

Annual Members' Meeting/Annual General Meeting

Tuesday 15 September 2020, 5pm-6.30pm

Virtual Event: to be held via Cisco Webex Events online platform

Agenda		
5:00pm	1.	Welcome and introductions – Jeff Farrar, Chair
	2.	Minutes of the previous meetings: <ul style="list-style-type: none"> - University Hospitals Bristol NHS Foundation Trust Annual Members Meeting/Annual General Meeting 2019 - Weston Area Health NHS Trust Annual General Meeting 2019 Jeff Farrar, Chair
5:05pm	3.	Independent Auditors' Report – Heather Ancient, Partner, PwC
5:10pm	4.	Presentation of Annual Report & Accounts for 2019/20 <ul style="list-style-type: none"> - University Hospitals Bristol NHS Foundation Trust - Weston Area Health NHS Trust Robert Woolley, Chief Executive and Neil Kemsley, Director of Finance
		Including highlights from the Quality Reports for 2019/20 – Carolyn Mills, Chief Nurse
5:45pm	5.	Governor/Membership Report – Highlights from the Council of Governors of University Hospitals Bristol NHS Foundation Trust from the past 12 months – Mo Phillips and Carole Dacombe, Public Governors
5:55pm	8.	Q&A with the Trust Board – Jeff Farrar, Chair Opportunity to ask your questions to members of the Board and Council of Governors. Questions may be submitted in advance to FoundationTrust@uhbw.nhs.uk

The Annual Report and Accounts will be available in advance of the meeting at:

<https://www.uhbw.nhs.uk/p/about-us/reports-and-publications>

For joining details or for any further enquires please contact FoundationTrust@uhbw.nhs.uk.

Minutes of the Annual Members' Meeting held on 19 September 2019 at 17:00 at the Education and Research Centre, Upper Maudlin Street, Bristol, BS2 8AE

Present

Members of the Trust Board of Directors

Jeff Farrar - Chair
 Robert Woolley – Chief Executive
 Mark Smith – Deputy Chief Executive and Chief Operating Officer
 Neil Kemsley – Director of Finance and Information
 Carolyn Mills – Chief Nurse
 Paula Clarke – Director of Strategy and Transformation
 William Oldfield – Medical Director
 Matt Joint – Director of People
 Madhu Bhabuta – Non-Executive Director Designate
 Julian Dennis – Non-Executive Director
 Bernard Galton – Non-Executive Director
 Jayne Mee – Non-Executive Director
 Martin Sykes – Non-Executive Director

Members of the Council of Governors

Michelle Bonfield – Staff Governor
 Graham Briscoe – Public Governor
 John Chablo – Public Governor
 Carole Dacombe – Public Governor
 Aishah Farooq – Appointed Governor (Youth Involvement Group)
 Astrid Linthorst – Appointed Governor (University of Bristol)
 Hannah McNiven – Staff Governor
 Sally Moyle – Appointed Governor (University of the West of England)
 Graham Papworth – Public Governor
 Mo Phillips – Public Governor (Joint Lead Governor)
 Ray Phipps – Public Governor
 John Rose – Public Governor
 Marimo Rossiter – Appointed Governor (Youth Involvement Group)
 Jane Sansom – Staff Governor
 Garry Williams – Public Governor

In Attendance

Kate Hanlon – Membership Engagement Manager
 Emma Mooney – Director of Communications
 Nina Stock - Outpatient Services Manager – *Guest Speaker*
 Craig Sullivan, Director, PricewaterhouseCoopers – *External Auditor*
 Approximately 25 public, patient and staff members of University Hospitals Bristol NHS Foundation Trust and members of the public.

Minutes

Sarah Murch – Membership and Governance Administrator

1. Chair's Introduction and Apologies

The Chair of the Trust, Jeff Farrar, welcomed everyone to the meeting. In his opening remarks he acknowledged those governors and Board members who had left during the year and welcomed those newly-elected or appointed in the past year. Highlights of his second year as Chair had included the Trust's Outstanding rating from the Care Quality Commission, which he

viewed as a testament to the remarkable work of staff at the Trust.

