

Minutes of the Council of Governors Meeting held at 4.30pm on Monday, 2 October 2017 in the MacAlister Suite, AFC Bournemouth, Dean Park, Bournemouth BH7 7AF

<b>Present:</b>	<p>Andy Willis Jan Owens Paul Boseley Scottie Gregory Kenneth Lavery Jack Welch Judith Adda Andy Mayers Terry Purnell Celia Millar Scott Porter Anna Webb Becky Aldridge Bill Batty-Smith Karen Parker Vishal Gupta Stephen Churchill Karen Loftus Phil Redford</p>	<p>Chair Lead Governor, Public Governor (DRoEW) Public Governor (Dorset RoEW) Public Governor (Dorset RoEW) Public Governor (Dorset RoEW) Public Governor (Dorset RoEW) Public Governor, (Bournemouth) Public Governor, (Bournemouth) Public Governor, (Bournemouth) Public Governor (Poole) Public Governor (Poole) Public Governor (Poole) Partner Governor, Service User Group Local Government District Councils Partner Governor, Bournemouth University Local Government, Poole Borough Council Staff Governor Staff Governor Staff Governor</p>
<b>In Attendance:</b>	<p>Heather Baily John Carvel John McBride Nick Yeo Fiona Haughey Nicola Plumb</p> <p>Keith Eales Jacqueline Stratford</p>	<p>Non-Executive Director Non-Executive Director Non-Executive Director Non-Executive Director Acting Chief Executive Director of Organisational Development and Participation Trust Secretary PA to the Chair</p>
<b>Apologies:</b>	<p>Sue Howshall Alison Fisher Joy Ford Steve Cole Bobbie Dove Jill Haynes Pat Cooper Peter Kelsall</p>	<p>Public Governor (Dorset RoEW) Public Governor (Dorset RoEW) Public Governor (Dorset RoEW) Partner Governor, League of Friends Local Government, Bournemouth Council Partner Governor, Dorset County Council Staff Governor Staff Governor</p>

## **294/17 Welcome**

The Chair welcomed Governors and Board Directors to the meeting and reported the apologies received.

## **295/17 Minutes**

The Council approved, as an accurate record, the minutes of the meetings held on 12 July and 12 September and the minutes of the Annual Members' Meeting (AAM) on 13 September 2017.

The Council thanked the team which had been responsible for the organisation of the AMM for their contribution to a very successful event.

## **296/17 Matters Arising**

The Trust Secretary submitted the matters arising report.

**The report was noted.**

## **297/17 Service Profile: The Dorset Care Record (DCR)**

Elizabeth McEleney, Programme Manager, gave a presentation on the development of the DCR.

The presentation covered:

- The background to the development of the DCR;
- The content of the DCR;
- The timescales for implementation;
- The difference the DCR would make to partner organisations, staff, citizens.

Governors, in welcoming the DCR, emphasised that the opt-out arrangements of the DCR should be made clear to the public. It was noted that a workstream was reviewing this aspect of the DCR.

Confirmation was sought that the DCR would be linked to all the systems currently used by the statutory health and social care providers in the County. Elizabeth McEleney advised that this would not be the case. However, it was anticipated that a clear profile would be provided of each patient through the DCR.

Clarification was sought with regard to access to the system by non-Dorset organisations. Elizabeth McEleney advised that the onus would be on partners in neighbouring counties to link with the DCR.

A question was asked with regard to whether or not information would be held on the DCR about advice on how to engage with a particular patient. It was noted that funding was being sought to develop this module.

The Council noted that, although not actively engaged as a partner, the South Western Ambulance Service NHS Foundation Trust was maintaining a watching brief with regard to the development of the DCR.

**The Council noted the presentation on the DCR.**

## **298/17 Council of Governors Regulatory Dashboard**

The Chair introduced the regulatory dashboard for the Council, which had been reviewed by the Board on 27 September 2017.

The Chair reminded the Council that the dashboard summarised performance in respect of the indicators that the Trust was required to report against in the NHS Improvement Single Oversight Framework. It also set out performance in respect of key financial indicators. An assessment had also been made of forecast performance in the next quarter.

The Council noted that the Trust was within the threshold for all the indicators in the dashboard. The Trust was also on target in respect of all the strategic financial indicators with the exception of the capital and cost improvement programmes.

