

Guy's and St Thomas'   
NHS Foundation Trust

Council of Governors

Minutes of the 48<sup>th</sup> meeting of the Council of Governors held on  
Wednesday 29<sup>th</sup> April 2015 in the Robens Suite, Guy's Hospital

**Present:**

Devon Allison	Tom Hoffman
Thelma Bangura	Denise Lievesley
Kevin Burnand	John Porter
John Burns	Barry Silverman
Yvonne Craig Inskip	Jenny Stiles
Noreen Ging	David Treacher
Kate Griffiths-Lambeth	Warren Turner
Susan Hardy	Bryn Williams
Ken Hayes	Paula Young
Dawn Hill	

**Apologies:**

Jasmine Ali	Matthew Patrick
Anita Campolini	David Spratt
Jo Champness	Eileen Sills
Sue Gallagher	Sheila Shribman
Frank Nestle	Gail Thompson
Robert Park	Steve Weiner
Jane Pickard	Jeff Whitear

**In Attendance:**

***Executive Directors:***

Sir Ron Kerr  
Ian Abbs  
Simon Steddon  
Martin Shaw  
Ann Macintyre  
Steve McGuire

***Non Executive Directors:***

Sir Hugh Taylor (Chair)  
Mike Franklin  
Girda Niles  
Robert Drummond  
Diane Summers

***Other Attendance:***

Karen Proctor  
Alice Jarvis  
Roisin Fitzsimons  
Donna Coveney  
Peter Allanson  
Sandrine Michel-Gibson  
Dan Price

Representing Dame Eileen Sills

Trust Secretary and Head of Corporate Affairs  
Governance Administrator  
Private Secretary to the Chief Executive

**CG/15/12**      **Welcome, apologies and opening remarks**

Barry Silverman asked it to be noted that was a member of the NHS England Clinical Priorities Advisory Group.

**CG/15/13**      **Minutes of the meeting held on 28<sup>th</sup> January 2015**

The minutes of the meeting held on 28<sup>th</sup> January 2015 were approved as a true record.

**CG/15/14**      **Matters Arising**

None noted

**CG/15/15**      **Non-executive director appointment – report from the Nominations Committee**

Mike Franklin would be standing down as a non executive director at the end of his second term of four years and the Nominations Committee had started the process to recruit a successor.

In order to maintain the diversity of the Board and better reflect the local communities the Trust served, it was proposed to engage a search and recruitment organisation with particular expertise and track record in finding candidates to meet this objective – Green Park. The Council was asked to approve the job and person specification on which, it was confirmed the Board had been consulted. It was suggested that the wording should reflect the new legal obligations on non executive directors. It was confirmed that the specification was intentionally widely drawn and the position would be advertised in the local press.

The Council approved the job and person description, subject to the suggested change, and noted the appointment of Green Park and the proposed timetable for recruitment. It was hoped that the current Nominations Committee would be able to complete this before the end of June when some members were due to stand down and the Council agreed to invite Dr Treacher to the July meeting to propose the recommended candidate or update the Council on progress.

**CG/15/16**      **Reflection session on Board of Directors meeting**

Governors raised a number of questions and issues from the meeting of the Board, including:

On the proposals following the Francis Review - it was confirmed that the new arrangements for independent reporting mechanisms through a Trust guardian buttressed by executive and non executive supporting roles as well as appointing two advocates in each directorate was believed to be a robust response to the report. The matter would be reviewed regularly and changes made if there was insufficient impact or improvement in staff commentary about feeling able to raise concerns and being confident that the Trust would respond to them. These would come through national and local staff surveys.

It was noted that progress was being made on the transfer of staff from King's College Hospital under TUPE to work at St Thomas' in its role as SE London vascular hub. The new service was likely to commence by the early summer.

