(b) Notes from the Engagement Session 14 April 2015**

The notes were agreed as an accurate record.

**28/15 (a) Matters Arising from the meeting on 10 March 2015**

There were no matters arising.

**(b) Matters Arising from the Engagement Session 14 April 2015**

There were no matters arising.

**29/15 Chair's Report**

Hugh Morgan Williams mentioned that this year's General Election has taken place. We have the same Secretary of State which provides consistency. Implications of the new Government will be considered by the Board of Directors in due course.

He explained that the Non-Executive Director (NED) recruitment continues and Jane Hall will provide an update as Chair of the Nominations Committee later in the meeting. He commented that there are 4 men and 4 women from a diverse background of skills

and experience. There is not a wide age spread.

Hugh mentioned that he will be attending an NHS Confederation Conference taking place on 3-5 June 2015 in Liverpool. He recently attended meetings in London with Minister, Norman Lamb.

He commented that Dr Geraldine Strathdee, National Clinical Director of Mental Health was enormously impressed with our services when she visited Hopewood Park on 9 April 2015.

He added that there is to be a visit from the Royal College of Psychiatrists Commission into inpatient mental health services taking place on Wednesday 13 May 2015.

### **30/15 Chief Executive's Report**

The report was presented by John Lawlor and the contents were noted.

John outlined a visit by Chris Hopson and Saffron Cordery from NHS Providers on 30 April 2015, following a presentation in London which omitted Mental Health and Learning Disabilities from the "Future of the NHS" presentation. They visited Ferndene and Newcastle Community Mental Health Team. It was a very helpful visit.

He added that he has now been elected onto the NHS providers Board.

Ann Clark made reference to page 4, – Care Act, which includes new national eligibility criteria, and the change in emphasis for local authorities to 'meet needs' rather than 'provide services'. Ann commented that she felt that this was being used to decommission services.

### **31/15 Governors Questions**

Governors are given the opportunity to ask formal questions and Ann Clark asked about the consultation process undergone before the announcement that Opus Employment would be closing in Autumn 2015.

Jane Streather commented that this will have been flagged through the budget consultation. Caroline Wild confirmed that Northumberland County Council has been very open with NTW

about this.

John Lawlor remarked on the challenging financial situation that the local Council's face. The Care Act will be a further challenge to the Local Authorities. Ann said that she had concerns about the suitability of alternatives, but also CMHTs as pressures will increase if the day services cease.

### **32/15 Focus on Quality and Performance**

This is the first presentation in the new style of meeting arrangements, in line with the views of Governors and discussion at the last Engagement Session.

A presentation was given by Lisa Quinn, Executive Director of Performance and Assurance and Jonathan Richardson, Group Medical Director, Community Services Group. (slides available)

There was a question from Margaret Adams re the dip in performance figures the Care Pathway Approach (CPA) review in South Tyneside and Lisa assured this was very marginal, but it would be monitored.

There was a question from Barry Hirst re Improving Access to Psychological Therapies (IAPT) and Lisa explained that there were very stretching targets for IAPT and the service model in some areas made achieving this difficult. Plans are in place to continue developing this area.

Graham Martin queried as to why there not a Recovery College in all areas? Is this commissioning issue? Lisa confirmed that this is a new area for NTW, and was implemented as a Trust internal Quality Priority. John Lawlor added that these are not mandated, NTW has chosen to put much more effort into recovery colleges and service user/carer involvement. Each has a different model based on who is involved and also on local issues. Graham requested a written response to that question.

LQ

Jonathan continued the presentation, looking at patient safety issues and incidents. He also highlighted 'Sign up to Safety' the Initiative from Jeremy Hunt, Secretary of State for Health.

Grahame Ellis enquired as to what percentage of feedback does the Trust get? (in the Friends and Family tests) Lisa confirmed this was relatively low, based on who was asked the question and based on

which part of the pathway they are in. For the Community Survey, the response rate tends to be about 25% of the sample.

Ann Clark queried, if there is data about take up in terms of “Points of You”? Lisa explained that this was being considered. Ann asked what information is gathered from Points of You in the community and if statistical information was available. Lisa confirmed that this was available.

Barry Hirst queried as to what the Trust is doing to address concerns about putting patients at the heart of services. Jonathan confirmed that this was at the heart of our Transformation Programme and Service Model Review. This is also at the heart of what clinicians aim to do. Clinician and patient rated outcomes are essential to understand progress in this area. The Trust is supporting clinicians to be involved in developing better clinician and patient outcome measures. NTW is also developing patient access to records which is not there yet, but is ahead of other organisations.

Lisa then posed two questions to the Council of Governors to discuss and feedback to her, as follows

- 1) What methods do you feel best encourage service user feedback?
- 2) How frequently do you feel we should be asking our service users for feedback?

Any feedback received from the Governors was provided to Lisa after the meeting took place.

### **33/15 Nominations Committee Report/Update**

Jane Hall as Chair presented an update on the Nominations Committee that took place earlier that day.

