



**Annual Members Meeting 2017**

Thursday, 28 September 2017, 5:00pm

Restaurant, Ground Floor

West Middlesex Hospital

Isleworth, Middlesex

By Order of the Council of Governors

**Chairman:** Sir Thomas Hughes-Hallett

**For the quorum:**

Public Constituency: Nowell Anderson among others

Patients Constituency: David Phillips among others

Staff Constituency: Chisha McDonald among others

The meeting was called to order by the Chairman of the Trust, Sir Thomas Hughes-Hallett.

**REPORTS**

1.0	<p>The Chairman introduced the Board of Directors, the external auditors, Deloitte LLP and all presenters to the membership.</p> <p>The Chairman welcomed members to the meeting and gave apologies for the Lead Governor, Susan Maxwell, who was unwell. He expressed how proud of the Trust he was, and how well the integration of West Middlesex Hospital NHS Trust and Chelsea and Westminster NHS Foundation Trust had gone in the last two years.</p> <p>The Chairman presented a short video of patient stories.</p> <p>Minutes of the last Annual Members Meeting were noted and approved.</p> <p>Copies of the full Annual Report and Accounts 2016/17 had been made available on the Trust website and were available in hard copy.</p> <p>The members were asked to complete the feedback survey provided with the agenda.</p> <p>The Chairman invited members to join him for refreshments in the restaurant afterwards and to visit the stalls.</p>	
2.0	<p>Lesley Watts, Chief Executive Officer, reflected on the second anniversary of the two hospitals coming together as one organisation and emphasised the great commitment shown by staff. Lesley reflected on the Trust's ability to respond to the recent major incidents, both internally throughout the organisation and from community colleagues and other parts of the NHS.</p> <p>Lesley provided an overview of the Trust's performance against national targets. These were not perfect, but benchmarked well against other provider organisations. There was a real focus on quality improvement which was being demonstrated throughout the Trust. The Trust's culture and values were at the centre of all that we have achieved over the past year.</p>	

	<p>Lesley talked about a variety of challenges, noting that staffing was a key issue to ensuring high quality safe care for our patients.</p> <p>Lesley emphasised the importance of the Trust's PROUD values, speaking to 'Unfailingly kind' in particular.</p>	
3.0	<p>Sandra Easton, Chief Financial Officer, presented the annual accounts for the year ended 31 March 2017.</p> <p>She highlighted the financial performance of the Trust in 2016/17 which included:</p> <ul style="list-style-type: none"> <li>• £15.3m surplus; however this is because of exceptional items.</li> <li>• There was an underlying deficit.</li> <li>• The Trust delivered in excess of its control total</li> <li>• Clinical income had increased with the merger, which was now expected to stabilise.</li> <li>• Investment of £27.2m in the capital programme</li> <li>• Cost Improvement Savings (CIPs) of £21m were delivered</li> <li>• Future plans for 2017/18 included: a surplus of £11.9m with significant input from CW+ into the neonatal build; CIP requirement of £25.9m; Capital programme of £50.6m</li> </ul>	
4.0	<p>Benjamin Sheriff, Deloitte LLP, confirmed that the auditor issued an unqualified audit, in respect of:</p> <ul style="list-style-type: none"> <li>• Finances;</li> <li>• Financial overrides; and</li> <li>• Governance.</li> </ul> <p>The Auditor issued a qualified statement in respect of the Quality Report, due to:</p> <ul style="list-style-type: none"> <li>• Referral to Treatment cancer targets (RTT);</li> <li>• A &amp; E 4 hour waits: and</li> <li>• Local WHO checklist implementation</li> </ul> <p>To a large degree these were from legacy IT issues, which it was hoped would be remedied by the introduction of Electronic Patient Records (EPR) programme.</p> <p>This qualified opinion can also be found in the Annual Report.</p>	
5.0	<p>Philip Owen, Public Governor for the Royal Borough of Kensington and Chelsea presented to the membership on behalf of the Council of Governors.</p> <p>Philip reported on the outcome of elections held in the year ended 31 March 2017 and informed the members that the next election will be held in November and encouraged them to nominate themselves by highlighting that the election timetable and details of vacancies were available from the Governors stand.</p> <p>He also reported on the Non-Executive Director re-appointments as at 31 March 2017.</p> <p>Philip highlighted the key roles of the Council of Governors to the membership and their work and contributions to the Trust.</p>	