Apologies were noted from governors Chrissie Gardner, Sue Milestone, John Sibley and Mary Whittington.

2. Minutes of the previous Annual Members Meeting

The minutes of the Annual Members' Meeting on 13 September 2018 were approved as an accurate record of proceedings.

3. Independent Auditors' Report

Members received the External Auditors' Report from Craig Sullivan, Director of PricewaterhouseCoopers (PwC). He outlined PwC's three key responsibilities as the Trust's external auditors in relation to the Annual Report for 2018/19 and reported their conclusions as follows:

- 1. Financial statements:** Following a thorough audit, PwC had issued an unqualified audit opinion on the Trust's financial statements, concluding that the financial statements were a true and fair representation of the Trust's accounts for the year.
- 2. Value for money:** PwC had also issued an unqualified opinion in relation to value for money, concluding that Trust had used its resources effectively, efficiently and economically.
- 3. Quality Report:** There were three elements to the external auditors' examination of the Quality Report. Firstly, they had reviewed the content of the Quality Report and concluded that was compliant with guidance issued by NHS Improvement. Secondly, they had concluded that the report was consistent with other information from the Trust and its stakeholders. Thirdly they had reviewed three key indicators in order to validate the Trust's performance data. NHS Improvement had identified two mandated indicators – the 62 day cancer target and 4-hour A&E waiting time target. There was also a third indicator selected by the Trust's governors, and this year NHS Improvement had suggested that this be the summary hospital-level mortality indicator, which governors had supported. PwC had identified no issues or errors and had concluded that the Trust's data was accurate across all three indicators.

The Chair thanked Craig Sullivan for attending and he left the meeting.

4. Presentation of Annual Report and Accounts and Quality Report for 2018/19

Robert Woolley, Chief Executive, and Neil Kemsley, Director of Finance and Information jointly presented the Annual Report and Accounts for 2018/19, with Carolyn Mills, Chief Nurse, presenting the Quality Report for the year.

Review of the Year 2018/19

Robert Woolley, Chief Executive, began by introducing the Trust's new five-year strategy which had been launched earlier in the year. The Trust's revised strategic vision reflected its intention to work more closely with health and care partners in the region, to grow its specialist services, and to place greater emphasis on education and research, as well as continuing to deliver exceptional care.

Among key developments in the year had been the strengthening of the Trust's partnership with Weston Area Health NHS Trust (WAHT), in preparation for the merger between the two Trusts in April 2020. As part of this, from 1 September 2019 he had taken on the role of Chief Executive of WAHT as well as UH Bristol and Jeff Farrar had become Chair of both organisations.

Other highlights had included the Outstanding rating from the Care Quality Commission received by the Trust in August 2019 after an inspection in May, making the Trust one of only three general acute Trusts in the country to receive an Outstanding rating on two consecutive

occasions. He reflected on further priorities and successes of 2018/19 as follows:

Delivering Best Care

- The Trust had received the best overall hospital experience score of all general acute trusts in the Care Quality Commission's National Adult Inpatient Survey (for the second time in three years).
- A three-year Sign-up-to-Safety programme had concluded and the rate of adverse incidents had halved over the course of the programme.
- The Trust had undertaken significant work with its partners to reduce the number of deaths related to sepsis.
- *Here to Help*: A new initiative to improve the Trust's customer service focus had resulted in the installation of real-time feedback points around the hospitals for patients to use.

Improving patient flow

- Demand for services continued to grow. The Trust had focused on being better prepared for winter, with additional staff, extra beds, and significant improvements in the way that clinical teams worked together which had led to an improvement in performance over winter. However, there still remained challenges in meeting ever-increasing demand.
- Teams continued to introduce new ways of working, for example, a new system had been put in place which delivered real-time information on the location of every patient in the hospitals.

Renewing our hospitals

- The Trust had maintained its strong track record of investment in its hospitals - over £200 million over the past 10 years. In the past year this had included investment in a new linear accelerator for radiotherapy patients and improvements in IT including a digital solution to improve staff handover of patient care.
- The Trust had now committed to invest £237 million of capital over the next four years to develop specialist clinical services and to renew and upgrade medical equipment, IT and estates infrastructure.

