

**ROYAL DEVON AND EXETER NHS FOUNDATION TRUST
ANNUAL MEMBERS MEETING**

Wednesday 25 September 2019

Lecture Theatre

RILD

17.15-18.30

MINUTES

BOARD MEMBERS PRESENT:	Mr J Brent	Chairman
	Mr P Adey	Chief Operating Officer
	Mr P Dillon	Non-Executive Director
	Mrs H Foster	Director of People
	Professor A Harris	Executive Medical Director
	Mr S Kirby	Non-Executive Director
	Dr S Knowles	Non-Executive Director
	Mr A Matthews	Non-Executive Director
	Mr C Tidman	Chief Financial Officer
	Mrs S Tracey	Chief Executive
	Professor E Wilkinson-Brice	Deputy Chief Executive/Chief Nurse
APOLOGIES:	Mrs J Ashman	Non-Executive Director
	Professor J Kay	Senior Independent Director
GOVERNORS PRESENT:	Mr A Beresford	Mr R Biggar
	Miss F Doris	Mr P Flatters
	Dr P Foxall	Mrs C Geddes
	Mrs O Goodall	Mr C Green
	Mrs H Hedicker	Mrs M Herpoldt-Bright
	Mr M James	Mr D Kumar
	Mr B Maskell	Mr J Murphy
	Mrs R Noar	Mr M Pipe
	Mrs A Shuja	Mrs B Sweeney
	Mrs C Thornton	Mr T Wilkinson
APOLOGIES:	Mr J Bradley	Miss S Costelloe
	Dr T Ducker	Miss K Foster
	Mr D Hazell	Mr D Hull
	Mrs R Shepherd	Professor A Shore
	Cllr P Twiss	Mr C Wilde
IN ATTENDANCE:	Mr J Brown	External Auditor
	Mr J Chinnock	Stakeholder Communications and Engagement Director
	Mrs T Cottam	Director of Transformation & Stakeholder Engagement
	Mrs M Holley	Head of Governance
	Miss B Coates	Governance Coordinator (minute taker)

AGENDA ITEM	MINUTE		ACTION
1.	01.19	<p>CHAIRMAN'S WELCOME, APPROVAL OF THE MINUTES OF THE PREVIOUS MEETING AND APPROVAL OF THE MEMBERS MEETING RULES OF PROCEDURE</p>	
		<p>Mr Brent opened the meeting, welcoming members, staff, Governors and the Board of Directors to the meeting. He said the Trust, for the first time, was live streaming the event to enable those unable to attend to see the meeting and to take part if they had questions or comments. He outlined the agenda for the meeting and encouraged people to access the Trust's Annual Report and Accounts 2018/19 which had been published on the Trust's website.</p> <p>Mr Brent presented the minutes of the 2018 meeting held on 26 September 2018. They were approved as accurate, with no amendments. All the actions had been completed.</p> <p>Mr Brent presented the draft Members Meeting Rules of Procedure. These had been reviewed and approved by the Council of Governors and were required to be approved by the meeting. The Members Meeting Rules of Procedure were unanimously approved.</p> <p>Mr Brent informed the meeting that it was his last Annual Members Meeting as Chair of the Trust. He said he had learned so much as Chair of the Trust over the previous seven years, adding it had been a privilege to lead the Board during this time, a time of great change and challenge. He said during this time the focus had always been on doing what was right for patients, our communities and those who need the Trust's services.</p> <p>Mr Brent provided an overview of the previous year. There had been a continued increase in demand and the Trust had not been able to meet some key access targets. The continued challenges with diagnostics and the number of patients who had to wait more than 52 weeks for elective surgery - while reduced at the year-end - was particularly concerning. Mr Brent said that while the Trust had plans in place to improve its attainment of both these targets in 2019/20, access targets would remain challenging.</p> <p>Mr Brent referred to the five-year financial plan for the NHS announced by the Government. He cautioned that whilst the increased funding was welcomed, it was critical that capital programmes and social care were also appropriately funded.</p> <p>Mr Brent highlighted the work of the staff at the Trust. The staff survey continued to show a very high level of engagement with continued positive results. Similarly, the Trust's patient surveys provided further reassurance; for example, the national cancer survey results ranked the Trust highly, making it the top scoring complex cancer centre in the country.</p> <p>Mr Brent said that during the year, the Trust entered into a Collaborative Agreement with Northern Devon Healthcare Trust (NDHT). Taking this responsibility on was challenging and the Board was conscious of the significant pressures that the Trust was facing and the demands already placed on the leadership team. He said, however, it was clear that the Trust should support neighbouring trusts to ensure that the highest quality healthcare services possible are consistently provided across</p>	

