

University Hospitals Bristol and Weston NHS Foundation Trust present's their Annual Members' Meeting

Tuesday 12th September 2023, 5.15-7.15pm, Education and Research Centre, Upper Maudlin Street, Bristol.

Agenda		
5.15pm	1.	Welcome and introductions – Jayne Mee, Chair of University Hospitals Bristol and Weston NHS Foundation Trust
	2.	Minutes of the previous meeting – Jayne Mee, Chair
5:20pm	3.	Independent Auditors' Report – Jonathan Brown and Duncan Laird, KPMG
5:25pm	4a.	Presentation of Annual Report & Accounts for 2022/23 Eugene Yafele, Chief Executive and Neil Kemsley, Chief Financial Officer
5.55pm	4b	Highlights from the Quality Report for 2022/23 Deirdre Fowler, Chief Nurse and Midwife
6.15pm	5.	Governor/Membership Report Highlights from the Council of Governors from the past 12 months.
6.25pm	6.	Patient First – Guest speakers A first look at our new approach to transforming our services for the better.
6.55pm	7.	Q&A with the Trust Board – Jayne Mee, Chair Opportunity to ask your questions to members of the Board. Questions may be submitted in advance to FoundationTrust@uhbw.nhs.uk

The Trust's Annual Report and Accounts for 2022/23 are available at:
<https://www.uhbw.nhs.uk/p/about-us/reports-and-publications>

For any further enquires please contact FoundationTrust@uhbw.nhs.uk.

Minutes of the Annual Members' Meeting of University Hospitals Bristol and Weston NHS Foundation Trust (UHBW) held on Tuesday 11 October 2022 at 17:00-19:00

This meeting was held in the Conference Hall, City Hall, College Green Bristol and was also streamed online on You Tube.

Present

Members of the Trust Board of Directors

Jayne Mee – Chair
Arabel Bailey – Associate Non-executive Director
Paula Clarke – Director of Strategy and Transformation
Deirdre Fowler – Chief Nurse and Midwife
Bernard Galton – Non-executive Director
Neil Kemsley – Director of Finance and Information
Martin Sykes – Non-executive Director
Emma Wood – Director of People
Eugine Yafele – Chief Executive

Members of the Council of Governors

Ben Argo – Public Governor
Charlie Bolton – Staff Governor
John Chablo – Public Governor
Carole Dacombe – Public Governor
Robert Edwards – Public Governor
Tom Frewin – Public Governor
Mo Philips – Public Governor
Annabel Plaister – Public Governor
John Rose – Public Governor
Audrey Wellman – Appointed Governor (Youth Involvement Group)

Guest Speakers

Scott Grier – Lead Consultant
Lorraine Warr – General Manager

In Attendance

Rachel Hartles – Membership Manager
Emily Judd – Corporate Governance Manager
Duncan Laird, Audit Manager, KPMG – External Auditor
Mark Pender – Head of Corporate Governance
Eric Sanders – Director of Corporate Governance

Approximately 13 members of the public, patients and staff members of University Hospitals Bristol and Weston NHS Foundation Trust were also in attendance.

1. Chair's Introduction and Apologies

Jayne Mee, Trust Chair, welcomed everyone to the Annual Members' Meeting (AMM) for University Hospitals Bristol and Weston NHS Foundation Trust (UHBW) and explained that the meeting was being held in person and online.

Apologies had been received from:

- David Armstrong, Non-Executive Director
- Jane Norman, Non-Executive Director
- Julian Dennis, Non-executive Director

- Stuart Walker, Medical Director

2. Minutes of the previous Annual Members Meeting/Annual General Meeting

The minutes of the last meeting were noted by the Board and Governors. The minutes were approved as an accurate record of the meeting.

3. Independent Auditors' Report

Duncan Laird, Audit Manager at KPMG, provided an update regarding the Independent Auditors' Report as below:

- This was the first year for KPMG as the Trust's external auditors.
- All deadlines had been met to audit the Trust.
- KPMG issued an unqualified opinion in 2021/22 for the Trust. This meant that the accounts gave a true and fair view of the Trust's performance during the year and of its year-end financial position.
- The key findings from the financial statements and governance review concluded that there were no significant internal control weaknesses identified.
- The Trust was not selected as a sampled body for 2021/22, which meant that only limited procedures were required. KPMG did not identify any inconsistencies between the financial statements and the information included in the consolidation schedules.
- The financial statements were prepared on a Going Concern basis and no material issues had been identified.

Jayne Mee, Trust Chair, thanked Duncan Laird for the audit work undertaken.

4. Presentation of Annual Report and Accounts for 2020/21

Jayne Mee, Trust Chair, welcomed Eugene Yafele, Chief Executive, and other members of the Board of Directors to the meeting. Jayne explained that the Trust Board of Directors had seen significant changes over the previous 12 months and was working together to ensure there was a unitary Board that supported staff to provide the best possible care to patients.