Building Capability

- The Trust had continued to focus on improving staff experience and wellbeing. The staff engagement score in the NHS Staff Survey had risen for the fifth year running.
- The Trust Board had outlined a major commitment to improving diversity and inclusion at the Trust.
- There was a renewed focus on professional education.
- An improved version of the "Happy App" (an app supporting staff wellbeing) had been launched.
- Around 500 staff had been trained in quality improvement methods through the Trust's Quality Improvement Academy.

Leading in Partnership

- The Trust had maintained its crucial partnerships with other NHS providers, commissioners, local authorities, universities and training providers. It would be important to work even more closely going forward as this was part of the NHS long-term plan.
- UH Bristol had strengthened its partnership with Weston Area Health NHS Trust – with increased joint working in many services as both Trusts worked towards the proposed merger in April 2020.
- The Trust continued to play a leadership role in 'Healthier Together', the system-wide collaboration between health and care organisations in Bristol, North Somerset and South Gloucestershire.

Robert Woolley concluded by thanking all the charities who had worked with or supported UH Bristol in 2018/19 particularly Above and Beyond. He outlined his ambitions for 2019/20 which

included working towards becoming the safest Trust in England with the best patient experience, improving staff wellbeing, continuing to work smarter to eliminate waste and delays, and continuing to work to ensure that the Trust was fit for the future.

Annual Accounts 2018/19

Neil Kemsley, Director of Finance and Information, presented the Trust's financial results for 2018/19. Having joined the Trust in June 2019, he paid tribute to his predecessor, Paul Mapson, who had retired this year after many years as Director of Finance and who had played a major part in the financial success of the Trust over that time.

Headlines for the year included:

- The Trust had managed to deliver a core surplus of £5m, against a plan of £3m. This had then triggered an additional £25m of Provider Sustainability Funding.
- The cash balance at the end of the year was £100m, against a plan of £80m due to the Trust spending less than planned on capital projects over the year. It was planned to use this for future strategic capital developments.
- Income for the year was £693m, of which around 85% was for care that the Trust provided. The rest related to education, training, research and other services.
- Expenditure was £688m, of which 59% related to staff costs and 26% to supplies and services.
- The results for 2018/19 demonstrated that the Trust had delivered the 11th year of its financial strategy as a Foundation Trust and the 16th year of breakeven or better (before technical items).
- Financial stability, investment of surpluses and successful loan applications had allowed the Trust to deliver significant capital investment of around £26m for 2018/19 for a wide range of developments benefitting staff and patients
- The Trust had received a Use of Resources Rating of 1, the highest rating, and the accounts had received an unqualified audit opinion from the External Auditor.
- The Trust had achieved around £26m of savings in the year through transactional efficiencies as well as through productivity projects.

Neil Kemsley provided more detail on the income and expenditure breakdown and the Trust's capital and savings programmes.

Looking ahead to 2019/20, he explained that the Trust had submitted a final plan to deliver a core control total surplus of £2.6m which would then secure an additional £10.2m of Provider Sustainability Funding. There was a productivity and savings requirement in the plan of £17m, and a capital spending programme of £43m. However, he cautioned that it would be a challenge to deliver the planned growth in activity, maintain and develop the workforce and control costs given the pressures on emergency care, staff recruitment and retention issues, and the impact of changes in tax rules for consultant pensions.

Presentation of Quality Report 2018/19

Carolyn Mills, Chief Nurse, introduced the annual Quality Report 2018/19. This included an assessment of the quality of the Trust's services in relation to patient safety, patient experience, clinical effectiveness and performance against national quality indicators. It was part of the Annual Report and was publicly available on the UH Bristol website.