		<p>Devon. Mr Brent said if services in northern Devon struggled, the consequences would be felt at the RD&E. He added that the relationship between the two trusts had developed strongly and there was confidence that the services to the communities of northern Devon have materially improved.</p> <p>Mr Brent said the NHS celebrated its 70th Birthday in July 2018 and this was a good opportunity to reflect on the positive impact that the NHS had on the lives of so many British people, the support received from our communities and how our service remains the envy of other countries. It was also apparent, however, how significantly our population has changed over this period, as have the services we provide.</p> <p>Mr Brent thanked the Trust's staff, volunteers, his Governor and Board colleagues and colleagues across the health and social care system for their incredible endeavours over the last year and to the Members for their continued support for the RD&E through their membership.</p> <p>Mr Brent invited Mrs Tracey to present the Annual Report and Accounts 2018/19.</p>	
2.	02.13	<p>PRESENTATION OF THE ANNUAL REPORT AND ACCOUNTS 2018/19</p>	
		<p>Mrs Tracey, Chief Executive, presented the Annual Report and Accounts 2018/19 to the meeting. She gave an overview of the Trust's Corporate Strategy and vision and the Trust's shift to a new way of working that helped people to stay fit, well and looked after in their own home. She outlined how this fitted into the wider health and social care system. She provided detail of the NHS Long Term Plan, a plan for the NHS over the next ten years, and how this aligned with the Trust's strategic aims.</p> <p>Mrs Tracey highlighted some of the Trust's achievements during 2018/19. This included receiving the go ahead from NHS Improvement in June 2018 to progress the MY CARE Programme. She outlined the stages of the Programme, which would transform care enabled by an Electronic Patient Record, with the plan to Go Live in June 2020. Mrs Tracey said an open day would be held in February 2020 where the community would have the opportunity to find out more. She outlined some of the key facts and figures of MY CARE to provide the meeting with a feel for the scale and breadth of the Programme.</p> <p>Moving on, Mrs Tracey provided more detail on the Collaborative Agreement with NDHT and its aim to support NDHT with some of the challenges it faced. She said the collaboration had enhanced clinical standards and improved community relations. The focus now was to ensure there was a robust way of working well together in future for when the agreement came to a formal end in 2020.</p> <p>Mrs Tracey highlighted the Trust's Open Day held in September 2018; the Channel 5 programme 'The Secret Life of the Hospital' broadcast in November 2018 featuring behind the scenes at the RD&E; and the programme of 'Community Conversations' across East Devon with the Trust just one of several organisations involved. Mrs Tracey informed the meeting of the Nursing Associate Training Programme, with 62 Nursing Associates completing the Programme during the year. In October 2018, a new South West Genomic Laboratory Hub was announced, one of only seven in the country that will deliver genomic testing for patients with cancer or a rare disease. The RD&E was working in partnership with North Bristol NHS Trust to provide this testing in the South West.</p>	

		<p>Mrs Tracey outlined some national survey results published during the year. This included the Care Quality Commission (CQC) Adult Inpatient Survey, the National Cancer Patient Experience Survey and the annual Staff Survey. Moving onto to operational performance, Mrs Tracey said the Trust compared favourably with other Trusts regionally and nationally but that 2018/19 had been challenging. Demand remained high and in some areas continued to grow more quickly than the availability of resources. Levels of infection, such as MRSA, remained low thanks to continued vigilance and significant resource committed to a range of actions being taken.</p> <p>In terms of financial performance, Mrs Tracey said the Trust finished the year with a surplus of £19.6m, achieved through one-off profits including the lease and lease back of two non-clinical properties. The underlying financial position remained very challenging, with the Trust working with partners in the Devon Sustainability and Transformation Partnership (STP) to find ways to deliver effective services that cost less.</p> <p>Mrs Tracey provided details of the Trust's priorities for 2019/20. This included the MY CARE Programme, a continued focus on delivering the Trust's strategy and on managing operational and financial performance. She said that the outcome from the NDHT option appraisal following the Collaborative Agreement would also become clearer during the course of the year. In summary, she said the year would bring challenges but also opportunities.</p>	
3.	03.19	AUDITORS' STATEMENT	
		<p>Mr Brown from KPMG presented the statement of the Auditors to the meeting. He said KPMG had completed its audit in line with the plan, all deadlines were met and no significant issues identified. He commented on the quality of the financial team at the Trust and of the accounts that were produced. He added that the Trust's Audit Committee also provided good challenge and oversight during the course of the year.</p> <p>Mr Brown outlined the scope of the external audit. This included providing detailed findings on the financial statements, ensuring the Trust has proper arrangements for providing value for money and making sure the Trust's Quality Report met all the requirements. Mr Brown said KPMG had recently been reappointed as the Trust's External Auditors by the Council of Governors for a further five years and he outlined areas of focus during that period. This included the impact of MY CARE and the NHS Long Term Plan. Mr Brown finished by said how much KPMG enjoyed working with the RD&E.</p>	
4.	04.19	GOVERNOR'S ANNUAL REPORT 2018/19 AND 2019/20 LOOK FORWARD	
		<p>Dr Foxall, Lead Governor, presented a report of the Council of Governor's (CoG) year. She said she would do this by providing 'A Year in the Life of a Governor', outlining how the Council of Governors had met its statutory responsibilities. This included, in April 2018, an extraordinary meeting of the CoG being called in regard to the Collaborative Agreement with NDHT. She outlined how the CoG had worked together, focussing on staff workload and wellbeing. This had also linked with the Quality Priorities chosen by the CoG for 2018/19, which included Promoting Wellbeing in the Workplace. The other priority was 'Verbal communication between staff and patients' and the CoG had received</p>	

