

The Shrewsbury and Telford Hospital NHS Trust

ANNUAL GENERAL MEETING

Held on Thursday 11 September 2014 at 3pm in
Lecture Theatre, Education Centre, Princess Royal Hospital

PUBLIC SESSION MINUTES

Present:	Mr P Latchford	Chair
	Dr S Walford	Non Executive Director (NED)
	Mr P Herring	Chief Executive (CEO)
	Dr E Borman	Medical Director (MD)
	Mrs D Kadum	Chief Operating Officer (COO)
	Mr N Nisbet	Finance Director (FD)
	Mrs J Banks	Representing Director of Nursing & Quality (DNQ)
In attendance	Miss V Maher	Workforce Director (WD)
	Mrs D Vogler	Director Business & Enterprise (DBE)
	Mr A Osborne	Communications Director (CD)
Meeting Secretary	Mrs S Matthey	Committee Secretary
Apologies:	Mr D Jones	Non Executive Director (NED)
	Mrs P Gibb	Trust Advisor (TA)
	Mr B Newman	Non Executive Director (NED)
	Mrs J Clarke	Director of Corporate Governance/Company Secretary (DCG)
	Mrs S Bloomfield	Director of Nursing and Quality (DNQ)

2014/1.136 WELCOME AND NOTE OF APOLOGIES :

The Chair thanked everyone for attending the meeting which is a meeting in public rather than a public meeting; questions could be asked by members of the public at the end.

Apologies were noted as above and the Chair welcomed the Acting Deputy Director of Nursing who was in attendance representing the Director of Nursing & Quality.

2014/1.137 DECLARATIONS OF INTEREST

The Interests register was presented for information. There were no interests declared in relation to any matters on the agenda.

2014.1/138 MINUTES OF THE AGM MEETING HELD ON 12 SEPTEMBER 2013 were ACCEPTED as a true record.

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Chairman
25 September 2014

The CEO provided an overview of the key facts for 2013/14 (*copy of presentation attached to the minutes*) :

- The Trust is the main provider of acute hospital services for half a million people in Shropshire, Telford & Wrekin and mid-Wales with two main hospital sites (RSH & PRH) and four other registered locations for maternity services and outreach clinics; these include Wrekin Community Clinic, Bridgnorth Hospital, Ludlow Hospital and Robert Jones and Agnes Hunt Hospital.
- The Trust has a turnover of £314 million.
- The Trust employs over 5,000 staff – these include 545 doctors and dentists, 1370 nursing & midwifery staff, 603 scientific, technical and therapies staff, 1202 other clinical staff (e.g. healthcare assistants), 924 non-clinical staff (e.g. estates, facilities, administration), and a fantastic cohort of nearly 1000 volunteers.
- During 2013/14 the Trust carried out 56,000 elective and day case episodes, 46,000 non elective inpatient episodes, 106,000 A&E attendances, 6,500 maternity episodes and 356,000 consultant-led outpatient appointments.

Achievements, developments and challenges throughout the year include:

- High levels of demand for urgent and emergency care across the NHS; an increase of 7% emergency admissions and A&E attendees
- Significant improvements in quality and performance standards compared with winter 2012/13. However there is much work to do with partners as the Trust heads into winter 2014/15
- Significant increase in staff flu immunisation
- Facilities upgrades at PRH and RSH including Clinical Decisions Unit at RSH, Ward reconfigurations, and new larger helipads
- The relatively new Executive Team inherited a backlog of patients on waiting lists but sustained progress has been made during 2013/14 and it is estimated that by October 2014 the Trust will be achieving its waiting times. The CEO highlighted that this is a credit to all teams involved.
- The CEO reported that the annual Trust Awards ceremony had been held earlier in the day in the new £28m Shropshire Women & Children's Centre. An Open Weekend at the new Centre had been held during early September 2014 and was well received by all the visitors. The new facility is the best in the region and is set to open in two weeks time.
- To obtain commitment and high levels of staff engagement, the Trust has become a values driven organisation. A set of Trust Values has been developed by staff, with patient involvement. These include 'Proud to Care', 'Make it Happen', 'We Value Respect' and 'Together we Achieve'. These will be reinforced through values-based recruitment and appraisal and strengthened through recognition and reward.
- The FutureFit programme has been launched, in conjunction with partners, to agree the future shape of acute and community hospital services in Shropshire and Mid-Wales. A long list of options is underway and formal public consultation on the shortlisted options will commence during Summer 2015
- The Trust's main focus is to provide the highest quality and safest form of care. With that in mind, the number of pressure ulcers and patient falls has declined and there has been a 31% reduction in C difficile infections.
- The quality of clinical efficiency was recognised by the CHKS (national benchmarking organisation); and the Trust received the CHKS Top 40 Hospital award for the second year in a row.