She explained that every year the Trust set specific objectives to improve the quality of the care provided. She outlined the Trust's progress against the 8 objectives for 2018/19, which were:

- Develop a consistent customer service mind-set
- Improve staff-reported ratings for engagement and satisfaction
- Improve compliance with the 62-day GP referral standard
- Introduce a mystery shopping programme within the Trust

- Improve learning from serious incidents and Never Events
- Improve early recognition of the dying patient
- Improve patients' experiences of maternity services
- Improve the safe prescribing and use of insulin

All had been successfully delivered except the one that related to the safe prescribing and use of insulin, but further analysis had revealed that the data that this objective had been based on was misleading and that the Trust was actually a strong performer in this area compared with others.

Carolyn Mills then explained the Trust's new quality objectives developed for 2019/20. These were as follows:

- Reducing the risk of Never Events
- Improving staff engagement
- Enabling improvements in patient safety through use of digital technology
- Improving provision of information and support to meet needs of young carers
- Improving information about physical access to our hospitals
- Improving patient experience through the roll-out of the real time outpatients initiative
- Planning/overseeing implementation of the Medical Examiner System
- Developing/implementing a training programme for lay representatives to support and develop participation in Trust groups and committees

These had been developed with reference to Trust's Quality Strategy and were informed by feedback gathered from governors, members, staff and the public from an event and a survey carried out in early 2019.

Jeff Farrar, Trust Chair, thanked the Chief Executive, Director of Finance and Chief Nurse for their presentations.

5. Highlights from the new Trust Strategy: 'Embracing Change, Proud to Care – our 2025 vision'

Paula Clarke, Director of Strategy and Transformation, outlined the new five-year strategy that the Trust had adopted in May.

The strategy had been developed over a 14-month period with input from staff, patients, governors, members and the Trust's partners in the wider health system. At the end of the process, it was recognised that the Trust's mission and core purpose remained the same: *to improve the health of the people we serve by delivering exceptional care, teaching and research, every day*. However, the ways in which the Trust achieved its mission needed to adapt to continue to meet the changing needs of its population and the current challenges facing the NHS.

She outlined the three key components of the Trust's strategic vision going forward and explained what they meant, as follows:

1. **Grow our specialist hospital services and our position as a leading provider in south west England and beyond.** Within this, there would be a particular focus on cancer, cardiac, dermatology and children's services.
2. **Work more closely with our health and care partners to provide more joined up local healthcare services and support the improvement of the health and wellbeing of our communities.** This included the merger with Weston Area Health NHS Trust as well as working with other organisations in the wider region with the aim of increasing the delivery of services closer to home for patients.
3. **Become a beacon for outstanding education and research and build our culture of improvement and innovation.** One of the aims behind this was to encourage staff to

join the Trust and stay by offering learning and improvement opportunities and sustaining an inclusive working environment. It was also intended to improve patient care through increased use of technology and innovative solutions. Research ambitions included plans to bid for a National Institute for Health Research clinical research facility in 2021.

She concluded by showing the audience a video which provided further information about the Trust's five-year strategy.

6. Governor and Membership Report

Mo Phillips, Lead Governor/Public Governor and Carole Dacombe, Public Governor, introduced a report of governor and membership activity over 2018/19.

Mo Phillips began by explaining the role of the governors at UH Bristol. She highlighted the wide range of backgrounds and experience that was represented on the current Council of Governors and the common interest in UH Bristol and the NHS that brought them all together. One of their key duties was to challenge the Non-Executive Directors to make sure the Board was carrying out its duties in the right way, and the 2019 Care Quality Commission inspection report had stated that governors were very challenging in this regard.

Carole Dacombe described the activities that governors had enjoyed during the year, including meetings, events, visits, and involvement in a number of different areas of Trust life. She outlined the ways in which governors engaged with the Board of Directors and the Foundation Trust membership. She particularly highlighted the work of the two Youth Involvement Group governors who represented the views of young people on the Council of Governors.

She reported Foundation Trust membership developments and governor elections that had taken place over the year. As at 31 March 2019 the Trust had 8,066 public and patient members and 10,658 staff members, and governors had regularly reviewed membership numbers, ways of communicating with members, and whether the membership was representative of the population it served. Over 2018/19, governors had undertaken a thorough review of the make-up of membership and in particular the way in which the Trust categorised its members and how these categories were represented by governors. To make representation clearer and more meaningful, they had taken the decision to merge the public and patient Foundation Trust membership categories, revise public governor representation, and reduce overall governor numbers from 35 to 29. All changes had taken effect from 1 June 2019.

