

Enc 1

**Council of Governors' Annual Members' Meeting / Annual General Meeting
23 September 2020**

Rooms 1 - 4 Cobalt Conference Centre/MS Teams

Present: Alan Richardson (Chair), Sir James Mackey (Chief Executive)

Public governors:

Linda Pepper	Berwick
Catherine Carr	Berwick
Mick McCarthy	Berwick
Barry Allison	Berwick
Trish Williams	Berwick
John Gordon	Blyth Valley
Bill Dowse	Blyth Valley
John Ostle	Blyth Valley
Sean Fahey	Blyth Valley
Janet Shucksmith	Hexham
Louisa Deas	Hexham
Peter Topping	Hexham
Anna Walsh	Hexham
Stephen Prandle	Hexham
Jenny Firth-Cozens	Hexham
Peter Blair	North Shields
John Forsyth	North Shields
James Connelly	North West Tyneside
John Harrison	North West Tyneside
Helen Lisle	Wansbeck
Peter Bower	Wansbeck
David Wilkinson	Wansbeck
Paul Crook	Wansbeck
Ian McKee	Wallsend
Heather Carr	Whitley Bay
Adam Chedburn	Whitley Bay
Pamela Hood	Whitley Bay

Staff governors:

Warren Smyth	The Northumbria
Jackie Lackenby	The Northumbria
Melanie Parnell	Wansbeck hospital
Tayech Wubetu	Wansbeck hospital
Anna Watson	Northumberland community
Doreen Davidson	Northumberland community
Louise Parry	North Tyneside community
Sakeenat Tijani	North Tyneside hospital/Cobalt
Sathish Setharaman	North Tyneside hospital/Cobalt
Laura Winder	North Tyneside hospital/Cobalt
Judith Stonebridge	North Tyneside hospital/Cobalt

Co-opted governors

Muriel Green	North Tyneside Council
Margaret Hall	North Tyneside Council
Dianne Ford	Northumbria University

In attendance:

Birju Bartoli	Executive director of performance and improvement
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Claire Riley	Executive director of communications and corporate affairs
Jennifer Coe	Head of foundation and community engagement
Jo Forster	PA to executive director
Lucy Thomson	Community engagement officer
Andrew Besford	Non-executive director
Prof Sir Alan Craft	Non-executive director
Martin Knowles	Non-executive director
Moira Davison	Non-executive director
Ruth Connorton	Non-executive director
Bernie McArdle	Non-executive director
Malcolm Page	Non-executive director
Laura Olsson	Acting company secretary
Alistair Blair	Medical director
Annie Laverty	Chief experience officer
Jeremy Rushmer	Executive medical director
Marion Dickson	Executive director of nursing, midwives and AHPs
Paul Dunn	Executive director of finance
Ann Stringer	Executive director of human resources and organisational development
Peter Sanderson	Chair of Trust subsidiaries
Steven Lynn	IT support

Members in attendance: Pauline Wilson, Alex Dearden, Derry Nugent, Sylvia Hillen, Moira Turner, Stuart Bailey, Heather Latimer, Helen Crook, Michael Zebrowski and Chris Walker.

01/09/2020 Welcome, apologies for absence and declarations of interest

Alan Richardson, Chair, welcomed everyone to this year's annual members' meeting / annual general meeting. There were no declarations of interest.

Apologies for absence were received from:

Isobel Kerrigan	Blyth public
Gill Close	North Shields public
Callum Brown	North Tyneside hospital/Cobalt staff
Omar Ahmad	North Tyneside community
Tom Millen	Rest of England public
Richard Dodd	Co-opted
Roger Barton	Non-executive director
Stephen Holmes	Deputy director of adult social services

02/09/2020 Non-executive directors' attendance

Non-executive directors were acknowledged as in attendance including: Moira Davison, Ruth Connorton, Martin Knowles, Andrew Besford, Bernie McArdle, Prof Sir Alan Craft and Malcolm Page.

03/09/2020 Approve the minutes of the council of governors' general meeting dated 22 July 2020 (Enc 1)

The meeting minutes were approved as an accurate record of proceedings.

Matters arising

There were no matters arising.

04/09/2020 Receive the minutes of the annual members' meeting (AGM) dated 17 July 2019 (Enc 2)

The meeting minutes were received and noted.

