

Date.....4 December 2008.....

Signed.....

Members' Council Meeting Minutes, 18 September 2008

Present:

[Quorum: 12 Council Members with a minimum of 4 public/patient, 1 Staff and 2 appointed]

Council Members: Prof. Sir Christopher Edwards (CE), Chairman
Jim Smith (JS), Patient
Christine Blewett (CBT), Public – Hammersmith & Fulham 2
Catherine Longworth (CL), Westminster PCT
Maria-Elena Arana (MA), Patient
Peter Molyneux (PM), Appointed, Kensington & Chelsea PCT
Jane King (JK), Patient
Alison Delamare (AD), Staff – Contracted
Cathy James (CJ), Staff – A&C
Martin Rowell (MR), Patient
Ann-Mills Duggan (AMD), Public – Westminster Area 1
Nathan Billing (NB), Staff-Allied Health Professionals
Chris Birch (CB), Patient
June Bennett (JB), Patient
Walter Balmford (WB), Patient
Mary Symons (MS), Public, Wandsworth area 1
Martin Bradford (MB), Hammersmith and Fulham area 1
Nicky Browne (NBr), Royal Marsden NHS Foundation Trust
Frances Taylor (FT), Appointed - Royal Borough of Kensington & Chelsea
Sue Smith (SS), Patient

In Attendance: Heather Lawrence (HL), Chief Executive
Andrew MacCallum (AMC), Director of Nursing
Cathy Mooney (CM), Director of Governance and Corporate Affairs
Charles Wilson (CW), Non-Executive Director
Richard Kitney (RK), Non-Executive Director
Amit Khutti (AK), Director of Strategy and Service Performance
Lorraine Bewes (LB), Director of Finance
Hannah Coffey (HC), Director of Operations
Julie Cooper (JC), Foundation Trust Secretary

1. GENERAL BUSINESS

1.1 Apologies for Absence

Apologies for absence were received from:

Prof Salman Rawaf (SR), Appointed,
Sandra Jowett (SJ), Appointed – Thames Valley University
Brian Gazzard (BG), Staff – Medical & Dental
Duncan Macrae, Appointed - Royal Brompton & Harefield NHS Trust
Michael Henry (MH), Patient
Hugo Fitzgerald (HF)
Mervyn Maze (MM), Imperial College
Lionel Foulkes (LF), Public – Wandsworth 2
Martin Lewis (ML), Public
Amanda Pritchard (AP), Deputy CEO

1.2 Declaration of Interests

None

1.3 Minutes of the Previous Meeting Held 24 July 2008

The minutes were approved with the following amendments:

Remove the duplicate 'a key' under section 1.7.

1.4 Matters arising

Monitor Consultation on the Private Patient Cap (2.2/Jul/08)

The consultation was discussed at the Trust Board.

Annual Plan 08-09

Involvement of the Members' Council in business planning covered under 2.7

A letter was sent to Monitor regarding the removal of the point about named alternatives attending the Members' Council.

Membership Development Strategy

JC said that it would cost around £40 for 500 business cards. She suggested ordering cards which simply stated 'public', 'patient' or 'staff' representative rather than having each name printed on the card. It was agreed that this a good way forward.

JC said a schedule of membership surgeries would be agreed and publicised as soon as the membership area was fully functional.

Patient feedback covered under agenda item 2.1.

Action: Council Members to inform JC if they are interested in being involved with surgeries.

Nominations Process

The proposed change to the constitution will be voted on at the Annual Members' Meeting.

Annual Members' Meeting

The possibility of holding the AGM at a different time of day was discussed but ruled out as the time was already in many people's diaries. It was agreed that a more targeted event would be held later in the year, perhaps during school holidays which would target mothers with young children.

The chairman thanked CB for agreeing to present the membership report.

Involvement in the Assurance Committee

CM thanked those Council Members who expressed an interest in joining the committee and said that the Chairman would agree an appropriate selection process.

Action: Define selection Process for Assurance Committee Memebrship

1.5 Chairman's Report

CE said that we expected to have a specification for specialist paediatrics but it has been delayed. He said it is very political and politics have interfered in the process. We already have close links with Imperial and the announcement of funding for Health Innovation Education Clusters will offer a great opportunity for workforce planning.