Mo Phillips summarised governors' priorities for the coming year, including preparing for the merger with Weston Area Health NHS Trust and finalising the Trust's membership strategy. She concluded by encouraging members to consider whether they would like to stand for election as governor in the next elections in Spring 2020, and spoke of her enjoyment of the role and her appreciation of all the activities that she had been able to get involved in.

Jeff Farrar, Trust Chair, reminded the audience that the governor role was entirely voluntary and he thanked Mo Phillips, Carole Dacombe, and all the governors for their support, positivity and commitment to the role.

7. Clinical Services Presentation – Transforming Outpatient Services

Nina Stock, Outpatient Services Manager, gave a presentation on the Trust's current programme to improve outpatient services. There were 23 outpatient departments across all nine of the Trust's hospitals, and in 2018/19, these had seen 737,005 attendances. In partnership with others in the region, the Trust had launched a programme to make these departments more efficient and effective.

She described the aims of the programme and its progress so far. To make it easier to book initial appointments, the Trust had moved an electronic referral service for GP referrals and had successfully managed to switch off paper referrals on 4 June. For patients booking follow-up appointments, the Trust's appointment centre had been expanded and it now took 1000 calls a day. Self-check-in kiosks had been introduced to make it easier for patients on their arrival in the department, and new uniforms for receptionists made it clearer who they could approach for help. There had been a lot of work to improve communication with patients, including more use of text reminders and sending appointment letters by email rather than by post.

One of the more ambitious developments was the launch of a 'real-time outpatients' project. The aim of this project was to do as much work as possible with patients on the day of their appointment, for example, making sure that the patient was leaving hospital with any follow-up appointments or scans booked. This was currently live within five specialities and it was intended to roll it out across the Trust. The next phase was to look at ways of reducing face-to-face follow-up appointments which could involve solutions such as teleconferencing, telephone clinics and group clinics. The Trust was working in partnership with GP practices and other organisations on this in order to establish better ways of responding to patient need across the region.

Questions from the floor:

Graham Briscoe, Public Governor, enquired about information technology links between the ambulance service and the Trust's Emergency Departments. Nina Stock explained that this was outside her remit; however, she was confident that more communication between Outpatients Departments and GPs was now performed electronically, as could be demonstrated by the move to electronic referrals.

8. Ask the Board – Q&A with the Trust Board

1. Two Foundation Trust members (Philip Morris and Suaad Walker) voiced concern that the IT systems in different health organisations locally were not joined-up and that this was having a detrimental impact on patient care. An example was given that the services run by Bristol Community Health at South Bristol Community Hospital accessed a different patient record with different information from the services run by UH Bristol in the same building. They pointed out that well-connected services were vital for people with complex health conditions because of the risks posed by out-of-date information. They asked why this had still not been resolved and what the Trust was doing to overcome it.

Robert Woolley, Chief Executive, responded that this was a work in progress. He explained that the Trust was working with other organisations in the region to develop a digital platform so that patient records could be shared. Progress made so far included the Connecting Care system, which allowed a number of institutions to share information, but this was not yet fully embedded in all organisations, and did not work in real time. There was a long-term plan to join up all the IT systems across all health organisations in Bristol, North Somerset and South Gloucestershire.

Madhu Bhabuta, Non-Executive Director, added that data security posed an additional impediment to the integration of systems across organisations. To move forward, each organisation needed to be confident that the others had sufficiently robust processes in place to protect patient records.

