

Council of Governors

**Minutes of the meeting held at 5.30pm on
Thursday 25 April 2013, in Public, at
Post Graduate Medical Centre, Leighton Hospital**

PRESENT

Mr John Moran	<i>in the chair</i>	
Mrs Barbara Beadle	Mr Paul Colman	Mrs Sarah Coombes
Mrs Christine Cooper	Mrs Jenny Creed	Mr Nigel Dibben
Ms Gill Fairhurst	Cllr Dorothy Flude	Mr Mike Hadfield
Mr Norman Harris	Mr Harry Mawdsley	Mr Jerry Park
Mrs Gerry Phillips	Mr Andrew Ritchings	Mrs Jane Smart
Mrs Pat Stalker	Mr Brian Walton	Dr Joss West-Burnham
Mrs Heather Williams		

IN ATTENDANCE

Dame Pat Bacon	Non Executive Director
Mrs Tracy Bullock	Chief Executive Officer
Mrs Lisa Gresty	Head of Organisational Development & Learning
Mr David Hopewell	Non Executive Director
Mrs Ruth McNeil	Non Executive Director
Mr David Pitt	Director of Service Transformation & Workforce
Mrs Julie Smith	Director of Nursing & Quality
Ms M Steele	Acting Trust Secretary
Dr Alan Wood	Non Executive Director

APOLOGIES FOR ABSENCE

Mr John Barnes	Mr Donald Bone	Ms A Cunningham
Mr Mike Davis	Mr Kevin Dawson	Dr Paul Dodds
Mr Dennis Dunn	Mrs Denise Frodsham	Dr J Griffiths
Dr Colin Hopkins	Mr John Lyons	Cllr E. Moore Dutton
Mr Peter Nimmo	Mr Mark Oldham	

The Chairman opened the meeting and welcomed Mrs Barbara Beadle who had recently been appointed as Governor to the Public Constituency – Crewe & Nantwich. The Chairman welcomed those Members of the Trust and the public who were in attendance.

The Chairman also noted it was the last Council of Governors meeting for Dr Alan Wood, Senior Independent Director, who was due to retire on 30 April 2013. The Chairman asked Governors to join with him in thanking Dr Wood for his exceptional hard work over the previous twelve years and also to wish him well on his retirement.

GOVERNORS' INTERESTS

No Governor declared, or has declared, any change to his/her interests since the previous meeting of the Council.

MINUTES OF THE LAST MEETING

After discussion, it was

Resolved to

- **To sign the minutes as an accurate record of the Meeting held on 31 January 2013.**

MATTERS ARISING FROM PREVIOUS MINUTES

CoG13.01 Care Quality Commission

Mr Park referred to the noted failure on behalf of the National Reporting & Learning System in relation to the information forwarded to the Care Quality Commission and enquired as to whether the issue had been rectified. Mrs Bullock advised that the issue had not yet been rectified wherein, Mrs Smith noted the issue had been raised again at the recent quarterly meeting with the Care Quality Commission. Mrs Smith advised the Care Quality Commission acknowledged the issue had not yet been resolved, however, advised they were satisfied with the evidence provided by the Trust and were assured the Trust are a high reporter of incidents.

Resolved

- **To note the verbal update**

CHAIRMAN'S REPORT

COG13.24 Chair Appraisal

(The Chairman left the meeting at this point)

Dr Wood presented, for information, the report on the Chair's Appraisal for 2012. Dr Wood noted same had been presented to and approved by both the Council of Governors and Board of Directors Nomination and Remuneration Committees.

Dr Wood referred to the chart 'Chair Appraisal – Council Outputs' which highlighted the overall evaluation.

Dr Wood thanked those who had responded to the questionnaire and noted a number of Governors had submitted individual comments which had formed a valuable part of the review.

Resolved

- **To note the Chair's Appraisal Report**

(The Chairman returned to the meeting at this point)

CoG13.05 Governor Self Appraisal

Dr Wood noted 18 responses had been received and advised of a number of improvements on the previous year. Dr Wood advised of concerns raised in relation to engagement particularly with Members and patients. Dr Wood advised it was anticipated a number of the actions required will link to the Trust's response to the Francis Report.

