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| **Minutes of the Council of Governors PUBLIC Meeting**  **Wednesday, 16 August 2023, 12:00-13:30**  **Medway Campus, Canterbury Christ Church University, Room RWg15** |

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|  | **Name** | **Job Title** |
|  | Jo Palmer | Trust Chair |
| **Governors:** | David Brake | Lead Governor |
|  | Penny Reid | Medway Governor |
|  | Tim Newman | Medway Governor |
|  | John Wright | Partner Governor |
|  | Susan Plummer | Partner Governor |
|  | Adebayo Da Costa | Staff Governor |
|  | Mohamed Saleh | Staff Governor |
|  | Karen Fegan | Staff Governor |
|  | Becky Bellars | Rest of England and Wales Governor |
|  | Jennifer Oliphant | Swale Governor |
|  | Hari Aggarwal | Medway Governor |
|  | Jingesh Patel | Swale Governor |
|  | Angela Harrison | Partner Governor |
| **Attendees:** | Emma Tench | Assistant Company Secretary (Minutes) |
|  | Matt Capper | Director of Partnership and Strategy & Company Secretary |
|  | Jayne Black | Chief Executive Officer |
|  | Leon Hinton | Chief People Officer |
|  | Gavin MacDonald | Chief Delivery Officer |
|  | Gail Arnold | Director of Delivery |
|  | Glynis Alexander | Director of Communication and Engagement |
|  | Mark Spragg | Non-Executive Director |
|  | Paulette Lewis | Non-Executive Director |
|  | Temi Magbagbeola | Deputy Chief Nursing Officer |
| **Apologies:** | Lisa Marsh | Staff Governor |
|  | Claire Peppiatt-Wildman | Partner Governor |
|  | Sue Mackenzie | Non-Executive Director |
|  | Adrian Ward | Non-Executive Director |
|  | Evonne Hunt | Chief Nursing Officer |
|  | Alison Davis | Chief Medical Officer |
|  | Alan Davies | Chief Financial Officer |
|  | Jenny Chong | Associate Non-Executive Director |
|  | Rama Thirunamachandran | Academic Non-Executive Director |
|  | Anan Shetty | Medway Governor |
|  | Helen Belcher | Partner Governor |
|  | Ian Chappell | Medway Governor |
|  | David Nehra | Swale Governor |

**Minutes:**

**Opening Matters**

**1 Trust Chair’s Welcome and Apologies**

1.1 The Chair welcomed all present, apologies were given as listed above.

**2 Quorum**

The meeting was confirmed to be quorate

**3 Declarations of Interest**

There were no declarations of interest raised against any of the agenda items.

**4 Minutes of the previous meeting and matters arising**

The minutes of the last meeting, held on 24 May 2023 were reviewed by the Board. The minutes were **APPROVED** as a true and accurate record.

**Action Log**

The Action log was reviewed and updated.

**5 Chief Executive’s Update including Patient First**

5.1 Jayne Black updated the Governors in line with the paper provided.

5.2 Gavin MacDonald provided Governors with an overview of the current Patient First position. An on screen PowerPoint was presented to Governors.

a) A Governor asked how success is measured. Gavin MacDonald advised, for example, the Friends and Family survey measures the biggest contributors for review. This is shown on the Boards around the Executive Board room. The focus will then become the impact on improvement.

b) A Governor asked about staff feedback on the Patient First Staff Survey. Leon Hinton advised the main survey is a national survey. The People survey measures impact on the organisation. Improvement have been seen in five of the seven areas, moving from the third quartile to the second, this in turn has pushed up all metrics. A direct correlation in improve methodology.

Jo Palmer commented, observations made by Sue Mackenzie (Wellbeing Guardian) have been positive across the organisation.

Jo Palmer advised the Patient First Board Reviews will be moving to SDR’s in line with the rest of the organisation; formal Trust Board meeting will still take place bi-monthly.

**Council of Governors Updates**

**6 Executive Portfolio Summaries**

6.1 **Quality Assurance Committee (QAC)**

Paulette Lewis updated the Governors in line with the paper provided.

a) A Governor asked if NEDs were assured the NICE guidance was being met.

Paulette Lewis confirmed the NEDs were assured, the hospital remains very safe.

Jo Palmer advised all aspects of NICE regarding patient safety is prioritised. The 26% figure is due to prioritising safety over compliance, once other information is gathered the data will reflect the work completed.

b) A Governor asked if the NEDs were assured by what is happening with staffs personal improvements in training and qualifications, do they have the time to complete or is this an issue.