2. Mike Lyall, Foundation Trust member, expressed his gratitude as a North Somerset resident that UH Bristol was progressing with its merger with Weston Area Health NHS Trust (WAHT). He enquired whether WAHT would adopt UH Bristol's university status or its staff. Jeff Farrar explained that if the merger took place, the organisation would be one single Foundation Trust with university status. While there would undoubtedly be challenges in bringing staff from the two organisations together, he had seen

considerable optimism about the opportunities that it would bring. Robert Woolley, Chief Executive, added that while there would be opportunities for staff to work in Bristol or Weston, the Trust would not compel staff to work where they did not want to

3. Paul Thomas, Foundation Trust member, sought assurance that the Trust carried out adequate and robust impact assessments involving patients and staff when any change was proposed or took place within The Trust. He had noticed that staff and patients were not always included or listened to when they had ideas for change that could save the Trust time and money. He asked whether this would form part of the Trust's new five-year strategy given that 'embracing change' was its key focus. Paula Clarke, Director of Strategy and Transformation, responded that while there was always scope for improvement, the Trust undertook engagement with staff and patients when significant changes were made at the Trust, and ongoing feedback and ideas were collected on a day-to-day basis. It was noted that Carolyn Mills, Chief Nurse had also offered to meet with Paul Thomas to talk this over in more detail outside the meeting.
4. Clive Hamilton, Foundation Trust member, referred to the Care Quality Commission Inspection report and noted that several recommendations had been made in relation to several patient safety issues (medicines safety and medicine storage, staffing in the neonatal department, and care of staff with communicable diseases). Jeff Farrar, Trust Chair, explained that these areas for improvement had been recognised by the Board, action plans were in place to address the CQC's recommendations and that these would be monitored by the Board's Committees.

Clive Hamilton further asked why staff numbers appeared to have been increased by 3,000 in this year's annual reporting figures. Robert Woolley clarified that the way in which the Trust counted its staff had changed from full-time equivalent numbers to numbers of actual people. Using the latter measure, there were now 11,500 staff employed at UH Bristol, and following the merger with Weston Area Health NHS Trust this would rise to around 13,000.
5. Antoinette Cornock-Welch, Patients' Council member from Weston General Hospital, enquired how the Trust learnt from its 'Never Events' when they occurred. Robert Woolley, Chief Executive, explained that any Never Event would be reported as a very serious incident through a national reporting system and it would be investigated thoroughly. Learning gained through the investigation would be shared with staff in the area in which the event had occurred and would focus on how processes, attitudes and individual staff practices would need to change to reduce the likelihood of the event re-occurring. In response to a further question about the process if a Never Event happened more than once in the same area, he explained that the Non-Executive Directors would demand assurance from the Executive Team and may even consider bringing in external assessors to independently assess the incidents and the changes made.
6. Philip Morris, Foundation Trust member, voiced disapproval that staff who worked for the Trust's Temporary Staffing Bureau (Bank staff) did not receive holiday pay or sick pay. He understood that Bank staff received an allowance for holiday pay through an additional 12% in their basic salary; however he remained concerned that the lack of sick pay was discouraging members of Bank staff from taking time off work when they were not well. Matt Joint, Director of People, responded that the Trust encouraged Bank staff to apply for substantive roles which would give them the full benefits of a substantive member of staff. However, some still preferred the flexibility of working for the Bank. Jeff Farrar, Chair, offered to look into the issue after the meeting.

The Trust Chair, Jeff Farrar, thanked everyone for attending and closed the meeting at 19:00.

Signed by:(Chair) on..... (Date)

DRAFT

Minutes of the Annual General Meeting of Weston Area Health NHS Trust held on Tuesday 17 September 2019 at 3.00 pm in the Lower Studio at the Blakehay Theatre, Wadham Street, Weston-super-Mare

Present:

Jeff Farrar	Chairman
Robert Woolley	Chief Executive
Sue Balcombe	Non-Executive Director
Dr Peter Collins	Medical Director
Brigid Musselwhite,	Non-Executive Director
John Roberts	Non-Executive Director
Simon Gittoes-Davies	Director of Finance
Phil Walmsley	Director of Operations
Kris Dominy	Interim Managing Director
Mark Marriot	Interim Director of Operations
Gillian Hoskins	Trust Board Secretary (Minutes)

In Attendance:

Internal

Emma Mooney	Director of Communications
Dr Rachael Morris	Frailty Lead
Juliet Neilson	Deputy Director of Nursing