Mrs Smart advised the graphs reflected a flat lining in engagement with Members and advised, as Chair of the Membership & Communications Committee, the Committee were completing a review of Membership engagement. Mrs Smart noted it was important all Governors were involved in engagement. The Chairman advised the Committee were also to organise a number of Public Engagement Events in conjunction with the Clinical Commissioning Groups.

Cllr Flude noted some engagement is spontaneous through conversations with people you meet and is therefore not recorded as official engagement. Cllr Flude noted the importance of this type of engagement.

Cllr Flude noted the opportunities to engage with the local population at the Health & Wellbeing Fayre.

Dr Wood also referred to the question relating to the roles of the Chair, SID (Senior Independent Director) and Lead Governor noting the primary role of the SID was an alternative point of contact for the Council of Governors or Monitor should they wish to raise an issue but not approach the Chairman.

Resolved

- **To note the results of the Governor Self Appraisal**

CoG13.25 Governor Nominations & Remuneration Committee Minutes - 4 April 2013

The Chairman presented the minutes noting the key items discussed.

The Chairman advised detail of the Non Executive Director appraisal process had been provided with discussion taking place on the outcome of same. Mr Park noted the process was deemed fair.

The Chairman noted the Committee also considered the overall skillbase of the Non Executive Directors.

The Chairman advised discussion had also taken place regarding the role of Deputy Chair as the role would need to be filled following Dr Wood's retirement. The Chairman noted that the Committee had unanimously agreed to recommend to Council of Governors that Mr Dennis Dunn be appointed. In response to the Chairman's enquiry as to whether Council were supportive of this recommendation it was noted Council fully supported this appointment.

The Chairman advised the role of Senior Independent Director would also need to be filled and in this regard, the Board of Directors had approved the appointment of Mr David Hopewell to the role.

Resolved

- **To note the minutes of 4 April 2013**
- **To approve the appointment of Mr Dennis Dunn as Deputy Chairman**
- **To note the appointment of Mr David Hopewell as Senior Independent Director**

CoG13.26 Governor Appointments and Vacancies

The Chairman noted the following vacancies on the Council of Governors:

- Class of Carer of Patient aged 15 years or less in the Constituency of Patient & Carer. The Chairman noted Cllr Flude had advised Ms Steele of a contact within the Cheshire Young Carers group who Ms Steele was to approach regarding Membership of the Trust and the vacant Governor role.
- Community and Voluntary Service Cheshire East and Cheshire Community Development Trust – The Chairman noted Ms Steele was to complete a review of third sector organisations across Cheshire and consider those relevant organisations that fulfil a similar role. A proposal shall be presented to the Council of Governors.

The Chairman noted the tenure of Mr Brian Walton and Mrs Pat Stalker was coming to an end on 2 July 2013 and advised that the Trust had commenced the election process to seek both a Staff Governor (Class of Non Clinical Support Staff) and Carer Governor (Carer of a Patient aged 16 years or more).

The Chairman also noted Dr Andrew Wilson, Chair of South Cheshire Clinical Commissioning Group was to be appointed to Council. The Chairman advised the Trust's Constitution had previously noted two appointments from the local Primary Care Trust, however, with the enactment of the Health & Social Care Act it had been agreed these appointments should be made from the local Clinical Commissioning Groups. It was noted Dr Griffiths was the appointed Governor representing Vale Royal Clinical Commissioning Group.

Resolved

- **To note the verbal update**

CoG13.27 Committee Vacancies

The Chairman noted the vacancies detailed in the report and invited Governors to stand for the Committees.

Strategy Committee

The Chairman noted Mr Harry Mawdsley had expressed his interest in sitting on this committee and enquired of Council as to whether they would be supportive of this appointment. It was agreed Mr Mawdsley should be appointed to the Committee.

Nominations & Remuneration Committee

Cllr. Dorothy Flude expressed her interest in sitting on this Committee. Governors supported this appointment.

QuEst (Quality Effectiveness & Safety Committee)

It was noted there would be a vacancy on this Committee effective July 2013 following the expiration of tenure of Mrs Pat Stalker. Mrs Christine Cooper expressed an interest in standing for this Committee. Governors supported this appointment.

Patient Experience Committee

Again it was noted there would be a vacancy on this Committee effective 2 July 2013. Mrs Heather Williams expressed an interest in this Committee and Governors supported this appointment.

