



Annual Members Meeting 2018

Thursday, 27 September 2018, 5:00pm
Gleeson Lecture Theatre, Ground Floor
Chelsea and Westminster Hospital
369 Fulham Road, London SW10 9NH
By Order of the Council of Governors

Chairman: Sir Thomas Hughes-Hallett

For the quorum:

Public Constituency: Richard Ballerand amongst others
Patients Constituency: David Phillips among others
Staff Constituency: Ian Bryant among others

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

1.0	Welcome and apologies The Trust Chairman, Sir Thomas Hughes-Hallett, opened the Annual Members' Meeting and introduced the Board of Directors, the external auditors, Deloitte LLP, and all presenters to the membership. The Chairman welcomed members to the meeting and gave apologies from Non-Executive Director, Nilkunj Dodhia, who was unable to attend. Copies of the Annual Report and Accounts 2017/18 had been made available publicly on the Trust website and were available in hard copy in the meeting. Members in attendance were asked to complete the feedback survey provided with the agenda. The Chairman invited members to join him for refreshments in the restaurant afterwards and to visit the stalls. A short video was played on how efficient the Trust was with its use of resources and CQC inspection results.	
2.0	Minutes of the Annual General Meeting held on 29 September 2017 Minutes of the previous Annual Members Meeting were noted and approved.	
2.0	Presentation of Annual Report 2017/18 and Chief Executive's Review of 2017/18 The Trust's Chief Executive Officer, Lesley Watts, thanked members for attending. It showed how much care there was for the hospital and how much interest there was in how the Trust delivers its services. She emphasised that both Chelsea and Westminster and West Middlesex hospitals are very much at the heart of the community.	

	<p>In delivering the high quality of care, the CEO highlighted the following points:</p> <ul style="list-style-type: none"> • Following on from the successful acquisition of West Middlesex University Hospital three years ago, the Trust is now the 4th largest provider in London • In 2017/18, the Trust had: <ul style="list-style-type: none"> ○ 18,868 members ○ 30 Governors ○ 6,500 staff and volunteers ○ 280,000 A&E attendances ○ 11,600 babies delivered • During the year, the Trust celebrated the 30th Anniversary of the Kobler Clinic, a world-renowned HIV centre • The Trust’s Sexual Health services have seen an 80% reduction in new HIV diagnosis since 2015. <p>The CEO gave an overview of the range of local and regional services provided by the Trust, and highlighted how professionally it had responded to major incidents in the year, including to the tragic fire at Grenfell.</p> <p>The CEO also highlighted the Trust’s performance, noting in particular the ‘outstanding use of resources’ rating awarded by the regulator, NHS Improvement. The Trust had also received an overall rating of ‘good’ by the Care Quality Commission.</p> <p>She confirmed that the Trust maintains a good financial position, whilst also performing strongly against all national targets, including A&E 4 hour waiting time, Referral to Treatment (RTT) and Cancer.</p>	
3.0	<p>Presentation of Annual Accounts 2017/18</p> <p>The Chief Financial Officer, Sandra Easton, presented the annual accounts for the year ended 31 March 2018, highlighting the financial performance of the Trust during the year and including its income and expenditure.</p> <p>Key points from her presentation were:</p> <ul style="list-style-type: none"> • The Trust had had its property portfolio revalued which resulted in a benefit of £12.8m • £14.1m STF funding had been received • Additional incentive STF totalling £13.6m (including £0.3m 2016/17 post accounts reallocation) was received • Cost Improvement Savings (CIPs) of £25.9m were delivered • Underlying adjusted position for 2017/18 without exceptional and other non-recurrent income and expenditure was a deficit of £19.4m • £37.9m was invested in capital programme • Future plans for 2018/19 included: Plan for a surplus of £22.7m; Use of resources rating of 1; CIP requirement of £25.1m; Capital programme of £51.9m <p>Members were challenged to a quiz on statistics from the Annual Report 2017/18.</p>	
4.0	External Audit Report	

