

Northumberland, Tyne and Wear



NHS Foundation Trust

Council of Governors – Public Meeting
Tuesday 18 November 2014 from 2.00pm to 4.30pm
The Media Centre, Stonehills, Shields Road, Gateshead

DRAFT Minutes

Present:

Vice Chair:	Paul McEldon
Public:	Margaret Adams Colin Browne Jane Hall Steve Manchee Graham Martin
Service Users:	Marian Moore Lucy Reynolds
Carers:	Ann Clark Norman Hildrew Anneva Spark Richard Tomlin
Staff:	Phil Brown Grahame Ellis Bob Waddell
Local Authority:	Cllr Catherine Donovan Cllr Gladys Hobson
Community and Voluntary:	Alisdair Cameron
University:	Revd Professor Pauline Pearson

In attendance:

- Martin Cocker, Non-Executive Director
- James Duncan, Deputy Chief Executive and Executive Director of Finance
- Justine Nicholls, Personal Assistant to Board Secretary
- Wendy Pinkney, Membership Manager

- Amanda Venner, Workforce Advisor
- Caroline Wild, Deputy Director, Partnerships

Governor Support:

- Rachael Jewitt (support to Lucy Reynolds)

Members of the Public in attendance:

- George Saint

Action

51/14 Welcome and Introductions

Paul McEldon welcomed the Council of Governors and attendees to the meeting.

Paul McEldon said that since the last meeting of the Council of Governors there had been one leaver, Claire Keys (Service User – Adult Services) who resigned from the Council of Governors on 15 September 2014, as she has joined NTW as a member of staff.

52/14 Declarations of Interest

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

Dr Alan Currie is to “act as an independently contracted medical advisor for Iodem Health Ltd (on behalf of NHS England). This role will be carried out in his own time and outwith his Trust role”.

There were no further interests declared at the meeting.

53/14 Apologies for Absence

- Hugh Morgan Williams (Chair)
- Nigel Atkinson
- Dr Alan Currie
- Stuart Dexter
- Madeleine Elliott
- Janet Fraser
- Dianne Graham
- Glenys Goodwill
- George Hardy
- Prof Barry Hirst
- Cllr Graeme Miller
- Austin O'Malley

- Cllr Elizabeth Simpson
- Cllr Jane Streather
- Rachel Simpson
- Cllr Alison Waggott-Fairley
- Jack Wilson

54/14 Minutes of the meeting on 11 September 2014 for approval

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

- Item 41/14(2) should read “Quality Scrutiny Group” (not Steering).

55/14 Matters Arising from the meeting on 11 September 2014

- Item 49/14. The paper on Commissioning was deferred to the next meeting.
- Item 41/14(2). Gladys Hobson requested an update on the outcome of the remuneration review with the Non-Executive Directors (NEDs). Richard Tomlin explained there had been a discussion with the NEDs and the Chairman. They were fully accepting of the decision and understood it was not a criticism of their performance. It was agreed that no further meeting of the Nominations Committee was required and the matter is resolved.

56/14 Chair’s Report

Paul McEldon said that the Countess of Wessex officially opened Hopewood Park on 7 November and the event was a great success. She received a warm welcome from the Trust, meeting with all involved including service users.

57/14 Chief Executive’s Report

The report was presented by James Duncan on behalf of John Lawlor. The contents were noted.

There were several questions on service transformation.

Steve Manchee commented that in his capacity as a Mental Health Act Panel Member for the Trust, he had noticed significant movement involving Community Psychiatric Nurses in North Tyneside and felt there was a need for therapeutic relationships to be developed. He asked if there would be an evaluation of the

process and James Duncan confirmed there was ongoing evaluation, to minimise any dislocation in long term relationships during transition. Measures are in place to assess its success but if further messages emerge through the Panel, feedback would be appreciated to aid learning.

Marian Moore raised the issue of people's final discharge from mental health services into the care of their GP. Clarification re procedures for safe transfer into primary care was requested, this being particularly important to those who had been in services for much of their adult life. James Duncan reported that there was ongoing work on managing safe transitions, with a new protocol under development.

Ann Clark requested an update on Northumberland transformation to be given at a future meeting.

JD

Grahame Ellis enquired about Monitor's governance review. James Duncan confirmed that the Trust will commence the process by undertaking its own internal review facilitated by an independent company. At the same time, we will learn from other NHS organisations that have been through the process. James Duncan agreed that an update would be provided to a future meeting.