2. ITEMS FOR DECISION/APPROVAL

2.1 Listening to Patients

AMC presented a paper about learning from patient feedback. He said we have come a long way in how we manage complaints in the last 20 years. He stressed that it is common for patients to

not want to raise concerns prior to a procedure and they may only fully appreciate their complaint once home. We have a formal complaints procedure and a PALS office open Monday to Friday where patients and carers can raise concerns in a formal or informal manner. He noted that we have a small number of complaints in comparison to the number of patients we see. HL said that we also receive letters of praise and a copy is sent to that staff member(s) if they are mentioned by name. The Council felt this is not necessarily a good thing and could even be a sign that we must make it easier to share feedback. AMC said the top three areas about which people complain are attitude and behaviour of staff, aspects of clinical care and appointments. Complaints about cleaning have come down dramatically. The issue of being able and comfortable to raise concerns on the wards was discussed and that the Members' Council might play a role in being more proactive and seeking such feedback on the wards. It was also suggested that PALS could be more proactive but there would be resource issues. CE said we will be initiating a real-time patient feedback project.

2.2 High Quality Care for All

A key feature of the healthcare review is about quality. We are tendering for a firm(s) to support the Trust in seeking real-time feedback Paediatrics is a big issue. CE explained some of the potential changes to our current services around trauma and stroke.

2.3 Public Consultation on Congestion Charge

HL presented the paper. The congestion charge has been an important issue for the Trust. This paper is brought to the Council in hope that individual members will write to TfL to request that the Western extension be abolished or that further exemptions be made for the hospital. Access is a key determinant in a competitive health market. Our staff are loyal but the charge makes it impossible for some staff to continue working for the Trust. It was suggested that JC circulate some key points to all Council Members to help them in drafting their own letters should they choose to do so. It was agreed that a joint letter from the Council will be useful. The Council agreed that they must disregard personal views about the congestion charge and take action in their capacity as Council Members for the Trust. The Council agreed that the only real option for the Trust was to abolish the western extension.

Action: Encourage Members to write individual letters to TfL and the chairman will write a letter on behalf of the whole Council.

2.4 Membership Report

CE introduced the latest membership figures. Patient membership is our key focus for this year and we have just produced a new discharge leaflet with a membership application form attached which should help to drive up numbers. We are now running our second membership week following the success of the first week. We have added some new events during the week including free mini health checks and 'writing on the wall' which will take place during the Annual Members Meeting. MR reported that the communications sub committee had met and spent most of its time planning for the new membership area and plans for using this area to increase membership and further engage with existing members.

Action: Distribute membership leaflets to local pharmacies.

2.5 Members' Council Funding Report

CE presented the report and said that the paper provides an account of the monies spent to date and the funds remaining for allocation in the financial year. JC went through the figures and explained that some of the discrepancies between the estimates and actual amount spent was due to VAT. She said approximately £37k remains and asked for further suggestions. WB suggested we take out an advert in the free newspapers like Metro. JC reported that the Borough of Kensington and Chelsea offered mystery shopping and it would cost about £3,500.

2.6 Foundation Trust Membership Area

JC reported that the Foundation Trust Membership Area is now up and running. She explained that we took the decision to order two self service kiosks as well as a 46" LCD Flat screen. The large screen is more promotional and directs interested visitors to the kiosks to learn more about foundation trust membership and getting involved. JC encouraged Council Members to visit the area and provide suggestions for future changes as well as content for both of the machines. It was agreed that the area and the programming be a regular agenda item.