	<p>He outlined the membership structure and highlighted that the membership totalled 17,193 members as at 31 March 2017. The Trust wanted to increase its membership in particular within ethnic minorities and asked members to encourage friends and family to join in the Trust membership. He highlighted the value of being a member by stating the following benefits:</p> <ul style="list-style-type: none"> <li>• Learn about how the Trust works;</li> <li>• Contribute ideas and suggestions</li> <li>• Become a Governor</li> <li>• Participate in special Members activities</li> <li>• Join health matters seminars as well as informative discussions</li> </ul> <p>Members were invited to come to the Council of Governors stand and ask any questions.</p>	
6.0	<p>Constitution and draft minutes from the previous meeting</p> <p>The Chairman reported that the Trust Constitution has been amended in regard to categories of staff for membership and for staff governors following the integration of what was previously West Middlesex University Hospital NHS Trust in 2015. Both versions are available on our website.</p> <p>There are six separate classes of the Staff Constituency based upon job role. The new constitution has been amended so that there is no site requirement for various classes of Staff Governor. This is so as many staff work across sites and there are more than just the two hospital sites, so it was felt the site requirement was not needed and that it complicated the appointment process. As this change does not affect the powers or duties of the Council of Governors (or otherwise with respect to the role that the Council of Governors has as part of the Trust), it is not clear that this requires approval of the Annual Members meeting, but it is presented for the sake of good order and any objections would be minuted. A hard copy of the constitution was available for the members from the governor stand.</p> <p>There were no objections.</p> <p>The Chairman noted that the upcoming Council of Governors election and the Notice of Election going out on 2 October to members of constituencies in which an election will be taking place. He encouraged members to stand for election by nominating themselves if eligible for a vacancy.</p> <p>Formal part of the meeting concluded.</p>	
7.0	<p>Clinical Presentations</p> <p>Dr Anne Davies, Consultant Paediatrician, presented on behalf of Paediatric Admission Unit and the reasons for its opening in 2015 which was due to an increased volume of children referred to Emergency Department each year.</p> <p>Dr Davies emphasised the positive feedback from GPs and patients and parents. She noted further refinement to the patient pathway was more streamlined with more rapidly oriented paediatric assessment. Members were also informed that the service had received a Health Service Journal Award.</p>	

8.0	<p>Quality priorities and innovation</p> <p>Dr Roger Chinn, Deputy Medical Director, presented on Trust’s quality priorities, namely patient safety, clinical effectiveness, patient experience and innovation.</p> <p>He reported that in 2016/17 the Trust’s charity CW+ provided £500,000 grants programme which helped the trust improve quality of care, patient experience and efficiency.</p> <p>Improvements made in the year included:</p> <ul style="list-style-type: none"> <li>• Digitising ward auditing app</li> <li>• Piloting stoma care innovation</li> <li>• Maternity care app</li> <li>• Physiotherapy and burns telecare</li> </ul> <p>Dr Chinn concluded his talk by quoting his colleague Dr Zoe Penn (Medical Director) – ‘innovation is not a piece of kit – it is culture’.</p> <p>Dr Sadia Khan, Consultant Cardiologist, presented on transformation work she and her team have undertaken in relation to heart failure care. Due to having a high level of emergency admissions the department developed a solution of empowering self-management, signposting and triage.</p>	
9.0	<p>Questions &amp; Answers</p> <p>The Chairman invited questions and comments from the membership.</p> <p>These covered a range of areas:</p> <ul style="list-style-type: none"> <li>• Improve patient transport and access</li> <li>• Availability of wheelchairs</li> <li>• Patient experience</li> <li>• Patient care</li> <li>• Care for impaired patients</li> <li>• Telephone waiting time</li> <li>• Plans for celebrating 70 years of NHS</li> </ul> <p>The questions and comments were addressed by the Chairman and other members of the Board of Directors/Executive Team.</p> <p>After the Q&amp;A session, Sir Thomas encouraged members to get flu jabs which were available in the meeting room off the restaurant, thanked the members for attending and concluded the meeting.</p>	