- The Trust has charitable partners who fundraise on the organisation's behalf. These include the League of Friends of the Royal Shrewsbury Hospital, the Friends of the Princess Royal Hospital and the Lingen Davies Cancer Fund. Despite historic deficits, the Trust has been able to deliver a number of developments with support from its partners; these include the Royal Opening of the £5m Lingen Davies Centre, the Here to Maternity fundraising event in 2013 which raised £18k for the Shropshire Women & Children's Centre (and a further 'Good Day to Tri Hard' was held during June 2014 to raise money for Lingen Davies Fund), and £300k donations from RSH League of Friends and Friends of PRH for echocardiogram machines.

Finance : Headlines

- Turnover of £314.1 million
- Surplus of £65k
- Efficiency Savings of £13.6 million
- Transitional Support of £4 million
- Carrying position at year end - £7.4 million recurrent deficit
- Capital programme of £29.7 million
- Expenditure – 66% Staff, 17% drugs, dressings etc, 9% essential supplies and 6% other costs (e.g. PDC, CNST)

Finance : Statutory Duties

- To achieve break-even over five year period – Not achieved
- To achieve capital cost absorption rate of 3.5% - Achieved
- To operate within external financing limit – Achieved
- To operating within capital resource limit – Achieved

Looking ahead : Putting Patients First

- The Trust has set the following 5 strategic priorities, which are further underpinned by objectives, to ensure that the interests of our patients, and providing the best possible care to them, are at the heart of everything we do:
 - Quality & Safety
 - Healthcare Standards
 - People and Innovation
 - Community & Partnership
 - Financial Strength

The Chair thanked the CEO for the succinct overview of the organisation's performance during 2013/14 and recognised the improvements that have been made.

2014.1/140 ANNUAL REPORT & ANNUAL ACCOUNTS - 2013/14

The Chair advised that the Annual Report and Annual Accounts for 2013/14 were approved during the Special Trust Board Meeting held on Thursday 5 June 2014; the papers were presented for information only.

The Board **RECEIVED** and **NOTED** the Annual Report and Accounts for 2013/14.

2014.1/141 QUESTIONS AND ANSWERS

- Q1** A member of the public from South Shropshire raised concern regarding high level acute emergencies and enquired how the Trust sees the future in relation to utilising community hospitals.
- A1** The CEO reported that the FutureFit programme is focused upon the improvement of facilities in community hospitals; and also to look at the provision of community care to rural and larger geographical areas to ensure facilities are available.
The Chair introduced Dr Mike Innes, Chair of Telford & Wrekin CCG, who confirmed that the FutureFit team has an understanding of the health economy situation within the community.
- Q2** The members were also informed of the poor infrastructure of roads and pathways on the patient's journey into hospital and the Board were asked if discussions are held with the Highways Agency / Utility Companies.
- A2** The CEO reported that unfortunately the Board does not hold discussions with the Highways Agency in relation to the quality of roads; the CD however reported that a joint Travel Plan has been produced as well as a Travel Co-ordinator position.
Dr Innes confirmed that the Shropshire and Telford & Wrekin Commissioners do hold meetings with Utility Companies, at high level. He also confirmed that the FutureFit team supports the Transport Plan.
- Q3** A member of the public highlighted that there have been confusing messages following the Walk-in Centre event and the FutureFit event in relation to the locations of Urgent Care Centres and the relocation of the Shrewsbury Walk-in Centre.
- A3** The COO confirmed that the Monkmoor Walk-in Centre will be relocated to the RSH site and be situated next to the A&E Department as an Urgent Care Centre. When patient's present themselves, they will be directed to the appropriate Department (UCC or A&E). This will assist in the provision of a more efficient and effective service.
The introduction of Urgent Care Centres throughout Shropshire, which the COO confirmed will have access to diagnostics on-site, will reduce the number of patient journeys to hospital.
Dr Innes reported that there is currently a lot of confusion for patients about who to contact in the event of an emergency, i.e. GP, A&E, telephone 111; this will be minimised following the introduction of Urgent Care Centres.
- Q4** A member of the public enquired if there is a breakdown of the number of patients that cannot be discharged from hospital, the aspect of being slow to discharge and if they are from outside areas.
- A4** The CEO confirmed that these are very small number of patients and are mostly from Powys, Shropshire or Telford & Wrekin.
The COO confirmed that the reasons of being slow to discharge may be due to waiting for packages of care, rehabilitation packages, homes of choice, enablement, etc.

The meeting closed at 3.45pm