05/09/2020 Receive the minutes of the board meetings held in public dated 23 July 2020 (Enc 3)

The meeting minutes were received and noted.

Matters arising

Sean Fahey, Blyth public governor, referred to page 2 of Enc 2 AGM 2019 minutes regarding his question on IT and specifically artificial intelligence (AI) and the Trust intentions for this now. Birju Bartoli, executive director of performance and improvement, responded that there is still development work in terms of the overall infrastructure to be put in place however, there is an ambition to develop the AI offer within stroke services. There will be a further update at the specific future IT session for governors.

06/09/2020 Chair's update

Alan Richardson, Chair, provided a brief overview of the year's activity, highlighting the CQC outstanding rating for the second year running. The Chair recognised the hard work from all staff in light of the pandemic in 2020 and how prioritising patient safety and quality had remained a focus. The Trust has also made huge strides in the way staff work by embracing technology. The Chair summarised by noting the efforts of the Trust Board and took the opportunity to thank staff and volunteers again for their unprecedented support and commitment. The Chair also thanked the council of governors for their challenges and unwavering support over the past year.

07/09/2020 Receive the Trust's annual report and accounts 2019/20 and quality account. Strategic update – looking ahead to 2020/21

Sir James Mackey, Chief Executive, welcomed new governors to the Trust and highlighted how unusual the majority of this year had been for everyone, including governors, and promised increased governor engagement through specific themed sessions such as patient and staff experience and IT. Jim went on to provide a detailed overview of the year and a look ahead to 2020/21.

Jim summarised the year's financial performance as strong with a financial risk rating of 1, which is the highest rating. There was a reported net surplus of £13.5m, which includes a number of exceptional items for example the impairment of assets £11.0m. The Trust achieved a gross NHS Improvement control total surplus; which excludes exceptional items totalled at £24.5m. In terms of financial efficiencies, the Trust had achieved £14.7m against a plan £16.2m equivalent to 2.3%.

Jim provided details relating to the number of appointments, operations and patient contacts over the last year and successfully managing a budget of over £700million. The presentation provided detail of the full year's NHS Improvement Access Priorities including: A&E target at 94.2% achieving fourth best in the country, CQC safety and quality outcomes as outstanding, fully met the three applicable new learning disabilities standards, met adults social care outcomes, 18 weeks referral to treatment at 92%. Other priorities were four MRSA cases and 51 cases of C difficile against a limit of 39, the Trust has an overall score of segment 1.

Jim provided comparative performance data for 2015/16 at the opening of The Northumbria hospital against performance 2019/20 which highlighted an increase in performance. Jim highlighted the important role the creation of the ambulatory care unit had played in the performance metrics and that these would not have been possible without this progress.

The Trust has had a strong annual performance across the majority of the safety and quality priorities including frailty, flow, cancer, every contact counts, maternity and bereavement. The Trust has a strong, clear vision and purpose for quality moving forward which is led by Annie Laverty, Chief Experience Officer, for the Trust.

Jim summarised the outstanding and consistent patient experience data for inpatients, outpatients and day cases for the last year with satisfaction scores showing patients rating their experience good, very good or excellent. Jim's presentation highlighted the intrinsic links between staff and patient experience results with a national inpatient performance ranking us in the top 10% of Trusts in the UK. During the pandemic from 6 April to 5 July, over ten thousand staff engaged with the Trust through the 'Corona Voice', which allowed the staff experience team to gather real time feedback at one of the most challenging times for the Trust and especially for staff.

The Trust has two main subsidiaries; Northumbria Primary Care (NPC) and Northumbria Healthcare Facilities Management Limited (NHFML). NPC has reported outstanding performance for the last year

with excellent staff survey results alongside growth and expansion. NHFML has completed a number of major capital schemes across the Trust, there is also further positive progress with the new Berwick hospital and sterilisation facility at The Northumbria.

Jim summarised some of the main points encountered during the pandemic and why it was necessary to act to prevent health services from being overrun, including plans and outcomes for testing. The presentation highlighted some of the successes, including the patient outcomes, not being overrun, maintaining essential clinical services for cancer and other patients. A major achievement for the Trust was the implementation of the manufacturing PPE factory during a time of national PPE shortages. Jim spoke about the overwhelming support from staff, public, stakeholder and local business support throughout this time.