#### **i) Appointment of NEDs**

Following the closing date, 8 applications were received. This is with thanks to search advisors, Dixon Walter supporting the process. All 8 applicants were very strong candidates. They were balanced in gender and clinician/non clinician experience. It was felt that all 8 were worthy of interview and so it was agreed to shortlist all of them. Interviews will be held over two days in early June and for consideration by the Governors as soon as possible after that.

## ii) Additional Non-Executive Director

At the last engagement session Chris Watson, Non-Executive Director (NED) gave a presentation on the reality of being a NED and the enormity of the role, in particular the challenges in relation to the complexity of mental health trusts and time commitment. As there were so many strong candidates, Hugh felt that an opportunity should not be missed to strengthen the Board of Directors and share the growing number of responsibilities by creating an additional NED post. The Nominations Committee fully supports this suggestion.

## iii) Remuneration of Non-Executive Directors

As discussed at a previous Council of Governors' meeting, it was agreed to review the remuneration of NEDs. Work has started on this and a paper will be brought to the next Council of Governors meeting in September.

The update was noted by the Council of Governors.

## 34/15 **Review Council of Governors Terms of Reference**

John Lawlor presented the report on behalf of Eric Jarvis. Highlighting two issues of accuracy, as follows

Page 1. Time, Frequency & Duration - As per the Constitution:

- “in addition, a general meeting no later than 30 September to receive and consider the annual accounts, audit report and the annual report”?
- Meetings scheduled for March, May, July and November, with the Annual Members meeting in “**September**, not July.

Page 3. Holding the Non-Executive Directors individually and collectively to account for the performance of the Board, supported by

- (g) Participation in opportunities to review services and environments such as \*PEAT (patient environment action team) inspections / quality reviews / local activities and evaluations of service user / carer experience.

\*such as “**PLACE** (patient led assessment of the care environment)”

The changes were noted by the Council of Governors.

## 35/15 **Working Groups Update**

Ann Clark, Chair of the Quality Scrutiny Group, and Lucy Reynolds, Chair of the Membership and Communication Group, to

provide a summary of their Groups activities to the Council of Governors.(Attached)

Hugh confirmed that he was very keen for the Quality Scrutiny Group to praise Trust successes as well as any challenges.

### **36/15 Governor Feedback**

There was no feedback given at this meeting.

### **37/15 Highlight Service Developments and Consultations**

Caroline Wild highlighted the listening process led by local CCGs on specialist mental health services in Newcastle and Gateshead. Members of the public, service users and carers were given the opportunity to give their views on future services.

The process covered the full range of mental health services for adults provided by NTW, including community and inpatient services in Newcastle as well as travel and transport and feedback will be provided to the Council of Governors.

### **38/15 Highlight Finance Report**

The report for April 2014 to March 2015 (2014/15 out-turn) was provided for information and Hugh confirmed that all systems are green and that the Trust is one of the few in the North East to remain in surplus this year. There are challenging times ahead.

The report was noted by the Council of Governors.

### **39/15 Board Minutes**

The Council of Governors noted the Board minutes from the February 2015 and March 2015 meetings.

### **40/15 Council of Governors Action Plan**

The Council of Governors noted the record of actions.

Ann Clark commented that "Chair of the Membership and Communication Group agreed to provide a summary of their Groups activities".

Should read

CW

“Chair of the Membership and Communication Group **and Chair of the Quality Scrutiny Group** agreed to provide a summary of their Groups activities”.

#### **41/15 Council of Governors Discussion Item – Review Effectiveness of the meeting**

Governors were generally unhappy about the venue but much happier about style of agenda. The agenda still requires more time allocated to debate. Governors appreciated the hour before the meeting.

#### **42/15 Any Other Business**

- a) Bill Scott mentioned that it is Mental Health Awareness Week and the activities that are taking place in South Tyneside.
- b) Ann Clark explained the Standing Commission on Carers Conference in London that she attended on 6 March 2015 along with Margaret Adams and Tony McAnelly. They gave a joint presentation on “Meeting the Challenges – Working in Partnership with Carers”. It was a very interesting day with some discussion around areas of good practice. Ann commented that the presentation given by the Department of Health was very good and that they have received excellent feedback from Dame Philippa Russell, former Chair of the Standing Commission on Carers, who thanked them for the presentation and stated that it was encouraging to see how Northumberland, Tyne and Wear NHS Foundation Trust has developed such effective support across a large catchment area.
- c) Graham Martin asked whether community services were effectively using new technology to support service users. Jonathan explained that he is working closely with Darren McKenna, Joe McDonald and the Informatics Team, to allow patients/service users to access their own records, as well as accessing other Trust services. It was commented that the Trust needs to move forward with other technologies such as Skype etc. Graham asked for the issue to be discussed at a future meeting.

Hugh confirmed that any issues raised from today’s meeting will be discussed further at the next Governor Steering Group.

**CW**

**43/15 Close**

The next Council of Governors' meeting will be held on **Tuesday 15 September 2015 at 2.00pm. The venue is to be confirmed.**