Jayne Mee, Trust Chair, introduced Eugene Yafele, Chief Executive, Neil Kemsley, Director of Finance and Information, and Deirdre Fowler, Chief Nurse and Midwife.

Review of the Year 2021/22

Eugene Yafele, Chief Executive, provided a summary of the highlights from the Annual Report and Accounts as below:

- Eugene had joined the Trust in May 2022. He observed that UHBW as an organisation was living and working through a time of great challenge, but equally great opportunity.
- In the fight against COVID-19, the Trust treated thousands of patients in its hospitals and administered a staggering 11,000 COVID-19 booster vaccinations and 8,000 flu vaccinations at its vaccination hub.
- Eugene thanked everyone for their commitment, determination, and passion during what had been inarguably an unprecedented era in the history of our National Health Service.
- In 2021/22 the Trust saw 50,162 more Emergency Department attendances compared to 2020/21:
 - At the Bristol Royal Infirmary there was a 102% increase on the previous year.
 - At the Bristol Royal Hospital for Children there was a 106% increase on the previous year.
- Over 5,000 colleagues across the Trust had come together to develop a new, shared set of Trust values for the merged organisation that clearly said who it was, how it did things and what was important to staff.

- In 2021/22 UHBW fully integrated 13 of 34 clinical services at Weston General Hospital and all the 21 corporate services. Eugene also confirmed that by Monday 17 October 2022, the formal integration of Bristol and Weston sites would be complete.
- Despite the challenges and change of 2021/22 colleagues had continued to be leaders in global clinical research and development. The Trust continued to be part of the global effort to develop COVID-19 vaccines and research into immunity.
- As part of a £161 million investment from the National Institute of Health Research (NIHR), the Trust received new investment into Bristol's new Clinical Research Facility to bring together research studies at UHBW and the University of Bristol for:
 - Cancer, immunity-based treatments.
 - Vaccine development and testing.
 - Cardiovascular medicine; and
 - Neurosciences and respiratory medicine.
- Looking forward to 2022/23, the Trust would continue the journey of transition, and developed five clear leadership priorities for the next 12 months:
 - Quality and Safety
 - Our People
 - Timely Care
 - Weston Renewal
 - Financial Performance

Annual Accounts 2020/21

Neil Kemsley, Director of Finance and Information, highlighted the Trust's financial statements from the Annual Report and Accounts 2021/22 as below:

- The Trust received similar funding arrangements as in 2020/21. This included a two-stage planning process covering the two halves of the year.
- There had been continued support for the on-going costs of the pandemic, but there was uncertainty over the level of recurrent funding in place moving into 2022/23.
- The Trust ended 2021/2022 with a surplus of £5m.
- The majority of income was due to income from treating patients (£914m).
- The majority of expenditure was due to staff costs (£622m).
- Capital spends of £66.5m included:
 - Strategic Investment Programme (£5.8m)
 - Medical equipment (£14.7m)
 - Information technology (£6m)
 - General estates (£6m)
 - Operational capital (£30.4m)
- Plans for 2022/23 included greater collaboration with system partners, a focus on elective recovery, identification and delivery of financial improvement and productivity opportunities, along with significant challenges in respect of workforce, bed capacity and patient flow.

Presentation of Quality Achievements 2020/21

Deirdre Fowler, Chief Nurse and Midwife, presented the Quality Achievements as below:

- The Trust had chosen three new objectives for 2021/2022 and brought two forward from 2020/2021:
 - Improving the availability of information about physical access to our hospitals (completed in 2021/2022).
 - Supporting and developing the participation of lay representatives in Trust groups (completed in 2021/2022).
 - Delivering the NHS Patient Safety Strategy (not completed and carried forward to 2022/2023).

- Improving the experience of patients with a learning disability (completed in 2021/2022).
- Improving patient experience of discharge from hospital (not completed and carried forward to 2022/2023).
- For 2022/2023, two objectives were to be carried forward from 2021/2022 and 3 new objectives created:
 - Delivering the NHS Patient Safety Strategy (year 2)
 - Improving patient experience of discharge from hospital (year 2)
 - Waiting Well
 - Trust strategy for Healthcare Inequalities
 - Developing and delivering a new vision for post-pandemic volunteering
- There was one Care Quality Commission (CQC) inspection in 2021/2022 which focused on medical care in Bristol and Weston, outpatients in Weston, and 'well-led' at Trust level. The overall CQC rating was 'Good'.
- There was also a re-inspection of Weston medical wards in August 2022. Positive feedback had been received with some areas that required attention such as ensuring the surgical day care unit was fit for purpose when used for overnight patients.
- A new Clinical accreditation framework measurement had started April 2022 to improve overall standards in wards across the Trust.

