

**CONFIDENTIAL****Minutes of Annual Members' Meeting****Held Thursday 21 July, 2022 at 15:00hrs via Microsoft Teams**

<b>Present:</b>	<b>Name</b>	<b>Job title</b>	<b>Initials</b>
	Matthew Swindells	Chair	MS
	Lesley Watts	Chief Executive	LW
	Virginia Massaro	Chief Financial Officer	VM
	Laura Rogers	Audit Manager, Deloitte	LR
	Simon Dyer	Lead Governor	SD
	Dr Nabeela Mughal	Director of Infection Prevention and Control	NM
	Nicola Rose	Divisional Director of Nursing, Planned Care	NR

<b>1.0</b>	<b>Welcome and Apologies</b>
	<p>MS introduced himself as Chair of Chelsea and Westminster Hospital and Chair in common for the four acute NHS Trusts in North West London.</p> <p>MS confirmed that due to the ongoing covid situation that the meeting was being held virtually and being recorded, which would then be saved to the Trust website.</p> <p>MS then passed on the apologies of Councillor Peter Mason, from Ealing Council and Mayor Councillor Emma Apthorp, from Hammersmith and Fulham Council, and asked the audience to post any questions onto the chat function, so they could be answered at the end of the meeting.</p> <p>MS confirmed the annual report can be found on the Trust website and also ran through the agenda.</p> <p>MS praised the organisation for its extraordinary work, and gave praise to the vaccination roll out which saved many lives. He also paid respect to those who sadly lost their lives.</p> <p>MS highlighted the following about the Trust:</p> <ul style="list-style-type: none"><li>• Reported lowest mortality rate of any hospital in the country</li><li>• Leader of sexual health services and instrumental in shaping up the national policy</li><li>• Driving the roll out of the integration of information to create better management of waiting list in theatres for patients and the pilot for this in NHS England</li></ul> <p>MS confirmed he was delighted and proud to be Chair of this Trust and appreciated the hard work and dedication of the staff and volunteers.</p>
<b>1.1</b>	<b>Chief Executive review 2021/22</b>
	<p>LW started by saying what a privilege it had been to be able to spend time reflecting what on an extraordinary year it had been, and praised staff for their outstanding commitment; and for always looking at different ways to care for patients; and for being the employer of choice and delivering care at the lowest cost, which are all contributing factors in helping the Trust invest in itself.</p> <p>She then went on to highlight the following:</p> <ul style="list-style-type: none"><li>• The Trust pride itself on providing care to 1.5 million people in the local communities</li><li>• Over 300,000 people were seen in Emergency Departments</li><li>• 10,000 babies were delivered in the last year</li><li>• Specialist burns unit were exceedingly busy</li></ul>

	<ul style="list-style-type: none"> <li>• The Trust amalgamated its children care with Imperial College's to form West London Children Services</li> <li>• The Trust has outstanding HIV and sexual health services which were at the centre of the monkey pox response</li> <li>• The Trust played a full part in the NW London pandemic response</li> <li>• Addressed inequalities, by seeing patients in turn and offering mutual aid to our colleagues</li> <li>• There is a pipeline of 80 health innovation projects, to enable us to monitor patients remotely by offer virtual clinics and appointments</li> <li>• In the summer of 2021 the Trust opened new adult and neonatal intensive care units, enabling us to treat 2000 patients, and as a result of this the Trust was selected to join UNICEF UK Baby Friendly Initiative</li> <li>• During 2021/22, 2200 patients with COVID19 were admitted into the hospital, of which 2040 were discharged back to their homes</li> <li>• The Trust became the national leader for monkey pox care, and received a letter from UK Health Security Agency acknowledging the work, contribution and response</li> <li>• Set up a number of staff health and wellbeing initiatives</li> <li>• All 'Quality' priorities were all met – 89% of patients screened for sepsis within an hour; and cancer care improving</li> <li>• A priority for the Trust is that 23% of our patients are diabetic and promised that next year we will show what we are doing to help them.</li> <li>• Staff survey update: 71% of staff recommend the Trust as a good place to work; 78% happy with standard of care; 84% believe care of patients is a priority, all higher than the national average. And 88% pf staff believe we act on concerns</li> <li>• Since COVID, the Trust has seen an increase in violence and aggression towards staff, and this is being addressed by reminding people that we care for them</li> <li>• The staff awards coming up in autumn</li> <li>• Sustainability – the Trust has seen a 43% reduction in the negative impact on the environment, largely due to installation of combined heat and power</li> <li>• Vaccination programme – the Trust ran events across the region including vaccinating 10,000 people at Twickenham rugby stadium and 5,000 at Chelsea football club</li> <li>• Vaccine centres were also run at Chelsea Pensioners, Westminster Abbey and the Science Museum</li> <li>• The Trust continues to ask staff to wear face masks, social distance and test twice weekly to protect patients, our community and staff.</li> </ul> <p>LW finished by thanking the community for supporting the Trust and clinics throughout the pandemic and staff and volunteers.</p> <p><i>A short video of highlights was then shown</i></p>
<b>1.2</b>	<b>Annual Report and Accounts</b>
	<p>VM reminded the audience that the annual report and accounts is available for all to see on the Trust website. She then highlighted the following:</p> <ul style="list-style-type: none"> <li>• £1.3m adjusted surplus</li> <li>• Overall surplus of £31m for the year</li> <li>• £800m turnover for the year</li> <li>• Revaluation of buildings and estates partly due to the large surplus</li> <li>• There was a one off cost of £18m for the COVID vaccination roll out, which was offset by income during the year</li> </ul>

