

**Minutes Annual Members Meeting, held on 22 September 2011 at 17:00 in  
Lecture Theatre 1, Education Centre,  
Upper Maudlin Street, Bristol, BS2 8AE**

<b>Board Members Present</b>	
<ul style="list-style-type: none"> <li>• John Savage – Chairman</li> <li>• Robert Woolley – Chief Executive</li> <li>• Paul May – Non-executive Director</li> <li>• Kelvin Blake – Non-executive Director</li> </ul>	<ul style="list-style-type: none"> <li>• Steve Aumayer – Director of Workforce and Organisational Development</li> <li>• Paul Mapson – Director of Finance</li> <li>• Alison Moon – Chief Nurse</li> </ul>
<b>Membership Council Members Present</b>	
<ul style="list-style-type: none"> <li>• Anne Ford – Public Governor, North Somerset</li> <li>• Clive Hamilton – Public Governor, North Somerset</li> <li>• Mo Schiller – Public Governor, Bristol</li> <li>• Pauline Beddoes – Public Governor, South Gloucestershire</li> <li>• Sue Silvey – Public Governor, Bristol</li> <li>• Anne Skinner – Patient Governor, Local</li> <li>• Peter Holt – Patient Governor, Local</li> <li>• Jacob Butterly – Patient Governor, Local</li> <li>• John Steeds – Patient Governor, Local</li> <li>• Suzanne Green – Patient Governor, Tertiary</li> <li>• Phil Mackie – Patient Governor, carers of patients under 16 years</li> <li>• Garry Williams – Patient Governor, carers patients of 16 years and over</li> </ul>	<ul style="list-style-type: none"> <li>• Belinda Cox – Staff Governor, Nursing and Midwifery</li> <li>• Florene Jordan – Staff Governor, Nursing and Midwifery</li> <li>• Alex Bunn – Staff Governor, Non-Clinical Healthcare</li> <li>• Helen Langton – Appointed Governor, University of West of England</li> <li>• Tim Peters – Appointed Governor, University of Bristol</li> <li>• Sylvia Townsend – Appointed Governor, Bristol City Council</li> <li>• Jeanette Jones – Partnership Governor, Joint Union Committee</li> <li>• Jane Britton – Partnership Governor, Avon and Wiltshire Mental Health Trust</li> <li>• Maggie Mickshik – Partnership Governor, Voluntary Group</li> <li>• Joan Bayliss – Partnership Governor, Community Group</li> </ul>
<b>Others Present or In Attendance</b>	
<ul style="list-style-type: none"> <li>• Charlie Helps – Trust Secretary</li> <li>• Christine Perry – Director of Infection Prevention and Control</li> <li>• Ian Barrington – Divisional Manager, Women and Children’s Division</li> </ul>	<ul style="list-style-type: none"> <li>• Sarah Pinch – Head of Communication</li> <li>• Maria Fox – Membership Manager</li> <li>• Vicki Goodwin – Membership PA</li> <li>• 40 Foundation Trust Members</li> </ul>
<i>Item</i>	<i>Action</i>
<p><b>1. Chairman’s Welcome and Apologies</b></p> <p>The Chairman, John Savage, welcomed everyone to the meeting including governors, public, patient and staff members. He noted apologies from:</p> <ul style="list-style-type: none"> <li>• Trust Board - Emma Woollett, Non-executive Director, Lisa Gardner, Non-executive Director, Iain Fairbairn, Non-executive Director Selby Knox, Non-executive Director, Sean O’Kelly, Medical Director, Deborah</li> </ul>	

