

Annual General Public and Members' Meeting

Wednesday 27 September 2017 at 6.30pm

The Venue MK Walton High, Fyfield Barrow Milton Keynes MK7 7WH

Time	Item of Business	Speaker
18:30	Welcome and Introduction	Simon Lloyd Acting Chairman
18:35	Apologies for absence	Simon Lloyd Acting Chairman
18:40	Minutes of the Annual General Public and Members' Meeting held on the 14 September 2016	Simon Lloyd Acting Chairman
18.45	a. Appointments since the 2016 Annual Members' Meeting (Governor and Board of Directors)	Simon Lloyd Acting Chairman
	b. Changes to the Trust's Constitution during 2016/17	Kate Burke, Director of Corporate Affairs
18:55	Review of 2016/17 (Annual Report)	Joe Harrison, Chief Executive
19.10	Financial Review of 2016/17 (Annual Accounts)	Mike Keech Director of Finance
19.15	Council of Governors' Review of 2016/17 • Membership • Elections	Lesley Sutton, Governor Alan Hastings Governor
19.25	The Year Ahead	Joe Harrison Chief Executive
19.30	Questions	Board of Directors
19.45	Close	Joe Harrison, Chief Executive

Meet the Board of Directors and Governors

Annual report and accounts 2016/17 are available on the website at http://www.mkhospital.nhs.uk/



MILTON KEYNES UNIVERSITY HOSPITAL NHS FOUNDATION TRUST ANNUAL GENERAL PUBLIC AND MEMBERS MEETING

Minutes of the Annual General Public and Members' Meeting of the Milton Keynes University Hospital NHS Foundation Trust held on Wednesday 14 September 2016 at 6.30pm at Walton High, Fyfield Barrow, Milton Keynes MK7 7WH

Present:

DEPUTY CHAIRMAN:

Simon Lloyd (SL)

CHIEF EXECUTIVE:

Professor Joe Harrison (JH)

NON-EXECUTIVE DIRECTORS:

Andrew Blakeman (AB) - Non Executive Director

Mr J J DeGorter(JDe) - Chair of Quality and Clinical Risk Committee

Mr Robert Green (BG) - Chair of the Audit Committee

Mr David Moore (DM) - Chair of Finance & Investment Committee

EXECUTIVE DIRECTORS:

Ms Sophia Aldridge (SA) - Director of Finance
Mr John Blakesley (JB) - Deputy Chief Executive
Kate Burke (KB) - Director of Corporate Affairs

Ms Ogechi Emeadi (OE) - Director of Workforce

Ms Emma Goddard (EG) - Director of Service Development

Ms Caroline Hutton (CH) - Director of Clinical Services

Ms Lisa Knight (LK) - Director of Patient Care and Chief Nurse

Ian Reckless (IR) - Medical Director

Also in attendance

Public Governor Mrs Lesley Bell (LB) - Lead Governor 2015-2016

Public Governor Jean Button

Public Governor Mr Douglas Campbell OBE

Public Governor Paul Griffiths

Public Governor Mr Alan Hastings

Public Governor Mr Alan Hancock

Public Governor Brian Hobbs

Public Governor Peter Skingley

Public Governor Debbie Lewis

Staff Governor Lesley Sutton

Staff Governor Keith Marfleet

Appointed Governor Andrew Buckley

Appointed Governor Clare Hill

Appointed Governor Hilda Kirkwood

Appointed Governor Jill Wilkinson

Youth Participation Governor Ijeoma Ogbuju

Youth Participation Governor Amber Saunders

Prior to the start of the meeting, refreshments were provided for guests together with the opportunity to browse among the eight local organisation and community group exhibitor stands who were showcasing their work and achievements.