	<p>Craig Wisdom, Deloitte LLP, summarised the external audit work performed on the Trust's financial statements and confirmed that the auditor had issued a clean opinion on the financial statements, including the remuneration report.</p> <p>No exceptions were reported in arrangements for security, economy, efficiency and effectiveness in the use of resources and on the Annual Governance Statement.</p> <p>Mr Wisdom also reported on the limited assurance report undertaken on the Quality Report which had provided a qualified conclusion.</p> <p>He confirmed that full details of the Auditor opinion could be found in the Annual Report.</p> <p>Mr Wisdom concluded his report by commending the Trust's strong finance team and the work it had done to prepare for the audit.</p>	
5.0	<p>Report of the Council of Governors</p> <p>The Lead Governor, Simon Dyer, presented to the membership on behalf of the Council of Governors (COG).</p> <p>Mr Dyer highlighted the duties of the Council of Governors and emphasised how central the governors are to the local accountability of a Foundation Trust. He noted that they play an important role in ensuring that the Trust Board takes account of the views of the members and the wider public when making major decisions.</p> <p>He highlighted a number of areas where governors had made an impact in the past year, including:</p> <ul style="list-style-type: none"> • Ward accreditations • COG Quality Improvement Awards • CQC inspection • 'Your Health' Seminars for members <p>Mr Dyer reported on the outcome of elections held in the year ended 31 March 2018 and congratulated governors who had been elected or re-elected to the Council of Governors at the November 2017 and January 2018 elections.</p> <p>He informed the members that the Trust is currently seeking nominations for candidates to the Council, in light of seats due to become vacant at the end of November 2018 and encouraged nominations. He encouraged members interested in standing for election to speak to the Board Governance Manager who would be able to assist with any questions on the upcoming election.</p> <p>Mr Dyer also reported on Non-Executive Director re-appointments as at 31 March 2018.</p> <p>The presentation concluded with highlights from the membership strategy and the value of being a member.</p> <p>Members were encouraged to visit the Council of Governors stand and ask any questions at the end of the meeting.</p>	

7.0	<p>Clinical Presentations</p> <p><u>The role volunteers can play in end of life care</u></p> <p>The Head of Volunteering, Rachael Allsop and Palliative Care Consultant, Louse Robinson jointly presented on their shared approach for volunteer involvement in end of life care. An inspirational story of a patient Antonia who received palliative care from Chelsea and Westminster Hospital was shared with the members. The importance of finding ‘a person in the patient’s and understanding the patient’s spiritual, physical and emotional needs so that a care plan can be tailored according to the patient was highlighted. The care received enabled Antonia to continue with her passion for singing whilst receiving therapies from the hospital’s multi-disciplinary teams. This enabled setting up some personalised goals, playing the piano, singing and getting outside. Antonia’s family was very impressed by all the care and support received from the hospital. A short video of Antonia before her death was played.</p> <p>Rachael Allsop highlighted that the Trust currently has 300 volunteers who support various hospital services. There is a scope for volunteers to play a role in end of life care and the hospital is undertaking some pilot work with volunteers to assess how this will work on a larger scale. There are also 37 young volunteers recruited to the Pears young person programme who provide support at West Middlesex and Chelsea.</p> <p><u>Winter planning</u></p> <p>Consultant in Emergency Medicine, Dr David Shackleton, presented on behalf of the Accidents and Emergency Department on how successfully the Trust managed to support not only its patients but also its staff throughout the winter 2018 period.</p> <p>He noted that it was not just winter that was busy, however, at the national level, August 2018 was the busiest month in the year ever recorded; 22% increase in attendances nationally in 10 years and 8% increase in attendances at Chelsea and Westminster in the year which equated to seeing 800 patients a day.</p> <p>Mr Shackleton highlighted a number of initiatives undertaken to meet the challenges, as well as service specific plans for each of the effected service areas. Key initiatives include:</p> <ul style="list-style-type: none"> • Increased staffing levels in Accidents and Emergency Department as well supporting staff in the department • Funding for the increased nursing staffing • Re-design of Emergency Departments both hospital sites and increasing capacity to accommodate demand • Focus on internal flow, delayed discharges and long stay patients • Management of escalation beds • Phasing of elective activity <p>He concluded by noting that preparations are well underway for the forthcoming winter session and encouraged all members and patients to have a flu jab.</p>	
9.0	<p>Questions and 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">• Improving coding procedure for patients• Praising the hospital and the services it provides• A&E paediatric nurses consultation• Hand treatment appointment• Omnicom working with the NHS• Possibility of reducing the number of falls by using modern technology• Healthy diet and introducing a vegan meal• Higher proportion of money spent on drugs than staff salaries• Discharge letters going to CCGs• Shortage of availability of Urology Consultants• Hospital hairdresser's space <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&A session, the Chairman encouraged members to get flu jabs which were available immediately after the meeting and thanked the members for attending and concluded the meeting.</p>	
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The meeting closed at 18.41.