



**Council of Governors Meeting (held in public)**  
**Tuesday, 6 March 2018, 10.00 am – 12.00 pm**  
**Conference Rooms, Walkergate Park, Newcastle**

**DRAFT Minutes**

**Present:**

Ken Jarrold	Chair
Margaret Adams	Public Governor, South Tyneside
Colin Browne	Carer Governor, Older People's Services
Vicky Bullerwell	Staff Governor, Non-Clinical
Anne Carlile	Carer Governor, Adult Services
Andrew Fothergill	Service User Governor, Adult Services
Fiona Grant	Service User Governor, Adult Services (Lead Governor)
Cath Hepburn	Public Governor, North Tyneside
Cllr Graeme Miller	Local Authority Governors, Sunderland City Council
Austin O'Malley	Public Governor, Newcastle/Rest of England and Wales
Denise Porter	Community & Voluntary Services Governor
Lucy Reynolds	Service User Governor, Neurological Services
Lisa Strong	Staff Governor, Clinical
Bob Waddell	Staff Governor, Non Clinical

**In Attendance:**

Dr Les Boobis	Non-Executive Director
Alexis Cleveland	Non-Executive Director
Jennifer Cribbes	Corporate Affairs Manager
James Duncan	Deputy Chief Executive and Executive Director of Finance
John Lawlor	Chief Executive
Wendy Pinkney	Corporate Affairs Officer (notes)
Lisa Quinn	Executive Director of Commissioning and Quality Assurance
Caroline Wild	Deputy Director, Communications and Corporate Relations

<b>Governor Support/Public:</b>	Cherry Justiniani, Personal Assistant to Lucy Reynolds
	George Ian Saint, Member of the Public
	Christina Thirlwell, Member of the Public

**Apologies:**

Martin Cocker	Non-Executive Director
George Hardy	Carer Governor, Learning Disability Services
Lisa Crichton-Jones	Executive Director of Workforce and Organisational Development
Cllr Veronica Jones	Local Authority Governor, Northumberland County Council
Diane Kirtley	Carer Governor, Neuro Disability
Dr Rajesh Nadkarni	Executive Medical Director
Prof Daniel Nettle	Newcastle University Governor
Gary O'Hare	Executive Director of Nursing and Operations
Rev Prof Pauline Pearson	Northumbria University Governor
Rachel Simpson	Service User Governor, Learning Disability Services
Peter Studd	Non-Executive Director
Cllr Allison Thompson	Local Authority Governor, Gateshead Council
Jack Wilson	Service User Governor, Children and Young People's Services
Cheryl Wright	Public Governor, Gateshead

Item	Discussion
62/17	<p><b>Welcome and Introductions</b> Ken Jarrold, Chair, welcomed everyone to the meeting.</p>
63/17	<p><b>Declarations of interest</b></p>
64/17	<p><b>Apologies for absence</b> Apologies for absence were received as recorded above.</p>
65/17	<p><b>Council of Governors - Minutes for approval</b> The minutes of the meetings of 7 November and 21 December 2017 were approved as accurate and true records with no amendments required.</p>
66/17	<p><b>Matters arising not included on the agenda</b> Item 58/17 – <b>Freedom to Speak Up Guardian</b> Caroline Wild advised that following Neil Cockling’s presentation, Grahame Ellis requested clarification regarding Neil’s role of “overseeing the role of the governors”. Caroline explained that the Guardian is for the whole organisation, including the CEO and Chair, which is the same process in any other service.</p>
67/17	<p><b>Chair’s Report</b> Ken Jarrold informed the meeting that he was pleased to have attended the Governors’ engagement session on 1 Feb, his first working day, and was delighted to be attending again today. Ken then updated the Council on the following:</p> <ul style="list-style-type: none"> <li>• <b>Staff Awards</b> Ken advised that Ethel Armstrong, who began working in St Nicholas Hospital in 1948, would be attending this year’s Staff Awards in recognition of the NHS 70 year birthday.</li> <li>• <b>National update</b> Ken welcomed the Trust Strategy, which he was becoming more familiar with. He noted the context in which NTW was operating, particularly the pressures on social care. Other challenges include workforce turnover, vacancies, rates of pay and service pressures. He was confident that the Trust is in as good a position as possible to face these challenges.</li> </ul> <p>Anne Carlile commented on the Secretary of State’s wider role in social care and asked if there was anything reported from the Dept of Health to bring these two issues together. John Lawlor and James Duncan both replied that there had been no change in policy or guidance as yet,</p>
68/17	<p><b>Chief Executive’s report</b></p> <ul style="list-style-type: none"> <li>• <b>Recent poor weather</b> John Lawlor spoke of the response from staff during the recent spell of extreme weather conditions. He added that staff had worked on regardless to keep services as normal as possible. This included telephone contact with service users rather than face-to-face consultations for example. John added that extra IT facilities were made available with 1200 staff working remotely. He also praised the support staff, who kept things running. Ken Jarrold advised that there had been a message conveyed to all staff and Anne Carlile asked that a further thank you be extended to staff from the Governors.</li> </ul>