Executive Workforce Committee

It was noted there was a vacancy on this Committee, however, it was agreed that as the details of same had not been circulated, Ms Steele would circulate the detail of the Committee and invite Governors to stand.

Resolved

- **To note and approve the appointments as detailed**
- **To circulate details of the Executive Workforce Committee and invite Governors to express an interest in being appointed to the Committee MS**

CoG13.28 Health & Social Care Act – Update

The Chairman noted the Health & Social Care Act was now enacted, effective 1 April 2013.

The Chairman noted the Trust had held a number of development sessions which had been well attended by Governors. The Chairman also noted the Foundation Trust Network's Governor Induction/Development Programme was now in place. The Chairman noted he and Mr Park had attended an event in relation to a pilot session of the Core Module and provided feedback from the event.

The Chairman noted a development session on Membership Engagement was to be arranged, which would be led by the Membership & Communications Committee.

The Chairman advised a meeting was to be arranged for Council to review in detail the Stewardship Standard which had been presented at the Governor Development Session on the Health & Social Care Act.

The Chairman noted the Trust will continue to work with Governors in relation to duties/requirements under the Act and provide training as required.

In response to Mrs Smart's enquiry as to whether the development sessions could be re-run for those Governors who had not been able to attend the initial sessions, wherein it was agreed consideration should be given to a re-run of the Governor Development sessions and that presentation slides would be distributed.

In response to the Chairman's enquiry as to whether there were any other areas/topics governors would like to see as a Governor Development session, it was agreed there were no topics at the current time, however, consideration should be given at the end of each Council meeting to any topics raised where further information/training may be appropriate.

The Chairman noted, in light of the Health & Social Care Act, the Trust's Constitution was to be reviewed with specific discussion scheduled for the Governor Strategy Committee meeting of 3 June 2013 in relation to Significant Transactions. The Chairman noted further detail on the Constitutional changes would be presented to the Governors at the Council meeting of 25 July 2013.

Resolved

- **To note the verbal update**

CoG13.29 Quality Accounts

The Chairman invited Mrs Smith to provide an update on the Trust's Quality Account for 2012/13.

Mrs Smith advised the final draft of the Quality Account for 2012/13 was scheduled to be completed by Tuesday, 30 April 2013. Mrs Smith advised the Quality Account would be circulated to Council Members and invited Governors to feedback on the content of same.

Discussion took place as to the most appropriate form of collecting the feedback prior to the required submission date of 17 May 2013, wherein it was agreed it could be an addendum to the Membership & Communications Meeting of 13 May 2013. Mrs Smart advised she would collate the comments received. It was noted all Governors were welcome to comment on the document.

Cllr. Flude noted her concerns regarding the format of the Account, wherein Mrs Bullock advised the format of the Account is mandated.

Mrs Smith confirmed the word User would be replaced by the word Patient, within the Account, in response to Mrs Smart's request.

Mr Park suggested that future drafts of the Quality Account be circulated prior to the Council of Governors meeting in April to ensure that feedback could be provided at that meeting. It was agreed the Trust would work to arrange this, however, the availability of the document is dependent on the availability of the mandatory guidance and the timelines detailed.

Resolved

- **To circulate copies of the draft Quality Account for Governor feedback**
- **To note the Chairman's Report**

CoG13.30 LEAD GOVERNOR REPORT

In the absence of Mr Lyons, the Chairman presented the Lead Governor report and referred to Mr Lyons written commentary within the council papers. Mrs Smith referred to the detail of 'Key Points Post Francis' noting it was important the Trust was aware of any criticisms or complaints patients or the public had to ensure the issues can be dealt with.

Mrs Smart noted the point detailed *that Directors withholding information to an inquest must be personally satisfied that this is in the public interest.* Mrs Smart enquired as to whether there had been an incident whereby a Director of Mid Cheshire Hospitals NHS Foundation Trust had withheld information wherein Mrs Bullock noted there were no incidents she was aware of.

CoG13.31 Appointment of Lead Governor – April 2013 to March 2014

The Chairman noted that in the absence of a Governor coming forward to stand as Lead Governor for the period 1 April 2013 to 31 March 2014, Mr Lyons had agreed to be re-appointed.

Council members present supported the proposal for Mr Lyons to be reappointed.