Jo Palmer advised the challenge is across the country, especially following covid. QAC is getting into the detail. The ICB report highlighted that progress was evident.

**ACTION CoG/003/2023:** Clinical presentations to be brought to Public Council of Governors meetings.

c) Jo Palmer highlighted to the Governors a previous concern raised by NEDs over mortality. Alison Davis, Chief Medical Officer, assured the Board, through structured judgements, that no harm is being caused to patients. The issue was with the coding, which has been addressed, with improvements seen in monthly data, now in line with expectations.

The Council of Governors **NOTED** the QAC Assurance Report.

6.2 **Finance, Planning and Performance Committee (FPPC)**

Annyes Laheurte updated the Governors in line with the paper provided.

Executives updated Governors on progress around the Efficiencies programme, with schemes going through the approval panel.

a) A Governor asked why coding remains an issue. Jayne Black advised Gail Arnold, Director of Delivery, is highlighting areas that are not doing as well as they should. All areas should be coding electronically, with Junior Doctors following Consultants lead on coding entries.

b) A Governor asked if there is an indication of cost savings related to the Frailty ward at Sheppey.

Jayne Black advised length of stay has been reduced, with criteria to reside increasing. Tele tracking, being introduced in September 2023, will significantly help to monitor data. The flow and discharge for Patient First means the hospital has been able to refurbish a ward.

**ACTION CoG/004/2023:** Cost savings related to the Frailty ward in Sheppey to be cascaded to Governors.

c) A Governor enquired about referral statistics for patients waiting over 52 weeks, what is in place to tackle this.

Jo Palmer advised the organisation was at a maximum of 62 weeks post pandemic. Some specialties are now working at 40 weeks. The impact on the 52 weeks has be effected by the Industrial Action; to keep the hospital safe some areas have needed to be delayed. The team continues to work hard to get on top of this. Complexities of procedures have gone up, which in turn has effected productivity. The hospital continues to ensure patients are reviewed for no harm.

Jayne Black advised significant progress has been made. Referral to Treatment (RTT) is an area that is worked on daily. Successes in Neurology and Cardiology have been reduced by Patient First. The biggest focus is Ear Nose and Throat (ENT), with agreed collaborative reviews taking place across all organisations to drive down waiting list times. Additional capacity has been introduced with clinicians working with ‘*further faster’*, NHSE and Professor Tim Briggs. Getting it Right First Time (GIRFT) is also making sure effective core capacity.

The Council of Governors **NOTED** the FPPC Assurance Report

6.3 **People Committee (PC)**

Leon Hinton updated the Governors in line with the paper provided.

a) A Governor asked if exit interviews are conducted for leavers, and if the data figure includes those employees who left due to failure of probation.

Leon Hinton advised the figure does not include leavers who failed probation. There has been an issue with exit interviews. Intention to leave will now replace notice periods, giving an opportunity for HR to intervene. When HR are aware, they will put in processes for over payment. There is currently a full telephone exit for nursing by an independent consultancy.

b) A Governor asked if the Board are assured the right data is in place to know the reasons why staff are leaving.

Leon Hinton confirmed the Board is confident of the data recorded.

c) A Governor asked if potential employees who are offered a positon but then decline are monitored.

Leon Hinton advised that data is not available, however the recruitment process is being improved. Occupational Health is currently under capacity, this is being addressed.

The Council of Governors **NOTED** the PC Assurance Report

6.4 **Audit and Risk Committee (ARC)**

Mark Spragg updated the Governors in line with the paper provided.

The Council of Governors **NOTED** the ARC Assurance Report

**7 Governors Updates**

7.1 Glynis Alexander updated the Governors on the Governor Log, in line with the paper provided.

7.2 Glynis Alexander updated the Governors on the Governor Planner, in line with the paper provided.

The Committee **APPROVED** the Governor Log and Governor Planner.

**Closing Matters**

**7 Any Other Business**

Governors were updated on the following:

a) The Clinical Strategy is being finalised, this will be cascaded to Governors for review.

b) Tunbridge Wells Hospital (MTW) has opened an elective center for use at Medway.

c) Medway Council is awarding Medway NHS Foundation Trust the Freedom of the Town.

**8 Review of Meeting**

Actions raised will be followed up by the Company Secretariat Team.

**9 Date and time of next meeting**

The next public meeting will be held on 23 November 2023, venue to be advised.

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| These minutes are agreed to be a correct record of the Private Council of Governors of Medway NHS Foundation Trust held on Wednesday, 16 August 2023  Signed ………………………………………….. Date ………………………………… |