Jim also updated on the notable awards and recognitions that the Trust has achieved which included being rated outstanding for the second time by the CQC. Other areas Jim provided details on were collaborative working with partners, IT development and supporting staff health and wellbeing.

Strategic update

Due to timing of the meeting the strategic update was not a normal update with not being at the end of the quarter; the previous quarter was reported at the July general meeting. This current quarter will be reported at October's general meeting.

Jim provided current data for August 2020 priorities including: MRSA zero cases, C Difficile of 15 with no limit confirmed as yet. 18 weeks referral to treatment (RTT) at 75% provisional, A&E 97% which is the best reported in England. Cancer targets 87% with no cases for screening. CQC remains outstanding, partially met learning disability standards, adult social care standards met, information governance at level 2 with an overall score of segment 1. Jim also highlighted the use of technology for outpatient appointments which had resulted in over one million less miles travelled for patients.

Jim presented the latest financial position for month 5; actual deficit of £5.3m, this represents an adverse variance of £6.5m compared to planned surplus of £1.2m. Jim confirmed these figures are before central "top up" with the Trust ending on a breakeven position. Covid-19 financials were summarised alongside the impact on block and activity within the presentation. The finance, investment and performance (FIP) committee received the draft financial strategy in July, which built upon increased non-elective activity returning to pre-covid during the remainder of 2020/21; Jim confirmed there will be a further update to the committee in September. Jim also provided detail of the recovery plan from September for elective, day cases, endoscopy and outpatients, which is dependent on how the pandemic affects the rest of the year. Financial envelopes will be confirmed in September with lots of national discussions ongoing about the NHS structure, however, Jim confirmed that the Trust's focus will remain prioritising the experiences of our staff and patients.

Finally, Jim summarised a number of areas of focus for the Trust in the coming year including: Covid-19 recovery and winter, progressing with the new Berwick hospital and health and education hub at Cramlington, continued Information Technology (IT) investment, safety and quality and continuing to look after our staff and patients well.

Sean Fahey, Blyth public governor, asked if the promised £35m for IT was still in place. Birju Bartoli responded that it is and following the WannaCry cyber-attack significant enhancements have been made in security within the Trust therefore assurance can be given that we are very protected and in a good place. There are some areas of focus for spending, including clinical noting, scanning and software. There are regular updates about IT and non-executive directors are assured of progress.

Sean Fahey, Blyth public governor, queried the government guidance on the rapid and safe manner of discharge and how this will impact on community staff and how the Trust is measuring the level of extra work. Could the board also provide assurance regarding Covid positive discharges? Alistair Blair, Medical Director, responded that community services was reconfigured to support with things like podiatry and physio services which freed up community nursing time. Alistair also confirmed that no patient is discharged who is Covid positive, unless the area they are going to is Covid safe, patients can

be Covid positive for many days but are only infectious for eight days. Marion Dickson, Executive Director of Nursing, Midwives and AHPs, also confirmed that community staff have been greatly supported by IT developments, which enables them to continue to work without time needed to return to base as previously needed.

James Connolly, North West Tyneside public governor, queried the GP appointment levels at 65% of normal levels and asked what aspects are being reviewed to avoid a 'tsunami of patients' needing appointments. Alistair Blair responded that primary care is still seeing similar levels of acutely ill patients and are being supported to continue to see patients with long term conditions or planned care patients, including diabetes patients, to ensure they get their maximum number of visits.

Primary care is aware that during Covid some patients have avoided attending their GP when they had concerns; GPs and primary care have continued to appeal to the public and encourage them to seek healthcare as they may have something more serious.

08/09/2020 Assurance questions to non-executive directors

Ian Mckee, Wallsend public governor, stated that 24 governors had attended the governors' pre-meet, this included public, staff and some new governors, which gave a good representation of the council of governors. Two assurance questions were agreed:

1) Non face-to-face appointments

Are the non-executive directors assured that the Trust has done enough to ensure everyone in all categories are included, for example, could it disadvantage those with mental health issues? Are they assured that people are not being put at more risk by having phone or virtual appointments?

Moira Davison, Non-Executive Director, responded that there are regular reports to both Safety and Quality and FIP committees regarding the measures taken to address the Covid pandemic and this includes the increase in virtual appointments being offered. This is monitored to ensure it is still an effective and safe method of delivering care to patients.

