

Members' Council Meeting Minutes, 19 March 2009

PRESENT:

Prof. Sir Christopher Edwards	Chairman		CE
Lady Sandra Smith-Gordon	Public	Kensington and Chelsea 2	SSG
Christine Blewett	Public	Hammersmith and Fulham 2	CBle
Mary Symons	Public	Wandsworth 1	MS
Martin John Lewis	Public	Westminster 2	ML
June Bennett	Patient		JB
Walter Balmford	Patient		WB
Jane King	Patient		JK
Martin Rowell	Patient		MR
Jim Smith	Patient		JS
Chris Birch	Patient		CBir
Alison Delamare	Staff	Contracted	AD
Brian Gazzard	Staff	Medical and Dental	BG
Sue P Smith	Staff	Nursing and Midwifery	SPS
Catherine Longworth	Appointed	Westminster PCT	CL
Cllr. Frances Taylor	Appointed	Royal Borough of Kensington and Chelsea	FT
Nicky Browne	Appointed	The Royal Marsden NHS Foundation Trust	NB
Duncan Macrae	Appointed	Royal Brompton and Harefield NHS Trust	DM

APOLOGIES:

Martin Bradford	Public	Hammersmith and Fulham 1	MB
Lionel Foulkes	Public	Wandsworth 2	LF
Ann Mills-Duggan	Public	Westminster 1	AMD
Sue B Smith	Patient		SBS
Peter Molyneux	Appointed	Kensington and Chelsea PCT	PM
Prof. Mervyn Maze	Appointed	Imperial College, London	MM

IN ATTENDANCE:

Charles Wilson	Non-Executive Director	CW
Colin Glass	Non-Executive Director	CG
Heather Lawrence	Chief Executive	HL
Lorraine Bewes	Director of Finance	LB
Andrew MacCallum	Director of Nursing	AMC
Amanda Pritchard	Deputy Chief Executive	AP
Hannah Coffey	Director of Operations	HC
Catherine Mooney	Director Of Governance	CM
Dianne Holman	Interim FT Secretary	DH
Matt Akid	Head of Communications	MAk
Renaë McBride	Paediatric Communications	RMB
Steve Francis	Project Management Services	SF
Bill Gordon	IT Department	BGo
Binnie Grant	Stroke Service	BGr
Diana Middleditch	Kensington & Chelsea PCT	DM

The meeting was called to order by the Chairman.

1.1 Apologies

Apologies were tendered by Martin Bradford, Lionel Foulkes, Ann Mills-Duggan, Sue B Smith, Peter Molyneux and Mervyn Maze.

1.2 Declaration of Interests

The Chairman invited declaration of interests. None were tendered.

1.3 Minutes of Previous Meeting held on 4 December 2008

These were agreed as a correct record of proceedings.

1.4a Joint Away Day 4 December 2008 – Minutes

These were agreed as a correct record of proceedings subject to the following corrections:

Page 1 – Delete duplications for Martin Lewis and Christine Blewett

Page 2 – Change ‘AM’ to ‘AMC’

Include as present Cllr. Frances Taylor and Catherine Longworth.

1.4b Joint Away Day 4 December 2008 – Matters Arising

The meeting discussed the action points and subsequent outcomes.

- 1) HC introduced SF from Project Management Services who presented drawings to illustrate the two refurbishment options for the area known as the Information Zone. Council members raised concerns about obstruction to the Friends Shop and the PALS area and the arrangement of the kiosks in 2 different areas. SF explained that there would be no obstruction and the arrangement afforded a greater level of privacy around the kiosks. CBir commented that the main problem was that the technology was not working. It was agreed that the advantages of additional expenditure would be discussed later in the Agenda under the Funding Report.
- 2) AMC reported on an earlier presentation by Computershare and stated that the membership was short of young people. Members suggested that this group could be reached through Facebook, school and youth club visits. It was agreed that the Trust would ask Computershare to make a presentation in the future.
- 3) AMC also reported that his team was inundated with responses to the Seasonal Working Conference and the turnout was likely to be twice the number originally expected. AMC also reported on strategies for communicating with the membership including Trust News and Panels.
- 4) BGo joined the meeting and reported that the IT problems in the Information Zone had been resolved with a more robust software solution. Members held very strong views on this issue and were concerned that their earlier attempts had failed and IT failures could give a very poor impression to prospective members. It was agreed that Bill Gordon should be contacted directly in the future if further failures were

reported.

- 5) HL agreed to a meeting on the long-term vision and strategy for the hospital and a date would be arranged at a more appropriate time when there was greater clarity about the strategy. HL
- 6) AMC reported on efforts to broaden work around the patient experience and agreed to share the results of the Patients Survey at the next meeting. AMC
- 7) The roles and responsibilities of the Members' Council would be dealt with later in the agenda.
- 8) CE reminded the meeting that 'Task & Finish' groups were confined to specific tasks and were not sub-committees and invited suggestions. ML suggested getting more involved in mystery shopping. CE responded that the board of Directors would support this.