Action: Make the membership area a regular agenda item for the Members' Council

2.7 Developing the Role of Governors

CE said that the paper provided a summary of the results from the Monitor survey of Foundation Trust governors conducted last Spring. As these suggestions are based on the responses of over 1300 governors, some are not relevant to our Trust. The results provide us with an opportunity to discuss what is feasible and to prioritise our own work plan. LB picked up on business planning and reminded the Council that last year we had set up a sub group of Council Members to review an early draft of the business plan. A similar process was followed for the Healthcare Commission Declaration. We could follow a similar process this year with the Board preparing the initial draft plan which could then be shared with the Council. However, the document is quite unwieldy and some Council Members may find it difficult to follow. We raised business planning at the last meeting and there were mixed views. Some felt it was better to have a small group get involved in reviewing the early draft of the plan with the full final draft being shared with the full Council. BG wanted to be sure all Council Members had a chance to get involved. It was agreed that we would set up a sub group to look at an early draft and then bring the final document to the Council

CE suggested a dedicated away day with all Council Members and Board members was a good idea. WB suggested we might use a livery hall. It was confirmed that funds for the day would come out of the Members' Council budget.

**Action: LB will provide more detail on business planning for the December meeting.
Action: Draft a proposal for a joint Members' Council / Board Away Day**

2.8 Summary of Changes to the Constitution

The paper provides an over view of the proposed changes to the constitution which are being voted on tonight. These have all been discussed previously by the Council.

2.9 Annual Members Meeting

JC reminded the Council that we have a Foundation Trust information stand at the annual members meeting. She asked those people who agreed to man the stand to be available following the meeting and invited all other Council Members to encourage people to visit the stand as well as the new membership area.

2.10 Progress on Objectives

HL said the paper was an update on progress against our corporate objectives and she said she would take any questions. CBT asked about 2b the objective relating to working in partnership with PCTs. HL said that Hammersmith and Fulham, Westminster and Kensington and Chelsea were setting up a joint group on commissioning. The group will be looking at stroke care, urgent care and paediatrics. She is concerned that we might be at a disadvantage because of the size of Imperial.

2.11 NHS Champions

HL explained that NHS champions is an award launched in the Evening Standard last week. It is a great opportunity to draw attention to the work of the hospital and our staff. Sarah Cox, from Chelsea and Westminster, was shortlisted last year. MA encouraged Council Members to spread the word and nominate individuals.

2.12 Red/Yellow Alerts

HL asked for the Members' Council support on this policy. She said that we mostly have a good rapport with our patients but there are occasions when patients and relatives abuse the staff. Our staff are a precious resource and we cannot tolerate abuse. On most occasions there is no problem but in the event that issues arise in relation to a patient, we need to have clear procedures in place to take action. CB asked about the appeals process and whether there was only one person involved in the review panel. HL said this is a new part of the policy. Patients are asked to write a letter to our Director of Operations and she in turn asks another executive director to review the case. It was suggested that it might be helpful to involve someone from the Members' Council in an appeal. CB said that volunteers should also be made aware of this process. MS said it is not clear to whom the policy refers. MR said that the Communications Sub Group had agreed to seek out 'critical readers' and that this was something they might review in future. WB asked if Council Members would be protected should an incident occur.

THE COUNCIL SUPPORTS THE POLICY

Action: Explore possibility of involving a Council Member in the appeal process.
Action: LB to check if Council Members would also be covered in the case of an incident.

2.13 DOH Consultation on the NHS Consultation

The proposed NHS Constitution was published on the 60th anniversary of the NHS. It is about safeguarding its core principles and values for the next generation, whilst setting a clear direction for the future. It reaffirms rights to NHS services, free of charge and with equal access for all. HL said the question is should we have a constitution and second, does the draft cover the values you would want to see included. The DH is consulting widely on its contents and how to put it into practice, until 17 October 2008.

JB asked about the role of NICE and if this is covered. HL said that the draft constitution enshrines patient rights to choice and to NICE-approved drugs recommended by clinicians.

Action: Circulate hospital commentary on the constitution to the Members' Council

3.1 Finance Report – Month 3

The Council noted the report.

QUESTIONS FROM THE PUBLIC

None

4. ANY OTHER BUSINESS

JC said that the call for nominations for candidates to run for the two seats in Kensington and Chelsea had closed. We had three nominations for area 2 and none for area 1. To this end, we have restarted the election process for area 1 with calls for nominations closing in one months time.

5. DATE OF NEXT MEETING

4 December 2008