JD

Caroline Wild referred to the Valuing Excellence Awards scheduled for 20 March 2015. She said that all of the Governors will be invited and advised that the Governors are able to nominate a team for an award. This should be done by contacting the CE Office.

58/14 Committee and Working Groups Update

1) Update on the work of the Nominations Committee

Richard Tomlin as Nominations Committee Chair, said that the current work of the Nominations Committee has been to interview for a new Non-Executive Director to replace Ken Grey, who will leave NTW at the end of his tenure on 31 December 2014. These interviews will be completed during November. The Nominations Committee will be formally providing its recommendation to the Council of Governors on 9 December 2014.

Richard Tomlin explained that this will be the last formal meeting before Ken Grey's retirement and stated that the Governors recognise and value the contribution made by him to the Trust and its predecessors over many years. Richard Tomlin ended by saying that he wished to formally record the Council of Governors'

appreciation and to wish him well in whatever he does in the future.

At this point Paul McEldon announced the results of the recent Governor elections. Five newly elected Public and Service User Governors will commence a three year term of office with the Council of Governors on 1 December 2014. These are:

- Public Gateshead - Julia Allison
- Public Northumberland - Bill Scott
- Public Sunderland - Keith McCririck
- Service User Adult Services - Fiona Grant and Dave Twist

Caroline Wild confirmed that the Public Gateshead candidate was uncontested and the other four elected successfully by membership voting.

2) Update on the Work of the Working Groups

Membership and Engagement Group

Caroline Wild confirmed that five Governors have shown an interest in joining this Group, with one offering to chair the meetings. The first meeting of this Group is 8 January 2015 and the first task will be to review the Membership Strategy.

Quality Scrutiny Group

Ann Clark, Group Chair, explained that the Group is still very active and circulated a copy of the Group's Work Plan and Monitoring Tool/Checklist for information, both of which gives an indication of what the Group is currently involved with. At the last meeting the Group was given a very good presentation on "What is a serious incident?" by Claire Taylor, Clinical Risk Manager. A copy of the presentation is available for any Governor who may be interested.

The Group also looks at reports of the complaints received by the Trust and for the next meeting on the 11 December, the Group will also receive a report on compliments received, which will then be received on a 6 monthly basis.

Ann Clark went on to explain that the Group also has the opportunity to see the visit reports. PLACE assessments look at the buildings

and related non-clinical services, e.g. catering. Other visits are with a member of the Senior Management Team. A form is completed for these visits and it has been suggested that any follow up action is included in an appropriate box on the form.

Ann Clark had recently met with Dr Alan Currie, Caroline Wild and Lisa Quinn with one of the considerations being how best to link with the Quality and Scrutiny Group to look at areas of best practice and concern. This work is currently in progress. A request was made for information on staff assaults to be considered by the Group.

Caroline Wild confirmed that there are two vacancies for this Group and two Public Governors have shown an interest in joining the Group. There is still a vacancy for a Service User Governor. All Governors are invited to attend.

59/14 Governor Feedback

Colin Browne commented on how impressed he was with the co-ordination of the PLACE visits.

Marian Moore mentioned that she now attends the ImROC Group and that at a recent meeting they discussed the work of the Recovery Colleges and their increase from 13 Support Workers to 21.

60/14 Finance Report

James Duncan presented the report for the period to month 6. The contents of the report were noted.

He highlighted that the Trust has maintained a Monitor risk rating of “3” for Continuity of Services and the forecast year-end rating is also “3”.

He also highlighted that the Trust is now involved in a consultation on “The Future of Specialist Mental Health Services in Gateshead and Newcastle,” with Newcastle and Gateshead Alliance. The market place events are well underway, taking place in Gateshead and Newcastle.

Grahame Ellis queried the cash balances gap against the plan and James Duncan confirmed that the Trust is expecting a large cash receipt for the Northgate site on 5 December.

Gladys Hobson asked if Northgate Hospital was closing down and James Duncan confirmed that it is not closing that part of the site is being sold.

James Duncan referred to St George's Park and the land occupied by the old hospital site. He stated that the Trust do not own this part of the site but that the building of a new bypass will enable the Homes and Communities Agency to progress the sale. This will lead to the demolition of the old buildings which will be replaced with new housing.

James Duncan confirmed to Richard Tomlin that there is to be a new Autism Unit built in March 2016, which will take the Trust in a new direction and is to fit with the recovery model from the Winterbourne Review.

61/14 Performance Report

James Duncan presented the report on behalf of Lisa Quinn for the period to Month 6. The contents of the report were noted.