The meeting agreed to proceed immediately to item 2.1 in order to facilitate the presentation by Diana Middleditch of Kensington & Chelsea PCT on behalf of Peter Molyneux.

1.5 Matters Arising from meeting on 4th December 2008

Some members commented that there was not adequate notice of the Business Planning workshops.

The Chairman reported on MedMedia Ltd explaining that there were 2 companies with the name and reassured the meeting on the background of the relevant company. CE also reported that the Trust was looking into the possibility of a screen with announcements. Three test sites were proposed.

Members asked if there would be a need to go out to tender; if it would be similar to Patient Line; and if public health messages would be aired. CE said tendering would depend on the value and explained that no costs were involved to either patients or the Trust as this was a revenue-sharing initiative to raise revenue in the current economic climate.

1.6 Chairman's Report (oral) (Dean Street opening)

The Chairman reported that Lord Darzi was due to open the Dean Street facility at lunch-time on 12th May. Dean Street is a state-of-the-art clinic which in addition to its normal daytime opening hours was also open on two evenings per week and Saturdays.

WB asked about the effect on income and CE responded that the prospects were good due to increased activity. ML asked about advertising to which the Chairman responded that this was currently done by word-of-mouth and that any further promotion risked overwhelming the capacity of the centre. CBir commented that he had visited the facility and was very impressed.

CE also reported that the Trust had written to Imperial College Healthcare Trust to congratulate them on being awarded the status of an Academic Health Sciences Centre.

2.1 Healthcare for London Consultation, Stroke and Major Trauma

Diana Middleditch presented proposals for major trauma and stroke services consultation.

CE expressed the particular concerns of the Chelsea and Westminster Foundation Trust. The Trust had been supportive of the proposal to put the Hyper-Acute Stroke Unit (HASU) at Charing Cross. It had been difficult to decide between Chelsea and Westminster and Charing Cross but the geographical location of Charing Cross and the location of neurosurgery there had been the decisive factors. It was now proposed that if major trauma was at St Mary's that neurosurgery would be moved from Charing Cross to St Mary's and with it the HASU. This completely vitiated the basis of the consultation which was about the location of the HASU at Charing Cross.. DM disagreed that this was the case.

HL asked DM if there were figures to support the affordability of neurosurgery at St. Marys and Charing Cross in an economic downturn. DM said that she had not seen the figures and could not comment. HL emphasised the link between trauma and neurosurgery and questioned the validity of arriving at the preferred option in the absence of such analysis and the availability of capital if St Marys becomes an FT by the expected date of 2014.

NB asked if there would be helipads at each trauma centre to which DM responded that this was not thought to be helpful in terms of time.

JB was concerned about the competency and qualification of paramedics. DM confirmed that the proposal included the training of ambulance crew.

HL considered that the Trust had not been identified as a preferred hyper-acute stroke unit although this part of North West London was not well served.

CE considered that both the arguments of geography and neurosurgery put forward in the proposals were reasonable in the context of the HASU being at Charing Cross but did not apply if the HASU was moved to St Mary's. He stated that while the Trust would support the Charing Cross location, it could not support an uncosted, non-assessed move to St. Marys.

CE also raised concerns about the procedure and questioned the fairness of allowing the public consultation meeting to be held at St. Mary's.

JB proposed that the Members' Council submitted a response to the consultation before the deadline of 8th May. The meeting agreed to this action.

CE

Cbir asked about representation of the PCTs. DM confirmed that all the PCTs plus Surrey were represented. HL was concerned that Kensington & Chelsea PCT was under-represented as neither the Chairman nor the Chief Executive were appointed as representatives.

In relation to heart attacks, members expressed concerns about the journey time to hospitals.

Members also commented on the workforce issues and the competition that would be created in recruiting the large numbers of staff proposed. CE confirmed that failure to become a hyper-acute stroke unit would adversely impact on the

reputation of the Trust and its ability to attract quality staff.

BG commented that the Trust had managed to improve its service and in order to avoid any loss of morale if it is moved, the process should be scrupulously fair and so far it was not clear that this was the case.

CE agreed that this was a very useful opportunity to explore the issues and invited DM to consider the likelihood of realisation of the proposals in a financial downturn and the opportunity costs. CE thanked DM for the presentation.

DM left and the meeting reverted to the agenda.

2.2 'Support our Stroke Services' campaign

MAk presented a paper on the issues surrounding the consultation questionnaire on the choice of a location for a hyper-acute stroke unit. The meeting questioned the validity of the underlying reasons for C&W not being recommended as the preferred option by HfL.

The meeting agreed to MAk's proposal of a collective response from the Members' Council and further agreed to HL's proposal that it is authored by the Deputy Chairman of the Members' Council, Brian Gazzard.

MAk also urged individual Council Members to respond.