5. Governor/Membership Report

Mo Phillips, Lead Governor/Public Governor and Carole Dacombe, Public Governor, introduced a report of governor and membership activity during 2021/22 at University Hospitals Bristol and Weston NHS Foundation Trust as below:

- An overview of the Governor role within UHBW was provided.
- The Trust membership consisted of 4,449 public members, together with 15,718 staff members of the Trust (as of 30/09/2022).
- The Trust continued to implement the objectives of its 2020-23 Membership Strategy during the year, including engaging with members and updating membership data. The final 'data cleanse' of members was due to be completed in November 2022.
- The Membership Strategy was valid until the end of 2023 and work was due to begin shortly on reviewing and updating the strategy for 2024-2027.
- Elections took place from March-May 2022 for 14 governor seats. All seats were contested, and all seats were filled. New Public Governors took up office in June 2022.
- New appointed governors also took up office in October 2021, April 2022, and June 2022.
- Key issues for Governors in 2022/2023 would include impact of COVID-19, wellbeing support for staff, patient discharges, integration and collaboration with other stakeholders, the new impact of the Integrated Care System, and how the new Clean Air Zone in Bristol would impact staff and patients.

Jayne Mee, Trust Chair, thanked the Governors for the presentation and for the Council of Governors for its input over the past year.

Guest Speaker Slot – Retrieve Adult Critical Care Transfer Service

Jayne Mee, Trust Chair, introduced Scott Grier, Lead Consultant for the Retrieve Adult Critical Care Transfer Service, who provided an overview of the service to the meeting. The following points were highlighted:

- The service had been created due to a lack of ability to transfer critically ill patients between NHS sites within the South-west of England during COVID-19.

- The patients were moved for one of three main reasons (an escalation of care; repatriation to a service locally to them; or capacity transfers where there were available beds elsewhere).
- The South-West of England was the only location to have a neonatal (NEST), paediatric (WATCH) and Adult (Retrieve) Critical Care Transfer service.
- Funding was given to the service in September 2021 and recurrent funding had been achieved from 2022.
- Since the inception of the service on 2nd November 2020, the service had completed:
 - 2,054 referrals
 - 1,307 transfers
 - Visited over 80 hospitals.
 - Travelled the distance of six times around the world.
- The service won the Critical Care Team of the Year award in the 2021 British Medical Journal Awards.
- The Service was working with the Newborn Emergency Stabilisation and Transport Team (NEST) and Wales and West Acute Transport for Children (WATCh) to closer align the services they all provide.

Jayne Mee, Trust Chair, thanked the team on behalf of the Trust for the work they had done to date.

6. Question and Answer Session

Eric Sanders, Director of Corporate Governance, stated that no questions had been submitted in advance of the meeting, however two questions had been submitted on the YouTube Chat Function:

- The CEO's report mentioned a Discharge to Assess business case. Can he say more about what Discharge to Assess will involve?

Deirdre Fowler, Chief Nurse and Midwife, advised that the Discharge to Assess programme was created to ensure patients were fit for discharge, and would thrive and recover well with the care they received. The aim was to help get patients from their acute beds to their suitable place of residence as soon as possible.

- How is the Trust managing the ever-increasing waiting lists?

Mark Smith, Deputy Chief Executive and Chief Operating Officer, advised the meeting that the Trust was prioritising patients based on many different criteria and that it was a challenge to ensure all patients were seen with the minimal amount of harm.

- With regards to the Clean Air Zone, is there an exemption option for staff such as they do for residential staff?

Emma Wood, Director of People, advised that there were unfortunately no exemptions for staff or for the Trust's own fleet and vehicles.

- How were staff coping with COVID-19 and winter pressures?

Emma Wood, Director of People, commended the resilience of staff over the past two years. She explained that the peaks of COVID-19 were being dealt with reasonably well in the Trust now, however the winter pressures were the bigger challenge for the staff. The Trust was promoting the use of vaccinations and ensuring all wellbeing offers were being promoted at the same time.

- How has the Trust found working as part of the Integrated Care System (ICS)?

Jayne Mee, Trust Chair, advised that it was extremely early days with the ICS being a legal entity, and all work so far has been relating to a strategy that had the patients' health at the heart. Eugene Yafele, Chief Executive, echoed Jaynes thoughts on the amount of time that the

ICS had been functioning but emphasised that all initiatives would be based on the delivery of the strategy that was being developed.

- How would the Trust manage the finances should the budget be cut and will the rise in energy costs cause issues with the budgets?

Neil Kemsley, Director of Finance and Information Technology, advised that the expectation was for the budgets to return to pre-pandemic expectations, and this would expose an underlying deficit in the Trust. This was being managed internally and investigations were ongoing around where the budget could be amended. The Trust had recently changed to a combined heating and power system which generated energy into the national grid and therefore provided money to the Trust which helped to offset some of the rising energy costs.

Close of meeting

Jayne Mee, Trust Chair, thanked everyone for attending the meeting and reminded members they were welcome to attend the regular Board of Directors and Council of Governors meetings. Thanks were given to the presenters at the meeting, and to all the staff and governors, members and charitable partners that supported the Trust in the wider community.