External

Annabel Plaister	Patients' Council (Chair)
June Stephen	League of Friends
Lorna Cryer	Member of the Public
Mandy Dewer	Weston College
Rebecca Dunn	BNSSG CCG
Richard Tucker	North Somerset Council

Apologies:

Trust Board

Sarah Dodds	Director of Nursing
Alex Nestor	Director of HR
Ros Wyke	Non-Executive Director

Others – Internal

External

Tim Evans	Healthwatch
-----------	-------------

Dr Paul Phillips
Janet Rowse
Judith Brown
Georgie Bigg
Tim Evans

Weston College
Sirona Care
North Somerset Community Partnership
Healthwatch
Healthwatch

AGM49.18 CHAIRMAN'S WELCOME AND INTRODUCTIONS

The Chairman, Mr Jeff Farrar welcomed everyone to the meeting.

Attendees introduced themselves and Jeff introduced himself and Robert Wooley in their new roles as dual Chair and CEO of Weston Area Health NHS Trust and UH Bristol NHS Foundation Trust. Jeff expressed thanks to James Rimmer and Grahame Paine for their contribution at the Trust.

AGM50.18 APOLOGIES

Apologies have been received from;

- Sarah Dodds, Director of Nursing
 - Alex Nestor, Director of HR
 - Dr Paul Philips, Weston College
 - Janet Rowse, Sirona Care
 - Judith Brown, North Somerset Community Partnership
 - Georgie Bigg, Healthwatch
 - Tim Evans, Healthwatch
 - Mr and Mrs John Stephen
-

AGM51.18 APPROVAL OF THE MINUTES OF THE ANNUAL GENERAL MEETING HELD ON WEDNESDAY 12 SEPTEMBER 2018

The Minutes of the Annual General Meeting held on Wednesday 12 September 2018 were accepted as correct. There were no matters arising.

AGM52.18 PRESENTATION BY PHIL WALMSLEY, DIRECTOR OF OPERATIONS: 'AN OVERVIEW OF WESTON AREA HEALTH NHS TRUST 2018/2019'

Mr Phil Walmsley welcomed the new CEO and Chair to the organisation and presented a Review of the Year, the highlights of which included:

- Partnership working with UH Bristol
 - Involvement in the Healthy Weston Programme
 - Involvement in the Sustainability Transformation Planning
 - Attainment of many national performance targets
-

- Circa £2.7 million investment in the Estate at Weston General Hospital

In year challenges had included;

- Meeting the required medical and nurse staffing numbers
- Achieving the required CQC standards set out in the Trust action plan
- Achieving the 62 day cancer target
- Improving staff survey results
- Delivering the financial plan

The demand for services had increased as follows;

- 4% increase in A&E attendances
- 8% increase in emergency admissions
- 7% increase in all admissions

In response to a question from Brigid Musselwhite, Non-Executive Director, Phil identified the two achievements he was most proud of - the progress towards merger with UH Bristol and the ongoing quality of care provided by staff.

AGM53.18 PRESENTATION BY MR SIMON GITTOES-DAVIES, DIRECTOR OF FINANCE:

'2018/2019 FINANCIAL YEAR'

Mr Simon Gittoes- Davies, Director of Finance, presented a summary of the 2018/2019 Financial Year, focusing on the key financial areas of performance and a look ahead to 2019/2019.

Mr Gittoes-Davies noted that in 2018/19 the Trust did not meet the planned year end deficit – with a year-end deficit of £16.3m compared to the planned deficit of £10.3m.

Contributory factors were;

- Pay overspends - agency and locum.
- Savings plan shortfall

Mr Gittoes-Davies noted the Weston Health General Charitable Fund, with the fund balance at 31 March 2018 at £460k.

Looking ahead, Mr Gittoes-Davies noted the challenging resource outlook for the NHS.

The Annual Report and Accounts for the financial year 2018/2019 was **RECEIVED** and **ADOPTED** at the Annual General Meeting.