Clarification was sought with regard to the decline, in August, of the performance of the Trust in respect of the indicator relating to patients requiring acute care receiving a gatekeeping assessment by the crisis team. The Acting Chief Executive (ACEO) advised that the performance reflected a relatively small number of patients who had received direct access to care rather than having an initial gatekeeping assessment.

### **The Council:**

**(a) Noted the dashboard;**

**(b) Agreed that, in respect of those indicators where there had been a decline in performance, a supporting narrative be provided to indicate the number of patients involved. This would be provided even in cases where the performance threshold was being achieved;**

**(c) Agreed that, in future, a supporting narrative would be provided to accompany the dashboard highlighting any matters for the Council's consideration.**

## **299/17 Update from the Chief Executive**

The ACEO introduced a report on her recent priorities.

The ACEO drew particular attention to:

- The action taken to brief, inform and support staff following the decisions of NHS Dorset Clinical Commissioning Group (CCG) in respect of the Clinical Services Review (CSR);
- The annual review undertaken of the arrangements for emergency planning and resilience in the Trust and the substantial compliance rating awarded by the CCG;
- The national thematic inspection of the Child and Adolescent Mental Health Services by the Care Quality Commission (CQC). Inspectors would be visiting the Trust later in the week;
- The inspection of children's services at Poole Borough Council;
- A national report on the changing relationship between the public and the NHS;

- The appointment of Colette Priscott as Director of Human Resources for the Trust.

**The Council noted the report from the ACEO.**

### **300/17 Clinical Services Review Integrated Community Services Decisions**

The Director of Organisational Development and Participation (DODP) gave a presentation on the decisions of NHS Dorset CCG in respect of the CSR. The presentation was supported with a briefing report summarising the decisions.

The presentation covered:

- The context for the CSR;
- The Trust approach to implementing the decisions;
- Staff engagement;
- The emerging principles;

The Council recognised that the changes agreed and implementation process required careful consideration to allay concerns that service users and staff would inevitably have. A number of Governors advised that Trust staff were keen to see the implementation plan for the decisions in respect of integrated community services. The DODP commented that the implications of the decisions were being assessed and the Board in November would be considering an overall timescale and priority order for their implementation.

Governors emphasised the importance of proposals for each Trust site being co-produced with local communities and staff. It would be important for this approach to be adopted from the outset of the development of implementation plans.

The Council discussed, in small working groups, key questions and topics in respect of the CSR implementation process. After discussion, each group of Governors reported back to the Council:

*1. How can we*

*(a) best keep members and local communities informed about the development of the hubs, the implementation of the CSR integrated community services recommendations and the Mental Health Acute Care Pathway Review (MHACPR) decisions?*

*(b) obtain and feedback the views of local communities on the implementation of these decisions?*

Governors considered that key initiatives would include:

- Allocating Governors to oversee particular hubs;
- Meetings at hubs;
- Information on websites;
- Pop up shops;
- Email address from members.

2. *How can the Council effectively hold the Board to account for delivery of the strategic milestones it sets for implementing the integrated community services and the MHACPR decisions?*

Governors considered that it would be key for:

- The Council to understand the strategic milestones, objectives and KPI's;
- There to be an opportunity to challenge and scrutinise Non-Executive Directors.

3. *With regard to further information*

(a) *What further information does the Council need on the Clinical Commissioning Group decisions in respect of integrated community services and the MHACPR?*

(b) *How should the Council be kept informed of progress with the implementation of the integrated community services decisions, the development of the hubs and the implementation of the MHACPR?*

Governors considered that:

- Further information should be available on what would happen to acute dementia patients when beds moved to Poole Hospital and the guidance being sought;
- Further clarity was required on co-production with patients on the design of 'Retreats' was being taken forward;
- There needed to be greater understanding about whether or not more care and nursing home beds would be created;
- A discussion on the extent of the role of the Council in being involved in and/or overseeing the implementation of the proposals would be beneficial;
- A one page colour infographic setting out the proposals should be available;
- Governors should continue to exercise influence through the County public engagement group;
- There was scope to learn from Cumbria's experience;
- There should be connections with more vulnerable groups – mental health, learning disability and the frail elderly-to gather their views and expectations and to inform them of service developments.

The DODP undertook to take these matters forward and to brief the Council as part of the work of the Trust in implementing the CSR integrated community services discussions.

**The Council noted the decisions of NHS Dorset CCG in respect of CSR integrated community services.**

**301/17 CQC Inspection and the Trust Self-Assessment**

The ACEO gave a presentation on preparations for the anticipated CQC assessment later in the calendar year.