Resolved

- **To note the Lead Governor's Report**

- **To approve the re-appointment of Mr John Lyons as Lead Governor for the period 1 April 2013 to 31 March 2014**

CoG13.32 NURSE STAFFING LEVELS

Mrs Smith provided a presentation on nurse staffing at the Trust. Mrs Smith noted the Trust used the AUKUH acuity tool with data formally collected twice a year. Mrs Smith advised the acuity/dependency of patients was increasing, however, registered nurses were becoming more difficult to recruit nationally. Mrs Smith noted the Trust has a Recruitment & Retention Strategy in place regarding the recruitment of nurses.

Mrs Smith provided detail of the Nurse to Bed Ratio for the Trust and the split between qualified nurses and healthcare assistants. Mrs Smith advised the detail given for the Trust showed the ratio of 48 healthcare assistants to 52 qualified nurses, noting this did vary per ward. Mrs Smith advised that in comparison to the other Trusts noted, Mid Cheshire Hospitals NHS Foundation Trust had more staff on the ward but the mix was slightly different.

Mrs Smith noted the current qualified nursing vacancies advising the Trust was seeking experienced nurses as well as newly qualified nurses to fill these posts.

Mrs Smith advised of the key themes from the National Inpatient Survey 2012 noting in particular one of the most negative themes was staffing levels whilst the most positive related to the caring nature of staff.

Mrs Smith outlined the next steps for the Trust including a review of the 12 hour shifts and workforce model.

Cllr Flude referred to the national reduction in nursing training places and enquired as to the appropriateness of this given the demographics of the local population. Mrs Smith advised the policy to reduce the nurse training places was a national one and the Trust had no input into same. Mrs Bullock noted that by 2015 it was anticipated there would be a national shortage of 300,000 nurses based on the demographics of the population and the retirement age of existing nursing staff. Mrs Bullock noted, therefore, that the Trust was reviewing nursing roles and giving consideration to alternative roles.

Dr West-Burnham noted the acuity tool provided data for adult care and enquired as to whether there was similar information

available for children's care. Mrs Smith advised there was no nationally recognised tool, however, noted the Trust had very few vacancies on the Children's Ward or in the Maternity Unit. Mrs Smith noted the most difficult specialities to recruit nursing staff to was Care of the Elderly and Medicine.

In response to Mr Park's enquiry as to whether the proposed ward closure was permanent or temporary, Mrs Bullock advised it would be a permanent closure.

An enquiry was also raised as to the Trust's risk rating for nursing acuity and the 10 out of Ten aim for 90% of adult areas to be within 10% position of their required nursing establishment. It was noted that the nurse vacancies had been risk registered at the highest risk category on the corporate register, however, following recent recruitment this has reduced. Mrs Smith noted the rating was to be reviewed again following a review of the latest acuity data.

In response to the query as to whether the anticipated future shortfall in nurses should also be included on the risk register, it was noted this prediction was given due consideration within the Trust's Recruitment and Retention Strategy and also formed part of the current risk register.

Resolved

- **To note the verbal report**

CoG13.34 STAFF SURVEY RESULTS

Mrs Gresty presented the Staff Survey results for the Trust noting the format of the survey and the increase in the Trust's response rate on the previous year. Mrs Gresty noted the Trust's position in comparison to other Trusts in relation to the 28 key indicators noting in detail the Trust's top five and bottom five ranking scores. Mrs Gresty noted the key areas of improvement and also provided further detail on the Trust's Staff Engagement score. Mrs Gresty noted the key concerns relating to physical violence experienced by staff from other staff, appraisals and work related stress.

Mrs Gresty noted the next steps including engagement and focus group sessions.

Mrs Gresty confirmed that the results of the survey were completely anonymous with responses broken down by Division rather than location.

Mr Park noted that whilst there had been an improvement in a number of areas and the Trust was ranked as 'same as peer', there remained a number of staff who had not responded positively. Mrs Bullock noted this was a concern shared by the Board of Directors who agreed further work was required to ensure ongoing improvements.

Mrs Fairhurst raised her concerns regarding physical violence experienced by staff and referred to a recent experience at the A&E Department. Mrs Fairhurst enquired as to whether there was a police presence at the Leighton site. Mrs Bullock advised until recently there had been an ongoing police presence on site, however, due to efficiencies required within the Cheshire Constabulary this presence was no longer available. More recently, Mrs Bullock advised, the Trust had a policeman on site who worked with the Trust's security team, however, noted this was not a 24/7 service. It was noted that staff appeared to be unwilling to report incidents and in this regard, the changes to the reporting process were re-iterated. Mrs Bullock noted that the Security team were working with staff to encourage prosecutions.