		<p>information throughout the year on both priorities.</p> <p>The CQC undertook a routine inspection of the Trust in early 2019 and Dr Foxall outlined how the CoG had been involved in the process.</p> <p>Dr Foxall talked about diagnostic waiting times as an example of an issue that mattered to the CoG during the year. There had been triangulation of operational data, the view of the Board and the CoG in ensuring this was a focus for the Trust. She said the CoG had worked as a collective to ensure the voice of the community and patients were included in the discussions.</p> <p>Other duties the CoG had met during the year included contributing to the Trust's strategic plans and the appointment of two new Non-Executive Directors. Other activities Governors were involved in included MY CARE, with the Trust ensuring they were aware of the Programme and its aims from the start. Governors were also involved in the judging of the staff recognition scheme, the Extraordinary People Awards.</p> <p>Looking to 2019/20, Dr Foxall said the Governors quality priorities were the patient experience at night and the provision of volunteers. She said the recent Governor elections meant that the CoG had a full provision of 26 Governors for the year. She finished by saying how important it was for Governors to listen to their communities and to learn and to feed this into the Trust.</p>	
<p>5.</p>	<p>05.19</p>	<p>GOVERNOR RECOGNITION / NEW GOVERNORS</p>	
		<p>Mr Brent said it was important to recognise the contribution of departing Governors following the recent elections and to welcome newly elected Governors. Governors who left during the year included Michelle Baxendale-Nichols, Richard Bowes, Susie Costello, Douglas Hull, Abdul Latif, Trish Llewellyn, Alan Murdoch, Cynthia Thornton and Chris Wilde. Mr Brent thanked all of them for their great contributions to the work of the CoG over recent years. Turning to the recent elections, Mr Brent said three Governors were recently re-elected for further terms: Peta Foxall, Faye Doris, and Hazel Hedicker. There were also 13 new Governors whose term of office started at the meeting. Elected for the East Devon Dorset Somerset & Rest of England constituency was Andrew Beresford, Rachel Noar, Bob Maskell and Tony Wilkinson. For Exeter and South Devon Olwen Goodall, Desmond Kumar and Christopher Green were elected. In Mid North West Devon & Cornwall, Monika Herpoldt-Bright, Peter Flatters, Marcus Pipe and Michael James were elected with Rob Biggar and Anum Shuja joining the Council as new Staff Governors. Mr Brent welcomed them and said he looked forward to their contributions.</p> <p>Mr Brent provided an overview of changes to the Board of Directors during the course of 2018/19. September 2018 saw Julie Cooper join the Board as Interim Director of People. She subsequently left the Board in August 2019, when the Trust welcomed Hannah Foster as its new Director of People for both the RD&E and NDHT. Mr Brent said that although this change happened in the current financial year, he believed it was important for Members to know who sits around the Board table.</p> <p>Non-Executive Director Michele Romaine left the Board after 6 years' service in August 2018 in order to take up the post of Chair at another Trust. The Trust welcomed Alastair Matthews and Jane McCloskey as new Non-Executive Directors in October 2018. Unfortunately, Jane subsequently resigned for personal reasons in January 2019.</p>	