The presentation covered:

- Where the Trust has come from;
- How CQC monitor and inspect trusts;
- Where the Trust was now in terms of the next inspection;
- The Provider Information Request;
- Focus groups being arranged and held;
- An overview of the Trust self-assessment;
- How far the Trust had come since the last inspection;
- Excellent and improving services;
- Service areas for focussed improvement;
- What needed to be done;
- What the Trust was doing about it;
- Feedback from focus groups.

It was agreed that any detailed questions from Governors would be submitted to the Trust Secretary.

**The Council noted the action being taken in advance of the next CQC inspection.**

### **302/17 Discussion with a Board Committee Chair: Audit Committee**

The Chair of the Audit Committee discussed, with Governors, its role and how it supported the Council.

The Chair of the Audit Committee advised that the Committee, which comprised three Non-Executive Directors, was responsible for reviewing the overall governance framework of the Trust, with a particular focus on financial governance. Within this, the Committee had a specific remit and focus on the disclosure statements and the assurance framework.

The Chair of the Committee commented that it did not act as a finance committee for the Trust, it did not undertake audits and did not focus on Executive matters.

The Committee was supported by expert advisers from internal and external audit and the counter-fraud service.

The Chair of the Committee advised that its work was risk-based and was becoming increasingly forward-looking in determining its priorities.

The Council received the reports of the former Chair of the Appointments and Remuneration Committee on matters discussed at the meeting on 27 July 2017 and the Chair of the Quality Governance Committee on the meeting held on 20 October 2017.

**The Committee thanked the Chair of the Audit Committee and noted the reports from the Chairs of the Committees.**

### **303/17 Lead Governor Report**

The Lead Governor reported on her recent areas of work.

The Lead Governor drew particular attention to:

- Individual meetings that she had held with each Governor to build a picture of their ambitions and interests whilst in office;
- The AMM on 13 September 2017;
- Her attendance at the NHS Dorset CCG Governing Body meeting on 20 September;
- The membership recruitment event at Bournemouth University Fresher's Week;
- Attending the Board meeting on 27 September 2017.

**The Committee noted the report from the Lead Governor.**

### **304/17 Report of the Chair of the Membership Committee: 3 August 2017**

The Chair of the Membership Committee submitted a report outlining matters discussed at the meeting held on 3 August 2017.

The Committee had received an update on progress with the arrangements for the Annual Members' Meeting in 13 September 2017, pilot recruitment events to be held at Swanage Hospital, Alderney Hospital and Bournemouth University and plans for membership engagement events.

**The Council noted the report.**

### **305/17 Meeting Programme 2018/19**

The Trust Secretary submitted the proposed programme of meeting dates for the Council in 2018 and 2019.

**The Council agreed the meeting programme for 2018 and 2019:**

#### **2018**

<b>7 February 2018</b>	<b>Merley House, Wimborne</b>
<b>9 May 2018</b>	<b>Merley House, Wimborne</b>
<b>21 June 2018 (Development Day)</b>	<b>Kingston Maurward, Dorchester</b>
<b>11 July 2018</b>	<b>Crown Hotel, Blandford</b>
<b>16 October 2018</b>	<b>Merley House, Wimborne</b>
<b>15 November 2018 (Development Day)</b>	<b>Kingston Maurward, Dorchester</b>
<b>13 December 2018</b>	<b>Merley House, Wimborne</b>

#### **2019**

<b>6 February 2019</b>	<b>Merley House, Wimborne</b>
<b>8 May 2019</b>	<b>Merley House, Wimborne</b>
<b>18 June 2019 (Development Day)</b>	<b>Kingston Maurward, Dorchester</b>
<b>10 July 2019</b>	<b>Crown Hotel, Blandford</b>
<b>16 October 2019</b>	<b>Merley House, Wimborne</b>
<b>12 November 2019 (Development Day)</b>	<b>Kingston Maurward, Dorchester</b>
<b>11 December 2019</b>	<b>Merley House, Wimborne</b>

### **306/17 Date of Next Meeting**

The Council noted that the next meeting of the Council of Governors would be held on Thursday, 14 December 2017 at Merley House, Merley, Wimborne BH21 3AA.

This would be preceded by a development day for the Council on Thursday, 16 November 2017 at Merley House, Wimborne.

Signed

Date

Andy Willis, Chair