

Minutes

Board of Directors' meeting held in public

Wednesday, 25 January 2017	1.30pm – 3.30pm	Conference Rooms 1 & 2, Ferndene
Present: Alexis Cleveland Chair Dr Leslie Boobis Non-Executive Director Martin Cocker Non-Executive Director Lisa Crichton-Jones Executive Director of Workforce and Organisational Development James Duncan Deputy Chief Executive / Executive Director of Finance Miriam Harte Non-Executive Director John Lawlor Chief Executive Dr Rajesh Nadkarni Executive Medical Director Gary O'Hare Executive Director of Nursing and Operations Lisa Quinn Executive Director of Commissioning and Quality Assurance Peter Studd Non-Executive Director Ruth Thompson Non-Executive Director		
In attendance: Susan Hamilton Administration Officer (minutes) Caroline Wild Deputy Director Corporate Relations & Communications Tim Donaldson Trust Chief Pharmacist Damian Robinson Deputy Medical Director, Safety		

Agenda Item		Action
1/17	Welcome and apologies Apologies were received from Hugh Morgan Williams	
2/17	Declarations of interest There were no additional declarations of interest for this meeting.	
3/17	Minutes of previous meeting held on 23 November 2016 The minutes of the meeting held on 23 November 2016 were agreed as a true and correct record and duly signed.	
4/17	Action list and matters arising not included on the agenda The action checklist was noted and will be fully updated.	

5/17	<p>Chair's Report</p> <p>Alexis Cleveland highlighted that she recently attended the Northern Regional Chairs' update. Discussions centred on the acute sector and the Carter review, which has been extended to include mental health. The Trust is participating in the Carter review and an introductory meeting has been arranged for February.</p>	
6/17	<p>Chief Executive's Report</p> <p>John Lawlor referred to the Mental Health Workstream on the STP. NTW recently hosted a session with senior leaders from providers across the North East, Cumbria and Clinical Commissioning Groups. This was very well received.</p> <p>Referring to the item on radicalisation, Gary O'Hare explained that people with mental ill health and/or a learning disability are at higher risk of being radicalised. Prevention training has been part of public protection training for some time and will continue as part of the Trust's induction programme for new staff.</p> <p>In relation to the Staff Survey, John commented that the 45% response rate was disappointing but it was typical for Mental Health Trusts. The definition of presenteeism was confirmed as members of staff who feel under pressure to come into work who do not feel well enough to do so.</p>	
7/17	<p>Annual Declarations of Interest report</p> <p>The report was tabled. The report will be updated as any new declarations are made.</p>	
8/17	<p>Quality, clinical and patient issues</p> <p>i) Annual Medicines Management Report 2015/16 Tim Donaldson provided a presentation to the Board focusing on pharmacy services and medicines management within NTW during 2015/16. The contents were noted by the Board.</p> <p>Martin Cocker referred to procurement and queried whether the Trust could procure drugs in the dosages needed to eliminate waste. Tim explained that where a medicine is not used it is returned to the pharmacy and a lot of work has been carried out to minimise waste and he highlighted the benefits of the automated Omnicell medicine cabinets in relation to this.</p>	

Lisa Crichton-Jones referred to pressures in the medical workforce, particularly around vacancies and asked what work could be done around workforce solutions. Tim explained that the Trust's workforce plan highlights there is a role for pharmacy staff within medical prescribing; however, a joined up approach with a three to five year timetable to allow for the recruitment of pharmacists would be needed, along with a re-design of teams to enable us to deliver safe and sustainable services, but this would require significant investment which would need to arise from a reallocation of what have traditionally been budgets for other professions, eg, medical or nursing staff.

Lisa Quinn highlighted the significant improvement in the Trust's pharmacy services and she commended Tim Donaldson for championing pharmacy services on the front line of patient care. The Board extended thanks to Tim and the Pharmacy team for their hard work, specifically in relation to the Trust's recent Outstanding CQC rating.

ii) Controlled Drugs Accountable Officers Annual Report 2015/16

Tim Donaldson presented the report, which focused on developments in the management of controlled drugs during 2015/16. The contents were noted by the Board, in particular that controlled drugs incidents are decreasing, partly due to the implementation of the Omnicell automated medicines cabinets. More notable incidents are now reported to the Local Intelligence Network (LIN).

iii) Preparation for Quality Account 2016/17 and Quality Priorities Setting 2017/18

Lisa Quinn provided an outline of the process and timetable of the 2016/17 Quality Account and the development of Quality Priorities for 2017/18. The update was noted by the Board.

iv) Visit Feedback themes: October – December 2016

Gary O'Hare presented the report which covers the period from October to December 2016 and he explained that the report articulates the number of visits during this period. Gary explained that the visits provide staff with an opportunity to raise any issues as well as an opportunity to highlight areas of good practice. The report was noted by the Board.

Les Boobis asked about the use of digital dictation and Gary explained that a lot of work has been done with M-Modal and a formal programme of roll out is underway. Les also referred to the recording of patient contact on Rio and Gary explained that the issue is around the recording of activity during patient contact, rather than recording contact itself.