<p>Lee, Director of Strategic Development, and James Rimmer, Chief Operating Officer.</p> <ul style="list-style-type: none"> <li>• Governors - Ken Booth, Jade Scott-Blagrove, Mary Hodges, Ken Cockrell, Kylie Murray, Neil Auty, Sian Evans, Wendy Gregory, Lorna Watson, Jan Dykes, Phil Quirk, Louise Newall, Chris Payne, David Tappin, James White, and Jessica Burston.</li> <li>• Other apologies - Peter Wilde, Head of Division for Specialised Services Elizabeth Kutt, Head of Division for Diagnostics and Therapies, and Jackie Cornish, Head of Division, Women's and Children's Services.</li> </ul>	
<p><b>2. Membership and Elections</b></p> <p>Charlie Helps, Trust Secretary, presented the Membership and Election report, which included an overview of the Trust's membership constituencies, numbers, and representation, and gave an update to the recent governor elections that took place in March to May 2011. Thirteen seats were open for election, and all were successfully filled.</p> <p>He also outlined the objectives for the Membership Plan 2011-2012:</p> <ul style="list-style-type: none"> <li>• Replacing public and patient members who leave.</li> <li>• Increasing patient and public membership total to 12,300 members.</li> <li>• Maintaining staff membership at <math>\geq 95\%</math>.</li> <li>• Increasing membership in under-represented groups.</li> <li>• Engaging members in the Trust's service improvements.</li> <li>• A formal review of Membership by the Membership Working Group.</li> </ul> <p><u>The Governors noted the Membership and Election report.</u></p>	
<p><b>3. Governors' Report</b></p> <p>The Working Group Chairs gave the governors Report as follows:</p> <p>Suzanne Green, Chair of the Governors' Membership Working Group gave a summary of the activity of the group in 2010-2011. The group's priorities for the year ahead include working with local colleges with a view to increase the youth membership, looking at ways of communicating with members, including via electronic media, and a formal review of the Membership.</p> <p>Mo Schiller, gave a summary of the activity of the Governors' Quality Working Group in 2010-2011. The group have identified several issues relating to pharmacy and transport and are working with the relevant managers to resolve these issues. The group have regular meetings with members in outpatient areas, and monthly tours of hospital divisions, which help them to identify patient issues.</p> <p>Anne Ford, Chair of the Governors' Strategy Working Group gave a summary of the activity of the group in 2010-2011. They have been liaising with operational managers on changes being put forward for plans for the new ward block, and have put forward suggestions for extra usage of the Simulation Centre.</p>	

#### **4. Review of the Year and presentation of the Annual Report and Accounts**

Robert Woolley, Chief Executive presented his review for 2010-2011.

Highlights from the year include:

- The Trust's Black, Minority and Ethnic group celebrated its 10<sup>th</sup> birthday, and the Trust celebrated Nurses Day.
- Professor Jonathan Benger, Consultant in Emergency Medicine was named in *The Times* top doctors poll.
- HRH Prince Michael of Kent helped the Trust commemorate the 200<sup>th</sup> birthday of the Bristol Eye Hospital.
- The development of an award winning innovative children's cartoon about radiotherapy, with Aardman Animation.
- The independent inquiry into histopathology services published its report in December 2010; subsequent review by the Care Quality Commission has further underlined confidence in our service.
- The world's first Xenon gas treatment for a premature baby took place at St Michael's Hospital.
- The maternity unit at St Michael's achieved level 3 in last year's NHS Litigation Authority assessment.
- The Trust achieved its target reductions in MRSA and hospital-acquired C Difficile infection.
- The Trust values were launched in June 2011 and are featured across all our hospitals with a series of charity-funded posters.

Robert outlined the Trust's plans for 2011-2012. These include beginning work on the new ward block to the Bristol Royal Infirmary for completion in 2014. The Trust is also redeveloping the Children's Hospital to enable the centralization of all children's services onto one site, and will see the closure of Bristol General Hospital with services moving to the new South Bristol Community Hospital.