In response to Mrs Phillips enquiry as to whether staff were given access to anger management training, Mrs Gresty advised staff are directed to their Human Resources Manager who provides appropriate support and guidance.

Resolved

- **To note the staff survey results**

CHIEF EXECUTIVE'S REPORT

CoG13.34 Confirmation of Quarter 3 Monitor Governance Rating

Mrs Bullock confirmed that the rating for quarter 3 was Green.

CoG13.35 Quarter 4 Performance

Mrs Bullock referred to the performance targets and standards circulated in the Briefing Pack for Quarter 4 noting the Trust's provisional rating of Green.

Dr West-Burnham referred to previous performance summaries which had noted concerns relating to the achievement of specific cancer targets and enquired as to whether the issues had been resolved. Mrs Bullock noted the Trust continued to work to resolve the issues but was currently achieving all cancer targets and has done so for 3 concurrent quarters.

CoG13.36 Financial Position

Mrs Bullock noted the Financial Risk Rating at Level 3 (Green) advising the Trust would be financially challenged for 2013/14. Mrs Bullock noted the Capital Programme was behind plan wherein Mr Park enquired as to the reason for same. Mrs Bullock noted the slippage within the IT programme advising a Business Case had subsequently been presented to the Board of Directors requesting release of monies for a number of projects. Mrs Bullock noted the slippage on the Capital Programme was not a cause for concern.

Dr West-Burnham noted the increased cost of drugs and discussion took place regarding the provision of drugs which may not be prescribed locally by a GP. Mrs Bullock noted there was a Joint Medicines Management Committee in place.

Mrs Bullock noted the contract with the Clinical Commissioning Groups had not yet been signed, however, it was anticipated the final offer would be challenging for the Trust. In response to Mrs Williams enquiry as to whether the Trust would lose income on closing a ward, Mrs Bullock advised the closure of the ward was to be implemented through changing work practices and increased productivity which should not affect the total number of patients seen by the Trust.

In response to Mr Walton's enquiry as to whether there was a risk in closing a ward, Mrs Bullock noted it was a risk, however, detailed the reasons for the required closure which were considered compelling.

CoG13.37 Monitors New Provider Licence

Mrs Bullock referred to the detail provided in her Chief Executive Briefing and invited questions in relation to same.

Mr Park enquired as to whether there were any concerns for the Board of Directors within the terms of the Licence wherein Mrs Bullock referred to the Commissioner Requested Services noting all mandated services were Commissioner Requested Services and in this regard the Trust would require Commissioner permission should it wish to effect changes to a service provision.

Mrs Bullock also referred to the Risk Pool Levy noting a Trust's contribution would be dependent on the number of Commissioner Requested Services. Mrs Bullock noted the Clinical Commissioning Groups will also be required to contribute to the Pool and it is anticipated Clinical Commissioning Groups may, therefore, look to reduce the

number of Requested Services. A concern would be as to which services would be decommissioned.

CoG13.38 MCHFT Position on Compromise Agreements

Mrs Bullock referred to the information detailed in the Chief Executive's report noting that over the previous 5 years the Trust has not had any Compromise or Settlement Agreements relating to concerns raised about quality or patient care. More importantly, Mrs Bullock confirmed that the Trust's Policy prevented 'gagging clauses' in the event of clinical concerns over safety or outcome issues.

CoG13.39 Patient Experience, Quality & Safety Update

Francis Report – How MCHFT will respond

Mrs Bullock referred to the report which outlined how the Trust will respond to the Francis Report including the recommendations detailed. Mrs Bullock noted two engagement events had been scheduled with Governors and Members to be invited to same.

Friends & Family Test

Mrs Bullock detailed the Trust's readiness for the introduction of the Friends & Family Test which went live on 1 April 2013. Mrs Bullock advised the Trust had submitted data for February and March as part of the pilot, and provided detail of the results for February together with a briefing on the March results. Mrs Bullock noted the vast majority of patients where either Extremely Likely or Likely to recommend the Trust.