Referring to the problems around the Rio upgrade, Peter Studd said that the issues seem to be regularly highlighted. Lisa Quinn responded noting that as the Trust did not go live with the new version of Rio, many of the additional issues experienced by other trusts had been avoided.

v) Quarter 3 Service User and Carer experience

Lisa Quinn presented the Quarter 3 report, which was noted by the Board. Lisa reported that overall, 1083 patients and carers have taken the opportunity to provide feedback. A new format for the Points of You survey has been used, which incorporates the Friends and Family Test, and a Points of You dashboard is being developed.

vi) Safety Report, including all incident activity: July – December 2016

Damian Robinson presented the all incident report for the period July to December 2016. The report includes Serious Incident (SI) activity and an update on complaints. The report was noted by the Board.

Damian reported a significant increase in serious incidents compared with the same period last year. The Business Delivery Group (DBG) now looks at all incidents on a weekly basis and may escalate incidents for further investigation if deemed necessary.

Damian highlighted the new process for complaints and reported that following these changes, complaints increased during the six month period.

vii) Update on the Care Quality Commission Deaths Review and publication of 'Learning, Candour and Accountability'

Damian Robinson presented the report and advised that NTW has participated in all data requests in relation to the review process. The major findings are included in the report. The report makes seven recommendations and Damian outlined the details. Six recommendations are directed at national organisations and one (Recommendation 7) refers to providers and commissioners and an action plan is appended to the report.

viii) Quarterly report of Safe Working Hours: October – December 2016

Rajesh Nadkarni presented the first of what will be a quarterly report to the Board. The new terms and conditions of service for trainees comes into force in February 2017 therefore no issues have yet been reported.

ix) Month 9 Commissioning and Quality Assurance Report

Lisa Quinn presented the Month 9 report and James Duncan presented the finance report. The contents were noted by the Board, in particular that the Trust remains assigned to segment 2 against the Single Oversight Framework. Six of the seven quality priorities have been fully achieved in quarter 3, with one being rated amber. The Trust is forecasting that all CQUINs are expected to be achieved with no risks to delivery.

Lisa highlighted to the Board the data quality kite marks which have now been implemented and an explanation of these is provided on pages 4-6 of the report.

James Duncan updated the Board on the financial position. At Month 9, the Trust has a surplus of £5.5m. This is attributed to a significant reduction in agency spend and one off benefits for non-pay spend, which mean that we should be able to declare that the Trust will be able to achieve its control total.

	<p>x) NHS Protect National Reported Physical Assaults 2016/16 Gary O’Hare presented the national annual report. The contents were noted by the Board; in particular that for the period April 2015 to March 2016 there was a general increase of incidents. It was noted that NTW reported 3583 reported episodes of violence towards staff and has the third highest physical assault rate in terms of incidents per 1000 staff. However, 33% of all assaults were attributed to 12 service users.</p> <p>Les Boobis queried whether people with a mental health problem are more likely to assault staff and Damian Robinson replied that there is a large amount of violence towards staff from people in the acute sector, especially in Accident and Emergency Depts.</p> <p>Martin Cocker referred to the number of patients who created assaults per CCG, specifically that Northumberland seems particularly high and Gary explained that there are a high number of children’s and learning disability services within this locality and the data is per number of sites, not per population of CCG area.</p> <p>Peter Studd queried when the benefits from the Positive and Safe Practice initiative will be seen and Gary confirmed there has already been a reduction in the number of times restraint is being used but the full benefits of this work are likely to be seen next year.</p> <p>It was noted that the staff survey results relating to this area of work should be considered alongside and be correlated with this report.</p>	
9/17	<p>Strategy and Partnerships</p> <p>i) Final Five Year Strategy and supporting strategies James Duncan presented the final five year strategy along with the list of the associated supporting strategies. The report was noted by the Board. James advised there will be a series of organisational wide engagement events before the strategy is formally launched in April.</p> <p>It was noted that the supporting strategies will be presented to the Board over the coming months in a staggered timetable.</p> <p>The Board approved the final 5 Year Strategy 2017/22 and the Service Development Strategy 2017/22</p> <p>ii) NTW Solutions – subsidiary company James Duncan provided a verbal update on the ongoing work. The Subsidiary Company Project Board meets regularly and work is currently underway on a draft business case, which is currently out for comment. The TUPE consultation with trades unions and staff has begun and staff side are engaged in this work. The final business case and associated documents will be considered by the Board of Directors in March.</p> <p>iii) Board response to the draft Sustainability and transformation Plan The trusts response to the Sustainability and Transformation Plan was noted and approved by the Board.</p>	

11/17	<p>Regulatory</p> <p>i) Quarterly Report to NHS Improvement and submissions and declarations Lisa Quinn reported that the quarterly finance return was submitted to NHS Improvement on 24 January 2017. The report includes a self-assessment of the Quarter 3 position against the requirements of the Single Oversight Framework.</p> <p>Changes to the Board of Directors and the Council of Governors are also included in the report.</p> <p>The Board received and noted the declarations and approved the submission of the report to NHS Improvement.</p>	
12/17	<p>Minutes / Papers for information</p> <p>i) Local Safeguard Boards update The updates were noted by the Board.</p> <p>ii) Council of Governors' issues There were no specific issues to highlight to the meeting.</p> <p>iii) Committee updates There were no specific issues to highlight to the meeting.</p>	
13/17	<p>Any Other Business</p> <p>There was no other business to note.</p>	
14/17	<p>Questions from the public</p> <p>There were no questions from members of the public</p>	
15/17	<p>Date, time and place of next meeting</p> <p>Wednesday, 22 February 2017, 1.30pm, Board Room, St Nicholas' Hospital, Gosforth NE3 3XT</p>	