	<ul style="list-style-type: none"> <li>• £30m of capital went into the successful delivery of NICU and ITU projects</li> <li>• Surgical robot was purchased in at start of 2021 and being used by surgeons and finally went on to say, that the development of the new Ambulatory Diagnostic Centre at West Middx has commenced.</li> </ul>
<b>1.3</b>	<b>External Audit Report</b>
	<p>LR gave an outline of the audit carried out by her organisation, confirming the following:</p> <ul style="list-style-type: none"> <li>• In respect to the financial statement, she confirmed this was the standard audit work they carried out on each of the balances which make up the Trusts accounts. She confirmed they had issued a clean and unmodified audit opinion on these statements.</li> <li>• The second area of work was around use of resources, which is also known as 'value for money' and the financial sustainability of the Trust. LR confirmed there were no significant areas of weakness.</li> <li>• Finally, they audited the annual governance state, and again they did not find anything of concern.</li> </ul>
<b>1.4</b>	<b>Governors update</b>
	<p>SD confirmed the number of members was 18,304, that anyone from the community could become a member and the two main responsibilities of the Council of Governors were:</p> <ol style="list-style-type: none"> <li>1. Individually and collectively to hold non-Executive Directors to account for their performance or the performance of the Board</li> <li>2. To represent the interests of the Members and the Public, and in turn to be held to account by the public.</li> </ol> <p>SD also confirmed the governors were involved in the appointment of MS, the Chair in common, and that they reappointment two non-Executive Directors, and are now looking forward to the establishment of the Integrated Care System (ICS).</p> <p>SD went onto say they have done their best to get community and patient feedback escalated, which at times has been difficult, but going forward more will be done to engage with patients and the public, and especially with the formation of the ICS.</p> <p>SD then announced the results of the election in November, 2021, confirming that Lisa Addison, himself, Stella McAskill, David Phillips and Minna Korjonen were either elected or re-elected. That Julie Carter was elected for the London Borough of Ealing; that Hounslow elected Laura Wareing and Parvinder Singh Garcha; and that Wandsworth elected Stuart Fleming and Jacquei Scott was re-elected as staff</p>
<b>1.5</b>	<b>Infection Control Annual report</b>
	<p>NM thanked the chair for introduction and confirmed she was proud to be part of the team to confirm the first 2 cases of monkey pox to UK Health Security Agency (UKHSA), which was then heralded.</p> <p>She also confirmed the Trust was the first to nationally set up monkey pox clinics, and out of 2100 cases in the UK, 1500 cases were in London, and most of these are under the care of our clinics.</p> <p><i>A short video of the work carried out by the Trust around the COVID19 vaccine roll out and work around monkey pox was shown</i></p>
<b>1.6</b>	<b>Our Kindness Campaign</b>
	<p>NR thanked the chair for introducing her and was pleased to highlight this feature, as in recent years the Trust had seen a rise in violence and aggression towards staff from both patients and visitors.</p> <p>She confirmed there were a variety of reasons for this rise, including accessing healthcare during</p>

	<p>the pandemic and higher demand for services than usual, which leads to frustration. Part of the study has highlighted the triggers for this violence and aggression, and that the science leading to this, which shows when people are frustrated they start to lose their inhibition and that people stop seeing people as people, so they become objectified and de-humanised.</p> <p>NR added, to stop this acts of generosity and kindness trigger sympathy in people, which can lead to reduction of wanting to be violent or aggressive.</p> <p>She thanked the staff who volunteered their stories for this campaign, which are real life stories from staff, all who wanted to tackle this problem.</p> <p>NR went onto say this started as a poster campaign, and as staff felt empowered by these, and then moved onto videos, social media and they are now looking at digital signage across the Trust.</p> <p>This campaign has also been shortlisted for a national award, and emphasised this has been developed by staff for staff, and to create a better environment for all staff to work in.</p>
<b>1.7</b>	<b>Patient Story</b>
	<p>MS introduced this feature and the remarkable story of Naiole Missi. This short video was played out: <a href="https://www.chelwest.nhs.uk/about-us/news/hand-surgery-musician-plays-piano-to-thank-staff">https://www.chelwest.nhs.uk/about-us/news/hand-surgery-musician-plays-piano-to-thank-staff</a></p>
<b>1.8</b>	<b>Q&amp;A</b>
	<p>One question came in on the chat asking the Lead Governor the breakdown of membership between, staff, patients and the local community. SD was unable to answer and it was agreed the answer would be posted online.</p> <p>A further question came in on the chat wanting to know the current situation with the infection control programme. NM responded by saying it was important to identify the patients with infections early on, and to ensure we give them the correct treatment and specialist, and at the same time we need to educate the staff dealing with them.</p> <p>The final question was asked by George Doughty, who wanted to know the last time the assets (land and building) of the Trust were valued. VM confirmed these are done every year.</p>
<b>1.9</b>	<b>End</b>
	<p>MS brought the meeting to a close by thanking those who contributed and for all those who joined the meeting. He finished off by introducing Naiole Missi who played the piano in the atrium of the hospital to end the meeting.</p>

Meeting closed at 16:05hrs