		<p>Mr Brent finished by saying that Em Wilkinson-Brice, Chief Nurse and Deputy Chief Executive, would be leaving the Trust on 27 September 2019 after nine years for a new role in the NHS. He added this was a very significant loss to the Trust but fantastic for Professor Wilkinson-Brice and for NHS Improvement/NHS England. He added that the Board welcomed Dave Thomas as the Interim Chief Nurse.</p>	
6.	06.19	QUESTIONS	
		<p>Mr Brent moved onto questions from the meeting. He said a question had been submitted in advance of the meeting from Mrs Marsham and he asked Mrs Marsham to ask her question. Mrs Marsham asked about the current availability of all drugs in the Trust and whether the Trust regularly experienced shortages. She asked if shortages were envisaged in the short or long-term and if so what arrangements the Trust had made for procurement to honour expected reasonable demand. Professor Harris, Executive Medical Director, said that the Trust had to regularly manage medicine shortages, due to unavailability both within the UK and for import. The Trust had a robust process for managing shortages. He said that the Trust may move to using an alternative medicine to the one experiencing the shortage. He said it was not always possible to know if a shortage would be short or long-term and said the Trust was not allowed by the Department of Health and Social Care to stockpile medicines.</p> <p>A Trust member made reference to the merger of two Clinical Commissioning Groups (CCGs) to form the NHS Devon CCG and asked if this change was proving beneficial. Mr Brent said he believed the merger would be beneficial in terms of efficiency and whole county provision. He added that the CCG had good leadership in place.</p> <p>A Trust member referred to the significant staff shortage in the NHS in England and said how this was not good for patients. Mr Brent said there was a global shortage of healthcare staff. The Trust was very much focussed on staffing and was working closely with both Exeter and Plymouth Universities.</p> <p>Mrs Noar, a newly elected public Governor, commented on the good quality of the care provided at the RD&E. She asked about equal access to services for all patients, for example information in easy read English, and asked if the Trust had expert advice in place. Mr Brent replied that inclusivity and equal access for all was a priority for the Trust. He added it had held a discussion on inclusion at its public meeting earlier that day. He confirmed that the Trust had an Inclusion Manager, Mr Rohan Chauhan, in post. Professor Wilkinson-Brice said the Trust worked with various groups, including hard of hearing, learning disabilities and autism. She said learning from lived experienced was important and this was at the heart of the Trust's inclusion work, which was being led by Mrs Tracey.</p> <p>A Trust member referred to the number of military veterans living in the area and said the Trust had been awarded Veteran Aware accreditation in 2018. He said veteran patients should take priority over a non-veteran patient with the same clinical need and asked if the new MY CARE system would ensure that principal would be followed. Mrs Tracey said the Trust was very much aware of the needs of the veteran community in the South West and added that the Trust had been selected for a Gold Award under the Defence Employer Recognition Scheme. Mrs Cottam</p>	

	<p>added that MY CARE would continue to honour all the Trust's commitments and should make it easier to do so.</p> <p>Mr Timms, a member of the Trust, said the Trust had had an impressive year. He referred to the Members Say presentations given prior to the Annual Members Meeting. One of the presentations had been on hip replacements and the clinician had said there were waits of 9-12 months. He also said the earlier a patient has their hip replacement the better and that there was a cap on the Trust's income from such operations, so that it was not paid for activity above a certain level. Mr Timms asked how the Trust was managing this. Mr Brent said the Trust had a 'block' contract with the CCG which meant it was paid a fixed sum for its activity. Professor Harris said that once a patient is identified as needing a total hip replacement, it was correct that it was better for the patient for it to be undertaken as soon as possible but it was not as time critical. He said the extended waiting times for elective hip replacements was related to the Trust's capacity in term of theatre and bed availability. Professor Harris said the Trust currently had 48 medical patients in surgical beds and this had an impact on elective surgical activity.</p> <p>A member of the trust asked about the financial impact on the Trust of tourists visiting the county in the summer. Mr Tidman, Chief Financial Officer, replied there was a summer influx of people into the region but that any out of area patients were covered by a Payment By Results contract which meant the Trust was paid for any activity related to this group of patients.</p> <p>There being no other questions, Mr Brent thanked everyone for attending and closed the meeting.</p>	
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ROYAL DEVON AND EXETER NHS FOUNDATION TRUST
ANNUAL MEMBERS MEETING
Held on 25 September 2019
ACTIONS SUMMARY

This checklist provides a status of those actions placed on Board members in the Annual Members Meeting, and will be updated and attached to the minutes.

Minute No.	Month raised	Description	By	Target date	Remarks
		There were no actions arising from the meeting.			