2.3 Paediatrics consultation

HL reported on the paediatric tender and said that it was not yet ready but the Trust was developing its plan to become the designated paediatric centre in North West London. HL said that the Trust would need to demonstrate its ability to provide short term ventilation and develop networks with partners in North West London. HL also informed the group that planning permission was in progress for a two-storey extension of the building at Netherton Grove to facilitate the bid.

CE stressed there was a need for a fair and transparent consultation process.

In response, SSG asked if the meeting could go back to the Major Trauma/ Stroke consultation as it was related to the issue of responses and asked the meeting to confirm that there should be individual responses from Council Members to support 3 centres. The meeting agreed.

For Paediatrics, members asked if they could submit letters in support of the Trust's bid in their individual capacities and it was agreed that there should be both a collective letter of support from the Members' Council as well as letters from individual members who also wanted to respond in this way to both bids, if required.

CE

2.4 Members' Council Funding Report

CE gave an overview of the allocation of the Members' Council budget including

spend to date; further spend to complete approved activities; and the allocation of recurrent funding. The meeting noted the report. CE invited the meeting to consider the report and submit further ideas for the 2009/10 allocation outside of the meeting. Members drew attention to the need to control overspending in 2009-10.

2.5 Development of the Trust website

MAk presented a paper and discussed proposals for improving the Trust's website following a root and branch diagnostic analysis of site.

HL reported that the Trust's team would be meeting to look at the 5 key suggestions made to optimise the website and to roll out the new visual identity piloted with 56 Dean Street across the whole website. CBir agreed to sit on the Website Development Steering Group.

MAk confirmed that 56Dean.com was in preparation. The Trust had tried to purchase an existing domain but had been unsuccessful. MAk also confirmed that more than 20,000 users accessed the website mostly for maternity and paediatrics and that all four boroughs in the public membership constituencies were in the Top-10 broadband usage.

CE concluded that the diagnostic work sponsored by the Members' Council was good value for money.

2.6 Open Day 2009

MAk presented a paper on the proposed aims, themes and the funding model for the Open Day 2009.

CE suggested that the key issue for the Members' Council is to develop relationships and communicate with constituents. The meeting discussed modes of communication with members and the constraints imposed by data protection requirements. The Trust News will say that members can meet their representatives. **The Secretary was asked to look into the mechanism of communication with the Council Members.**

DH

CBir suggested an overall theme 'Your Hospital, your healthcare, your say' to ask for views. It was agreed that Open Day communications should replace '*our*' with '*your*' as is applicable.

The meeting agreed to fund the Open Day 2009; however, SSG felt that this should not necessarily be funded recurrently.

It was agreed that an email would be circulated to invite nominations to the Steering Group and Operational Group.

The meeting agreed that Boris Johnson should be approached to officially open the event.

2.7 Membership Report

The meeting noted the report and acknowledged the benefit of the discharge leaflets in increasing the numbers in the patients' constituency.

AMC reported that the responsibility for engagement would be moved from the FT Secretary to the new Engagement and Membership post and this was expected to fit in well with the Trust's work around the patients' experience.

The meeting discussed the motivation of members joining the Trust and CE suggested that members could be motivated by a demonstration of openness and pride in what a fantastic place the hospital is and the opportunity for 'ownership' by joining as a member.

JB suggested that members attending the next Annual Members' Meeting should be asked what they would like as members of the hospital.

2.8 Roles and Responsibilities of the Members' Council

The paper was agreed.

ALL

2.9 Healthcare Commission Standards for Better Health

CM tabled a paper outlining the comments of the Members' Council on the Trust's performance against its declaration of performance on the various elements and standards of Standards for Better Health.

The meeting agreed to the comments subject to the following amendments:
14a: Change 'complain' to 'comment on their care'.
7e: replace 'lack of respect' with more appropriate wording and include the elderly as a group with special needs.

CE thanked the meeting for their comments and invited Council members to continue to send in comments until the end of the following week.

CBle expanded on the context saying that the Members' Council was represented on the Trust's Assurance Committee by CBle and MS. CBle emphasised that the comments should not relate to individual experiences but should ensure that the Trust was aware of any problems.

3.1 Finance Report – Month 10

The meeting noted the paper.

3.2 Performance Report – Month 10

The meeting noted the paper.

3.3 Minutes of the Members' Council Membership Development & Communications Sub-Committee held in February 2009

The meeting noted the paper.

4 Any Other Business

The meeting was directed to the flyers asking for a Council Member to join the local Clinical Excellence Awards Panel 2009. HL explained that the role would be to oversee the process rather than to mark papers.

There being no further business, the meeting was adjourned. The next meeting

will be held on 18th June 2009 at 4:30pm.

Signed by

A handwritten signature in blue ink, appearing to read "Christopher Edwards", with a horizontal line underneath.

**Prof. Sir Christopher Edwards
Chairman
18th June 2009**