	<p>Caroline Wild stated there had been an abundance of ‘thank you’ messages to staff on social media available to read, with lots of stories being shared. Governors would also have access to the message in the Staff Bulletin.</p> <p>Fiona Grant felt that the telephone consultations had been effective, and Denise Porter commented that it had been ‘business as usual’ at Hopewood Park.</p> <ul style="list-style-type: none"> <li>• <b>Long Service Awards</b> John and Ken had attended the awards to staff in employment for over 25 years, including one person serving 42 years. John stated that total work years equated to 2000 years of service. Ken commented that he had enjoyed his first experience of the awards and the stories from staff.</li> <li>• <b>Physical Health Conference</b> John confirmed there had been a good turnout for the annual event and proposed it be open to Governors in 2019.</li> <li>• <b>STP Arrangements in Cumbria and the North East</b> This item is covered later on the agenda.</li> <li>• <b>Planning Guidance and Financial Allocations 2018/19</b> John confirmed that the allocations proposed were the lowest increase in resources for the NHS in history and therefore anticipated financial challenges across the NHS next year.</li> <li>• <b>2017 Quarter 3 Finance and Performance</b> John felt it had been very difficult across NHS providers.</li> </ul> <p>Ken Jarrold advised that the 28 February Board of Directors Meeting had been cancelled to the public due to the weather and members had met by teleconference from 10 different locations. The meeting was minuted and were available to Governors and the public.</p>
69/17	<p><b>Governors’ Questions</b></p> <p>No Governors’ questions were received but it was requested that papers be sent out earlier to allow more time to digest agenda items.</p> <p><b>Action:</b> Deadline dates for papers to be submitted and circulation to be brought forward.</p>
70/17	<p><b>Trust Strategy</b></p> <p>James Duncan spoke to his presentation and outlined the background to the Trust Strategy. A leaflet of the Trust’s vision, values, quality goals and strategic ambitions, which was designed to be as simple and visible as possible, had been recently attached to staff payslips.</p> <p>James outlined the current context of need for the strategy and highlighted the range of developments the Trust had undertaken so far, as well as work in progress, including staff engagement and staff appraisals. He gave a detailed update on other major developments and explained the next steps involved, with the submission of the final operating plan scheduled for 30 April. Governors will be further updated at the next engagement session.</p> <p>James added that there was some good news in the form of a major focus on A&amp;E Departments, where it is very clear that every CCG must spend money on Mental Health Services, commensurate of their increased budget.</p>