He highlighted that the Trust has a Monitor risk rating of "green" for governance.

Following reference to Children and Young People's Services' (CYPS) waiting time pressures, Gladys Hobson said that she had recently attended a CYPS meeting and a lot of children with mental health problems appear to be excluded and are not being sent to good schools. She commented that we need to get these children assessed at an early age.

James Duncan agreed that this is an important issue, it is high on the Trust's agenda and the Trust is serious about early intervention. He is aware that children's services are stretched both locally and nationally.

Paul McEldon said that he was aware of major investment in CYPS services. James Duncan said that £700K has been invested to get the right recruitment and the impact of this will begin to take effect in the second part of the new year.

Ann Clark stated that consideration should also be given to carers, in particular young people.

Richard Tomlin asked if more details could be provided for the next meeting on the quality priority which was chosen by the Council of Governors last year, including what actions were undertaken and what were the outcomes?

62/14 Service Developments and Consultations

Caroline Wild presented the report on behalf of Gary O'Hare. The contents were noted.

Caroline Wild confirmed that the Consultation on specialist Mental Health Services in Newcastle and Gateshead has now started and members of the public, service users and carers can give their view on future services.

Alisdair Cameron and Stuart Dexter are part of the Steering Group led by Steve Nash, Chairperson and Coordinator of VOLSAG (The Voluntary Sector Advisory Group) and Mental Health North East and Rebecca Eadie, Senior Commissioning Manager Mental Health (Process Lead) North of England Commissioning Support. The role of the Group is to oversee the consultation process.

This Consultation process is a 12 week process with public meetings, focus groups and market stalls. At the end of this period, the feedback will be considered. Following the General Election there will be a further consultation process with specific options. It covers the full range of Mental Health Services for Adults provided by NTW, such as CMHT/Adult Inpatient Services in Newcastle as well as travel and transport.

Alisdair Cameron commented that some people are surprised by mental health terminology, as many terms having different meanings. For this consultation we are more flexible and accommodating. We have to be mindful of information that is not pertinent and of giving specific answers but not forgetting the background.

Caroline Wild explained that it is important for the Trust, as it gives us a mandate for years to come. All Governors are welcome to come along to one of the organised events and she will provide feedback at the next meeting.

Alisdair Cameron asked about the model of care work in Northumberland and James Duncan explained that we are tying up loose ends and this will be going through the CCG Governance

Group next month regarding the next step of consultation.

Caroline Wild explained that this is the start of the process and will begin to capture views and regular updates will be given to the Council of Governors.

CW

63/14 Board Minutes

The Council of Governors noted the Board minutes from July and September 2014 meetings.

Richard Tomlin queried the Eating Disorders Service and James Duncan confirmed that the Intensive Day Service will go live in January 2015.

James Duncan explained that the 5 bedded service remains fully operational. Work is ongoing with Tees Esk and Wear Valley (TEWV) NHS Foundation Trust to improve the management of care pathways across the region. It is expected that the service will be tendered in 2016.

Gladys Hobson commented that she found the presentation from Ian Dawes, Chief Superintendent, on Street Triage to be excellent. James Duncan agreed and confirmed that section 136 admissions are falling considerably in Sunderland.

64/14 Community Mental Health Survey

James Duncan presented the report of the 2014 survey on behalf of Lisa Quinn. The contents were noted.

Ann Clark queried as to how the questionnaires were distributed and Caroline Wild confirmed that the Trust provides information to Picker who randomly selects a small sample.

Marian Moore suggested that discharged and not just current patients, should be included in the survey and James Duncan agreed to pursue this for future consideration.

JD

Ann Clark mentioned that in the past, the Carers' Survey follows patients when they were discharged and asked is there a Carers' Survey currently and can the Council of Governors receive that too?

Caroline Wild and James Duncan agreed to pursue and feedback to the Council of Governors at the next meeting.

CW

65/14 External Audit Issues

Martin Cocker as Audit Committee Chair, presented this report via PowerPoint along with a copy of the Mazars' Engagement Pack, the proposed policy for the engagement of the External Auditor to undertake additional services and the Audit Committee terms of reference. The contents were noted.

He highlighted that the Audit Committee had concluded that the auditor's performance for 2013/14 was of a sufficiently high standard and the associated fees were reasonable. The Audit Committee also recommended that the Council of Governors accept the engagement letter for 2014/15 and delegate its signing to the Board Secretary.