AGM54.18 PRESENTATION BY DR PETER COLLINS, MEDICAL DIRECTOR:

1 September 2020

\\ad\shares\Foundation Trust Office\Council of Governors Meetings\2020-2021\2020-09-15 AMMDRAFT Minutes of WAHT Annual General Meeting 17 September..._.docx

'IMPROVING QUALITY AND PATIENT FLOW'

Dr Peter Collins presented an overview of improvements in the quality and safety of patient care at the Trust so that;

- 70% of the 2018/2019 CQUIN targets were achieved
- Avoidable deaths have been reduced
- CQC rating has improved – with the exception of Child and Adolescent Mental Health Services
- Improved Dementia Care Services
- Reduced harm from pressure damage
- Improved discharge from hospital
- Reduced harm from medicines
- Strengthened governance
- Reduced hospital acquired pressure ulcers

Dr Peter Collins presented the 2019/2020 priorities described in the Quality Account.

AGM55.18 PRESENTATION BY DR RACHAEL MORRIS ON THE GERIATROLOGICAL EMERGENCY MEDICINE SERVICE (GEMS)

Dr Rachael Morris, presented the work of this multidisciplinary team working in the Emergency Department and described their contribution in providing specialist care to frail, elderly patients. The Team work closely with Ambulance staff, the Red Cross and with community teams in North Somerset Community Partnership. The feedback from patients, carers and colleagues in ED has been very positive.

Jeff Farrar invited questions for Rachael.

Annabel Plaister, Chair of the Patients Council, asked whether a physical location had been identified for the service. Phil Walmsley advised that it had.

AGM56.18 PRESENTATION BY MR ROBERT WOOLLEY CEO ON THE FUTURE OF THE TRUST.

'LOOKING AHEAD'

Robert Woolley acknowledged the selflessness of James Rimmer and Grahame Paine in enabling dual Chief Executive and Chair roles at the Trust – and by so doing, supporting the merger of the organisations.

Immediate leadership priorities were identified as;

- Providing the highest quality, safe services for patients and supporting staff to be able to do this

- Delivering operational and financial stability
- Strengthening our workforce
- Delivering a successful merger
- Delivering the outcomes of the Healthy Weston consultation

Robert Woolley advised that he was pleased to have secured additional leadership of Kris Dominy and Mark Marriot to support these priorities at the Trust.

AGM56.18 QUESTIONS FROM MEMBERS OF THE PUBLIC

Q; This merger, is it going to make any difference to our hospital and will UH Bristol have more say in how money is spent on it?

A; Robert Woolley answered that UH Bristol and WAHT are working together on the merger – which requires all of us to be clear where the money is coming from to help the financial deficit at WAHT. There is enough evidence available to us already to see that Weston needs more financial support – and there needs to be a BNSSG wide response and a national one to this. UH Bristol cannot be expected to ‘put its hand in its pockets’.

Q; Drs and nurses can go anywhere, will we have our fair share of staff? Can we share staff with UH Bristol?

A Robert Woolley replied that no member of staff is going to be forced to work 25 miles away from where they currently work but there are likely to be opportunities for staff.

Q; Do you have facilities for Drs to stay should they have to travel to Bristol and stay overnight?

A; Robert Woolley advised that there are arrangements for overnight accommodation.

Q; I went to a meeting in the summer that talked about a GP controlled ED. Are we still having that? GPs are very scarce at the present.

A; Robert Woolley replied that he understood that there was a proposal for the CCG to agree to keep the ED as it currently is.

Q; I’m old enough to remember when GPs ran the ED at Weston General Hospital.

A; Robert Wooley acknowledged this and described the intention to strengthen relationships with Primary Care Services.

AGM57.18 CLOSE OF MEETING

In closing, Jeff Farrar thanked everyone for attending this year's Annual General Meeting and encouraged members of staff present to participate in the imminent staff survey.

Jeff thanked Mrs Stephens for the League of Friends continued support to the Trust.

He thanked Annabel Plaister and the work of the Patients' Council and all the other volunteers that support the Trust.

AGM58.18 DATE OF NEXT ANNUAL GENERAL MEETING

To be confirmed

The Annual General Meeting closed at 4.30 pm

DRAFT