The Trust was likely to post a larger surplus than had been anticipated once the extra payment had been received. Next year, as had been made clear, was less positive with difficulty caused by the reduction in likely payments for the total amount of specialist work undertaken including the loss of project diamond finance for super specialist procedures. Whilst the Trust, as part of the Shelford Group would be taking part in discussions on specialist tariff, the outcome would not be available for 2015-16 where the effect of the current tariff being rolled over but without CQUIN payments would be likely to mean that the Trust would forecast a deficit for the year. The income from the Medway project, whilst reflected in the figured for 2015-16, would make only a marginal impact on the outcome.

It was agreed to circulate a note to Governors about the Star Chamber process used in the Emergency department. It was further explained that the Frailty unit, established following the star chamber, was co-located with the ED and was intended to cater for over 75s and aimed to avoid admission for that group and make sure that care at home or within the community could be set up to prevent them having to be admitted.

Governors had enjoyed the Science Gallery presentation and the Chairman agreed that for future events of that nature, the Governors would be invited to take part in the discussion.

Finally, it was suggested that the job titles that included the words "end of life" were not very encouraging for patients, families and carers.

**CG/15/17      The Outpatient project**

Some governors had attended the closing presentation held at the end of this 10 month project looking at how to improve by small incremental steps the experience of the 1.5million outpatient appointments in the Trust and the community every year.

Nine teams from across the Trust had taken part, fielding a mix of staff from across the whole spectrum of their services and were asked to propose regular changes and improvements. As background and support, the customer experience techniques of other organisations had been reviewed – Apple, Disney and UCLA – a programme of finding out from patients what they felt was needed to make changes undertaken and finally an injection of change management skills given. Friends and family test scores were monitored and specific patient experience surveys undertaken by each team to chart progress and impact.

The patient access and paediatric allergy teams explained what they had done in more detail. Governors welcomed the presentation and the improvements that were beginning to benefit patients. They hoped that the learning would be transferred to other parts of the Trust. Alumni groups were being set up to maintain momentum and it was confirmed that the transformation team and director of patient and carer experience would sponsor the extension of the skills and expertise.

The teams that participated had been chosen competitively and the next cadre could helpfully include some areas that were struggling with busy and sometimes over booked clinics and where there were particular issues such as adults and children sharing the same waiting area as in audiology. The Board was encouraged to take a greater interest in outpatients through this programme and to call for reports in the future.

**CG/15/18**      **Governors reports**

**Lead Governor**

The Lead Governor commented on the constructive meeting of all the governors of KHP trusts with time for governors to talk to one another being particularly welcome. He noted the upcoming accountability session which was to be followed by a “hail and farewell” session for new and departing governors. The away day on 15<sup>th</sup> July would also serve as an induction session for new governors though he emphasised that it was intended that the programme would appeal to all governors who were encouraged to attend. He was in the process of arranging an informal meeting of governors and commented that most of the points raised at the previous meeting had now been cleared.

Finally he thanked the Trust for its continuing support of an access for governors.

**Quality and Engagement Working Group**

The Council noted the report of the meeting.

**Service Strategy Working Group**

The Council noted the report of the meeting.

**Membership Development, Involvement & Communication Working Group**

The Council noted the report of the meeting.

**CG/15/19**      **Questions and answers**

The Council of Governors noted the matrix of issues that had been raised and the status of the responses from the Trust to them.

**CG/15/20**      **Any other Business**

The Chairman noted that this was the final meeting for a number of governors who were retiring and thanked Sue Hardy, Jeff Whitear, Dawn Hill, David Treacher, Gail Thompson and David Spratt for their service to the Trust. A number of governors were standing for re-election.

**CG/15/21      Date and time of next meeting**

22<sup>nd</sup> July 2015, Robens Suite, 29<sup>th</sup> Floor, Guy's Hospital

<b>Board of Directors meeting</b>	3.45 – 5.30pm
<b>Council of Governors meeting</b>	6.00 – 7.30pm

Signed: .....

Date: .....