Mr Mawdsley referred to the response rate for A&E and enquired generally as to whether A&E continued to see increases in non-elective demand. Mrs Bullock noted there have been peaks and troughs in activity which have been managed. The Chairman noted the Trust has been assisted financially by the Clinical Commissioning Groups through non-recurrent funding. Mrs Bullock noted members of Board of Directors meet with staff from within the A&E Department and assured Governors that should staff have concerns regarding an unsafe work environment or concerns re patient safety, they would raise them.

In Patient Survey Results

Mrs Bullock noted the Inpatient Survey Results were now available and the detail of same would be presented to the July Council of Governors meeting.

GOVERNOR DISCUSSION TOPIC

CoG13.40 **Mid Staffordshire Hospital NHS Foundation Trust & the Francis Report**

Mrs Bullock introduced the item referring to summary information included in her Chief Executive's Report. Mrs Bullock noted Professor Sir Bruce Keogh had ordered investigations into 14 hospitals following a review of national mortality rates. Mrs Bullock noted Mrs Smith had been invited to part of the review team.

Mrs Bullock advised that if additional investigations were to take place, it was anticipated the investigations would be based on the Staff Engagement Score in the National Staff Survey (whether staff would recommend the Trust as a place to work) and also the results of the Friends & Family Test initiative.

Dr West-Burnham noted her surprise at the staff survey result relating to those staff who had experienced physical violence from other staff and suggested increased stress levels may have contributed to it. Dr West-Burnham noted staff are managing through constant change within ongoing estate issues and it was important management were engaged with staff. Mrs Bullock agreed with the comments of Dr West-Burnham noting the Trust had commenced engagement events with staff across the Trust. Mr Pitt noted the Trust were also reviewing and updating the Organisational Development Strategy.

Mrs Coombes noted the Trust's response to the Francis Report was to be a patient led response and in this regard, two public engagement events have been scheduled. Mrs Coombes noted the dates scheduled were 22 May and 6 June 2013 with an invitation to be extended to all Governors.

Mrs Cooper advised of a recent presentation she and Mrs Smart had given to the shadow Council at University Hospital North Staffordshire and provided feedback from same. Mrs Cooper advised the shadow Council had commented with surprise at the level of transparency with which the Governors interacted with them.

The Chairman noted it was important Council were aware of and involved in the engagement events with the public/members and also any subsequent action plans.

Resolved

- **To note the discussion**

REPORTS FROM COUNCIL OF GOVERNORS' COMMITTEES

CoG13.41 Membership & Communications Committee – 18 February and 11 March 2013

Mrs Smart presented the minutes and noted that to engage with Members going forward, the Trust may need to consider the use of social media. Mrs Smart request that Governors advise of any good examples of the use of social media which the Trust could consider going forward. Dr West-Burnham advised of positive social media used by Ashfields Surgery in Sandbach.

Resolved

- **To note the minutes of 18 February and 11 March 2013**

CoG13.42 Governor Strategy Committee – 4 February and 8 April 2013

The Chairman presented the minutes.

In response to Mr Park's enquiry as to whether the Cheshire Wide Review was to be completed, Mrs Bullock advised the Local Area Team had concluded it was not appropriate for the Review to take place.

Mr Walton referred to Update on Collaborations in the minutes of 8 April 2013, and enquired as to whether the proposal included for a continuing Microbiology presence at the Leighton site. Mrs Bullock advised there would be a continuing Consultant presence on the Leighton site with the service based at East Cheshire NHS Trust.

Mr Walton enquired as to the effect on the Trust of Mid Staffordshire NHS Foundation Trust being in special administration wherein Mrs Bullock advised there would be opportunities for the Trust. Mrs Bullock advised she had been invited to sit on the Special Administration Board whilst discussions were also taking place with University Hospital North Staffordshire as to how the Trusts can work together to create additional capacity.

Resolved

- **To note the minutes of 4 February and 8 April 2013**

REPORTS FROM COMMITTEES WITH GOVERNOR REPRESENTATIVES

CoG13.43 Infrastructure Development Committee – 14 January and 11 March 2013

The summary report was presented wherein a query was raised in relation to the wheelchairs and the length of time it has taken

for them to be delivered. Mrs Bullock confirmed the wheelchairs had been ordered, however, there was a delay in their delivery as they were being adjusted to prevent removal from the Trust site. 40 wheelchairs are to be replaced.