Robert presented the Annual Report and Accounts to the governors. He confirmed that independent Auditor had reviewed the Annual Report and Accounts for 2010/11 and concluded that the financial accounts "*Give a true and fair view of the state of affairs of University Hospitals Bristol NHS Foundation Trust's affairs*" and "*have been properly prepared in accordance with the accounting policies directed by Monitor as being relevant to NHS Foundation Trusts.*"

In respect of the Quality Account the Auditor stated that "*nothing has come to my attention that causes me to believe that, for the year ended 31 March 2011, the content of the Quality Report is not in accordance with the NHS Foundation Trust Annual Reporting Manual.*"

Robert handed over to Paul Mapson to present the Financial Accounts for

<p>2010/11. Paul reported that the Trust had delivered an income and expenditure surplus of £12million. This had exceeded the plan by £6.28million. The Trust has a Financial Risk Rating Assessment of 4, which is rated 'very good' by Monitor.</p> <p>Paul reported that the Trust maintains a healthy cash position of £53million and a strong balance sheet. The External Auditors had reported that the results for 2010/11 demonstrate that Trust had delivered the third year of its financial strategy as a Foundation Trust.</p> <p>Paul went on to state that the current financial priorities of the Trust are to provide fit for purpose clinical accommodation through the BRI redevelopment scheme, and to build recurring surplus for investment.</p> <p><u>The Governors noted the Annual Report, Quality Account and Financial Accounts for 2010/11.</u></p>	
<p><b>5. Questions and Answers</b></p> <p>Q1. A patient member enquired why histopathology victims had not interviewed as part of the independent inquiry into histopathology services, or the subsequent review by the Care Quality Commission (CQC).</p> <p>Robert responded that the independent histopathology inquiry looked at the veracity of the claims made, and concluded that very few serious errors had been made. The Trust, together with North Bristol NHS Trust, had taken the view that it would have been inappropriate to alarm patients about the possibility of serious misdiagnosis before the concerns had been properly investigated. The Trust has apologised to all patients concerned. He added that the recent review conducted by the CQC looked at the Trust's current standards and practices. In this review they had chosen to interview patients and staff. The review concluded that the CQC have confidence in our service.</p> <p>The member stated that she has never been apologised to and asked for Robert's opinion on this.</p> <p>Robert responded that to his knowledge the member was a patient of North Bristol NHS Trust and he could not comment on what correspondence the member has received. John Savage offered his apologies to the member, and stated that it is his deepest regret that mistakes do take place in the Trust. He added that he was happy to meet with the member to discuss this further.</p> <p>Q2. Garry Williams, Governor asked the Trust Secretary how he thought the membership would be affected by the Trust's potential running of the South Bristol Community Hospital.</p> <p>The Trust Secretary responded that if the addition of the hospital changed the</p>	

shape of the Trust's existing constituencies, this would be taken into account in membership activities, including recruitment and engagement.

Q3. Garry Williams also asked about the role of "stakeholder" governors?

Charlie responded that appointed governors include the Primary Care Trust Governors, the Local Authority Governors, the University Governors and the Partnership Governors and represent the views of local organisations and partnerships at the Membership Council. Their numbers were thus not mentioned in the breakdown of constituencies in the membership figures presented.

Garry added that he really appreciated the time given by the staff governors, and has been pleased by the attitude of all staff that he has encountered at the Trust.

Q4. A member asked if the needs of people with learning difficulties had been taken into account with the design of the new South Bristol Community Hospital. Robert Woolley explained that the build had been commissioned by NHS Bristol Primary Care Trust, but he is confident that the needs of all patients would have been incorporated into the design.

Q5. Maggie Mickshik, Governor asked if parents had been consulted in the new parents accommodation at NICU. Ian Barrington, Divisional Manager for the Division of Women and Children's Services responded that the accommodation had been provided by the Cots for Tots Appeal who had consulted with parents and staff, and other agencies how help to provide this kind of accommodation.

Q6. Maggie also asked what progress the local Square Table discussion on children's palliative care recommendations had been made (as she represent Martha Care, an organisation seeking to offer such a service to the children's hospital). Ian Barrington offered to meet with Maggie after the meeting to give her an update.

The formal requirements for the Annual Members meeting were concluded. This was followed by a talk by Neina English, Matron on the Bristol General Hospital and the presentation of Long Service Awards to staff.

## **6. Date of Next Meeting**

**Membership Council**, Wednesday 02 November 2011 from 13:00 to 15:00 in Lecture Theatre 1 of the Education Centre, Upper Maudlin Street, Bristol, BS2 8AE.