	<p>Discussion ensued and Ken Jarrold summarised the main points as follows:</p> <ul style="list-style-type: none"> <li>• The Cedar Programme Board is taking forward the detailed planning in relation to estate planning – Alexis Cleveland and James Duncan are both members.</li> <li>• Appraisals – this is a difficult area and progress in aligning appraisals to the strategy is welcome.</li> <li>• Service Users/Carers must continue to be engaged in the process.</li> </ul>
<b>71/17</b>	<p><b>Trust Updates: STP and ACO's</b></p> <p>John Lawlor summarised the paper for NHS Boards and a joint STP in Cumbria and the North East.</p> <p>John described the background to the arrangements and the challenges encountered, including the services required by a growing elderly population. He emphasised the need to work together to meet shared challenges and for joint decisions to be made across organisations.</p> <p>Discussion followed and Cllr Graham Miller commented on the lack of strategic leadership from the Government and John stated that the political challenges were very controversial. James Duncan advised that public engagement and understanding was a huge issue and there was a need for meaningful conversations and how to take forward. Fiona Grant felt there had been negative publicity surrounding ACO's and a way should be found to counteract this.</p> <p>Ken Jarrold noted that both the Board of Directors and the Council of Governors would be kept up to date on any developments.</p>
<b>72/17</b>	<p><b>Quality Goals and Priorities 2017-18</b></p> <p>Lisa Quinn presented this item and advised of the requirement for the Council of Governors to choose one of the existing Quality Priorities for auditing and circulated a voting form to all Governors present.</p> <p>Lisa also provided an update report on the further development of the Quality Priorities for 2018-19 for presentation to the Board in March 2018. Margaret Adams noted the involvement of the Quality Group throughout the process which had enabled much better engagement from service users and carers.</p> <p>The results of the vote were announced at the end of the meeting.</p>
<b>73/17</b>	<p><b>Audit Update</b></p> <p>Caroline Wild gave an update on Audit, stating that although it is the Council of Governors duty to appoint the external auditors, Mazaars had been re-appointed until the Annual Accounts, Quality Accounts, Charity and subsidiary company accounts were completed and taken to the Board in May.</p> <p>Caroline advised that once this year's Annual Accounts are completed, the Trust would then consider appointing new auditors and an Audit Working Group will be formed in time for the present contract ending in May 2018.</p>
<b>74/17</b>	<p><b>Council of Governors – Observers on Board Committees and Governor working groups</b></p> <p>Caroline Wild informed the Governors of the proposed changing status of Governors attending Board Committees from observers to representatives.</p>

	<p>This will involve:</p> <ul style="list-style-type: none"> <li>• A role description to be agreed.</li> <li>• Committees and Working Groups (as tabled in pages 4-5)</li> </ul> <p>Caroline requested agreement to the following:</p> <ul style="list-style-type: none"> <li>• Membership and Communications Group being stood down. <b>Agreed</b> Cath Hepburn suggested that this topic should be added as a standard agenda item in future. <b>Agreed</b></li> <li>• Steering Group membership to be opened up to all governors. <b>Agreed.</b></li> </ul> <p>It was also noted that Anne Carlile will be a Governor representative on the Triangle of Care Group.</p>
75/17	<p><b>Governor Feedback, including:</b></p> <p>a) <b>Observers on Board Committees</b> – status change, as in 74/17.</p> <p>b) <b>Committee and Working Groups Update, Working Group Chairs:</b>  <b>Quality Group</b> – Margaret Adams reported that the agenda had been set for the full year.  <b>Charitable Funds Group</b> – Fiona Grant is governor representative.  <b>Steering Group</b> – a meeting is to be arranged.</p> <p>c) <b>Feedback from Events/Meetings</b> – no feedback received at this meeting.</p>
76/17	<p><b>Board of Directors Meeting Minutes</b>  The Council of Governors noted the Board minutes of:  29 November 2017  24 January 2018</p>
77/17	<p><b>Any other business</b></p> <p>a) Lisa Quinn provided the results of the voting (item 72/17) as follows:  1<sup>st</sup> – Embedding the Positive and Safe Strategy (6 votes)  2<sup>nd</sup> – Mental Health Act – reading of patient’s rights (4 votes)  3<sup>rd</sup> –To Improve the referral process and the waiting times for referrals to multidisciplinary teams (3 votes)</p> <p>Therefore ‘Embedding the Positive and Safe Strategy’ was duly selected for audit.</p> <p>Lisa informed the governors of an imminent Trust CQC inspection. The CQC inspectors have also requested attendance at an engagement session and full Council of Governors meeting, in an observing role.</p> <p>b) Ken Jarrold added the following information:</p> <ul style="list-style-type: none"> <li>• Date of next engagement session is 5 April</li> <li>• Date of Public Council of Governors meeting is 17 May</li> <li>• Governors only lunch to follow the meeting today</li> <li>• This was the last meeting for Austin O’Malley (present) and George Hardy (apologies) today. Ken expressed his appreciation for all of their contributions to the Council during their terms of office.</li> </ul>
78/17	<p><b>Close</b>  There being no further business to discuss, the Chair declared the meeting closed.</p>

**Dates, times and venues of next meetings:**

Council of Governors Engagement Session – **Thursday, 5 April 2018** (2.00 – 4.00 pm)  
Conference Rooms, Walkergate Park

Council of Governors Informal Meeting - **Thursday, 17 May 2018** (12.00 – 1.00 pm)  
Governors only lunch (1.00 – 2.00 pm)  
Council of Governors Meeting (held in public) (2.00 – 4.00 pm)  
Conference Rooms, Walkergate Park