The Council of Governors confirmed the ongoing appointment of Mazars as the Trust's external auditor and approved the engagement letter for 2014/15 and delegated its signing to the Board Secretary.

Martin Cocker then presented the proposed policy for the engagement of the External Auditor to undertake additional services.

The Council of Governors approved the policy.

Martin Cocker explained that the recently revised Department of Health's Audit Committee Handbook includes a new requirement that the Council of Governors is consulted on the Committee's terms of reference.

The Council of Governors noted the new requirement.

Grahame Ellis asked about his role as governor representative at Audit Committee meetings and what it entailed. Martin Cocker advised that the role is as an observer and should be regarded as work in progress, with the expectation that the role will include the reporting of any issues to the Committee that the Council of Governors or Quality Scrutiny Group request and to provide assurance that the process is working.

66/14 Staff Survey Follow Up

Prior to the report being presented, James Duncan said that the "National Survey on Violence to Staff" will be published this Thursday. The Trust has the third highest level of violence towards staff in the country. He explained that to have a more meaningful comparison with other organisations we need to do more in-depth

work.

Pauline Pearson commented that we need an understanding of the staff groups and the types of locations involved.

James Duncan explained that there were discrepancies in the way we record low and no harm compared with other organisations and this was under review.

Ann Clark suggested that this would be useful to look at in further detail and could be a task for the Quality Scrutiny Group.

Gladys Hobson added that the Trust reported all restraints last year when other Trusts did not.

Alisdair Cameron commented that it has not gone unnoticed that Will Green, Head of Communications, has turned things around in the Trust when it comes to matters of the press and communicating the work of the Trust.

Amanda Venner presented the report relating to bullying and communications actions on behalf of Lisa Crichton-Jones. The contents were noted.

Grahame Ellis suggested that Staff Governors may have lost sight of the staff survey actions and that the Staff Governors and the Human Resources directorate, with the support of Lisa Crichton-Jones, should work closely together.

Caroline Wild highlighted that Governors are welcome to attend the Survey Working Group and that this had been developed since the last time Grahame Ellis had attended.

Margaret Adams asked about the results for disabled staff, and requested a regular update of actions and outcomes for this staff group. Caroline Wild agreed to take this forward with Lisa Crichton-Jones and confirmed that she is aware that there are very high numbers of staff who have said they are disabled.

LCJ

67/14 Annual Plan/Strategic Plan

James Duncan presented the report on behalf of Lisa Quinn. The contents were noted.

James Duncan explained that as in previous years an Annual Plan Working Group will be established, to include representatives from the Council of Governors. Nominations were invited.

Caroline Wild reminded the Governors that for this year, Grahame Ellis, Phil Brown, Richard Tomlin, Marian Moore and Austin O'Malley were involved and if there were any Governors who were interested in being part of the Group, to let Justine Nicholls know. Phil Brown confirmed that he would still be interested.

Govs

68/14 Council of Governors Action Plan

The Council of Governors noted the record of actions.

69/14 Any Other Business

Caroline Wild mentioned that the Trust will have a new Staff Recognition Award from next February/March 2015, known as the "Extra Mile Commendation." It will be on a monthly basis with different judges consisting of members of the Senior Management Team, Board of Directors and the Council of Governors.

Margaret Adams said that there is a new Carers' Hub at Hopewood Park and that the official opening is on 28 November at 12pm with the Carer Information Service available from 11.30am to 1.00pm.

Ann Clark asked about the possibility of having informal meetings. Paul McEldon queried if these were just for Governors. Richard Tomlin confirmed that this was the case and said that the governors could meet socially instead and any meeting would include the Governors joining from 1 December. He agreed to arrange these in the new year with Eric Jarvis.

**RT/
EJ**

Richard Tomlin mentioned that the Engagement Session being held on 9 December is a joint session for the full Board of Directors and Council of Governors and will be on Equality, Diversity and Disability.

Caroline Wild mentioned the North East Leadership Recognition Awards and explained that the Council of Governors had been nominated for NHS Board / Governing Body of the Year. These awards celebrate leaders at all levels and across all professions. Those who have ultimately improved people's health and the public's experience of the NHS and who we are truly proud to work alongside. The winner from each of the North East Awards will go

through to the National Awards in February 2015. Richard Tomlin is going along to the event on 26 November.

70/14 Close

The next Council of Governors' meeting will be held on **Tuesday 10 March 2015 at 2.00pm in the Conference Rooms, Walkergate Park, Newcastle.**