- **To note the report of the meetings of 14 January and 11 March 2013**

CoG13.44 Strategic Integrated Governance Committee – 14 January, 11 February and 11 March 2013

The summary report was presented and no questions were raised.

Resolved

- **To note the summary report of 14 January, 11 February and 11 March 2013**

CoG13.45 QuEst Committee – 17 January and 14 March 2013

The summary report was presented and no questions were raised.

Resolved

- **To note the summary reports of 17 January and 14 March 2013**

CoG13.46 Patient Experience Committee – 30 January and 28 March 2013

Dame Pat Bacon presented the summary report.

Dame Pat Bacon referred to previous concerns raised by Governors in relation to the discharge process and delays reported by patients and their families/carers. Dame Pat Bacon advised representatives from the Pharmacy Department had attended the January meeting whilst representatives from Ward 18 had attended the March meeting. It was noted a patient's discharge is a process of which the provision of medicines forms part and not a single unrelated event.

Dame Pat Bacon noted a number of issues had been raised including the perception of a patient when they are told they are to be discharged and how the discharge process is communicated to the patient by the doctor. Mrs McNeil noted it was important the patients' expectations were managed whilst communication was clear. Dame Pat Bacon noted it was apparent the delay in discharge was due to a range of reasons.

Mrs Williams provided detail of a personal experience of a delayed discharge and in the discussion that followed it was agreed that the Patient Experience Committee should be made aware of individual Governor experiences as it was important the Trust was aware of issues so that same could be reviewed and actions taken to improve the service, where appropriate.

Dame Pat Bacon advised a review of the patient journey as a whole was to be completed with findings and suggestions to assist the discharge process to be presented to a future Patient Experience Committee meeting.

Dame Pat Bacon also noted herself, Mrs McNeil and Mrs Creed were to review a Care Round in practice the following Monday.

Resolved

- **To note the minutes of 5 October 2012 and 22 November 2012**

ANY OTHER BUSINESS

CoG13.47 Mayor of Cheshire East Council

Cllr Dorothy Flude advised she was to be appointed as Mayor of Cheshire East Council and advised that she wished to remain as a Governor of the Trust, however, may not be able to attend all scheduled meetings.

Council Members congratulated Cllr. Flude on her appointment.

CoG13.48 Cancelled Operations

Mrs Smart noted, within the Quality Account, the Trust's performance against the local quality indicator 'Cancelled Operations - % breaching 28 day guarantee' was 16% against a target of 5%. Mrs Smart noted she was the Governor representative on the Quality & Safety Improvement Strategy Group and had expressed her concerns regarding the results at the meeting held the previous day.

Mrs Bullock advised of a number of reasons for the operations not being rescheduled within the required timeframe and provided context as regards the small number of patients involved.

It was agreed further explanatory information should be included in the Quality Account.

CoG13.49 Crewe & Nantwich Governors

Mrs Cooper introduced herself to Mrs Beadle as one of the Governors for the Crewe & Nantwich Constituency and it was agreed Governors should be provided with details of and on commencement introduced to other Governors within their Constituency.

Ms Steele advised the information being provided to new Members was currently being reviewed and it was proposed to include names and photographs of the full Council of Governors. Ms Steele advised this information could also be provided to Governors so each Governor would be aware of which Constituency a Governor represents.

CoG13.50 Board Effectiveness Survey

Mrs Bullock reminded Governors that the Board Effectiveness Survey was currently being undertaken and encouraged Governors to complete same.

CoG13.51 Fundraising Publication

Mrs Bullock advised Council, Mrs Sue Pickup, Patient Experience Manager, had launched a book entitled 'Smellebrities' to raise money for Parkinson's UK, a charity with which she was involved. Mrs Bullock advised the publication was available from Mrs Pickup should anyone wish to purchase a copy.

CoG13.52 Information Events for Governor Elections

Mrs Bullock referred to the scheduled information events for persons who may be interested in standing in the upcoming Governor elections. Mrs Bullock noted, to date, only two Governors had volunteered to assist at the event. Mrs Bullock asked that Governors do support the events as they are an important way of not only encouraging others to become Governors but engaging with Members and the public.

The Chairman closed the public meeting.

TIME, DATE AND PLACE OF NEXT MEETING

Thursday, 25 July 2013 @ 5.30pm, Lecture Theatre, Post Graduate Medical Centre