We acknowledge that increasing the offer of virtual appointments provides many benefits in terms of miles less travelled, reduced family and patient time, financial savings, reducing unnecessary social contact and potentially widening access for certain groups where access was previously more problematic. It is essential however that such approaches do not inadvertently reduce access for other groups. A wide range of partners and stakeholders are working to agree an assurance framework that will include a number of quantitative and qualitative measures to monitor this area. In terms of patients with mental health issues it is worth noting that the Child and Adolescent Mental Health Service and the staff psychology service are both users of Attend Anywhere and positive responses have been reported.

Judith Stonebridge, Consultant Public Health, is working with Local Authority colleagues to agree how we can embed access to remote consultations at the emerging hubs in the voluntary and community sector and this should help facilitate access for those experiencing digital poverty or with limited connectivity.

2) Public Health England transition

Are the non-executive directors assured that the Trust is prepared for any impact and are enough safeguards in place?

Alan Richardson, Chair, responded that we have excellent systemwide working with both Local Authorities and Public Health England. Judith Stonebridge is linked in to all relevant systemwide public health forums and partnerships, which helps keep abreast of developments and ensures effective collaboration. The Trust also sits on both Northumberland and North Tyneside Health Protection Boards and are collaborating with the wider system on data availability etc.

09/09/2020 Receive Governors' Audit Panel Report including Internal and External Audit Opinion for the year ended 31 March 2020 (Enc 4)

The Audit Panel Report was presented by John Ostle, Blyth public governor, who attends this committee. Stephen Prandle, Hexham public governor, was unable to present the report as Chair of this committee due to technical difficulties. John stated that he felt fully assured throughout this time that everything has been correct and that the finances have been reported to parliament. He asked the council of governors to receive the report, which they did, and Alan Richardson thanked John for presenting.

10/09/2020 Approve: Terms of reference for the Council of Governors (Enc 5)

The Terms of reference was approved with no objections and no abstentions.

11/09/2020 Approve: Terms of reference for the Nominations, Remuneration and Development Committee (Enc 6)

The Terms of reference was approved with no objections and no abstentions.

12/09/2020 Receive: Report on 2020 elections to the Council of Governors (Enc 7)

The report was received and Alan Richardson thanked those governors who had finished their term of office for their contribution to the Trust and he also welcomed all new governors.

13/09/2020 Governors' questions on notice

There were no questions on notice.

14/09/2020 Covid-19 position and the future

Jeremy Rushmer, Executive Medical Director, stated that with Covid-19 cases rising, hospitals were being put under more pressure, even in places like Middlesbrough, where they are under clinical pressure but cases are low. Young people are more at risk at this time and this is likely to impact on schools and lead to more local lockdowns.

Jeremy presented a number of slides on hospital admissions, which are steadily increasing, but there are still low numbers of deaths due to Covid-19 - this picture is likely to change over the coming weeks. Bed occupancy is an issue, especially in winter, as people with Covid-19 stay longer in hospital. Jeremy stated that except for April, excess mortality was not significantly different in 2020 so far.

Alistair Blair, Medical Director, stated he was concerned about other diseases, not just Covid-19, and this had prompted some work in the Trust on life-threatening conditions during the pandemic. People attending hospital with heart attacks, strokes, sepsis etc. dropped completely during the first wave lockdown – hospitals would not expect to see any changes in the rates of admissions for these conditions. People attending for surgical reasons didn't change, which indicates people were staying at home with these serious medical conditions.

Alistair explained that as part of this work, they started to look at admissions by age, gender, deprivation, geography etc. The analysis showed that there was a decrease in 45 – 69-year olds coming to hospital, men were more likely to avoid coming to hospital and the most affluent and the least affluent were least likely to attend hospital. People living in rural locations were also less likely to attend hospital for a life-threatening condition. This data analysis has been important in considering how the Trust restart services and has highlighted the need to reassure the public about attending hospital and the wider implications for our population during the Covid-19 pandemic.

15/09/2020 Any other business

There being no other business, Alan Richardson thanked everybody for attending this virtual annual members' meeting / annual general meeting and for governors continued support. Alan also asked if anyone had any comments on how the meeting was run or had any ways the Trust could improve these meetings to contact the foundation team.

Meeting close

The next council of governors' general meeting will be on Wednesday 21 October 2020.