There were 80+ members of the public present with at least one member present from every constituency

1	ANNOUNCEMENTS	
1.1	The Deputy Chairman, Simon Lloyd on behalf of the Chairman conveyed a personal message of apology from Baroness Wall, who unfortunately was unable to be at the meeting due to a family bereavement.	
1.2	WELCOME AND OPENING REMARKS	
	The Deputy Chairman extended a warm welcome to everyone for the 2016 Annual Public and Members meeting at Walton High.	
	Reporting on the format for the evening the Deputy Chairman recounted that the review of 2015 - 2016 and the rapid pace of time since, had allowed for an important chance to pause and reflect on performance and achievements and was pleased to announce that there was much to celebrate. A summary of the achievements were to be reported by the Chief Executive Joe Harrison later in the meeting.	
	The Deputy Chairman shared with the meeting the following sentiments conveyed by Baroness Wall from her visits to wards and departments across the hospital.	
	'I feel a great sense of pride and privilege when I reflect on the care and services that our staff deliver and I would like to pay tribute to those dedicated and hardworking individuals and teams across the hospital.	
	Everyone I meet in every ward and department in the hospital shares the same commitment – to do their very best to provide compassionate care and good services for our patients, I would like to thank each and every one of them.'	
2	Apologies for absence	
2.1	Apologies for absence Apologies for absence were received on behalf of Baroness Wall, Governors Carolyn Peirson, Chris Phillips, Kim Weston and Liz Wogan.	
2.2	Minutes of the Annual General Public and Members Meeting held on the 22 September 2015	
	The Deputy Chairman presented the draft minutes of the Annual General Public and Members' meeting held on the 22 September 2015.	
	Resolved: That the draft minutes of the Annual General Public and Members' meeting held on the 22 September 2015 be accepted as a correct record.	
3.	Governance Update	
а	Appointments to the Board of Directors and the Council of Governors since the Annual Members' Meeting held in 2015	

The Deputy Chairman informed the meeting of the following formal appointments during the 2015/16 financial year:-

Board of Directors

Non Executive Director Frank Burdett had left the Board of Directors in February 2016 and Andrew Blakeman was appointed as a Non Executive Director.

Frank had made a significant contribution to the Board and the Chairman had particularly requested that a note of thanks be recorded at the meeting to Frank, particularly in his capacity as chair of the Charitable Funds Committee

Council of Governors

During the course of the year the trust welcomed re-elected governors and new governors:-

New Governors Alan Hancock, Alan Hastings and Carolyn Peirson were publically elected by the member constituencies and staff governor Laura Davison elected by staff.

Re-elected governors were Liz Wogan for a public constituency and Staff Governors Keith Marfleet and Lesley Sutton

Councillor Peter Marland as the Milton Keynes appointed governor for 2015/16 and youth cabinet representatives Ijeoma Ogbuju and Alexia Watson Yarngo had also joined the Council of Governors.

The Chairman had particularly asked that a thank you be reported, for the contribution given during his time as a Governor, to Peter Ballantyne who had resigned from his position during the year.

The Deputy Chairman concluded by stating that the Chairman had expressed that a thank you be made to the Council of Governors for their hard work and commitment throughout the year. That it was a great pleasure to work with them, and, through them with the communities they are elected to represent.

<u>Resolved:</u> That the Appointments to the Board of Directors and the Council of Governors since the Annual Members' Meeting held in 2015 be received and accepted.

b Changes to the Trust's Constitution

The Director of Corporate Affairs informed the meeting of the Trust Constitution amendments:-

With regard to 10 Governor vacancies due within a short period of time, Milton Keynes University Hospital Governors and the Trust explored and discussed proposals to hold elections in one campaign this financial year. This also being a cost saving to the Trust and having consulted the Trust's legal advisors (Capsticks) and UK Engage the independent Company who carries out the Trust's Elections it was recommended that an amendment was made to the Trust constitution

The constitution change allows the number of Governor' Elections to be held once in the financial year if the Trust deems it necessary to do so.

The details and description of the amendments had been included in the meeting papers to everyone in attendance

Resolved: That the amendments to the constitution were formally approved.

4 Review of 2015/16 (Annual Report)

The Chief Executive presented the Annual Review and Quality Accounts of 2015/16 and reported on the trusts vision, strategy and objectives.

The following was highlighted:-

Serving the people of Milton Keynes

- Last year urgent and emergency care had seen 140,000 patients', with an increase of nearly 16 per day (7.4%) in Accident and Emergency.
- 32,200 patients were admitted as an emergency
- Nearly 1/3 million out-patients were seen
- 23,242 patients were treated as elective admissions
- For the first time ever 4,000 babies were delivered

Performance

- Accident and Emergency performance, at 94.2% was an improvement although below standard.
- A positive achievement was seen for the trust for C Difficile infections, which were almost halved and well below the ceiling.
- 2 out of 3 Cancer targets had been met.
- Referral to treatment waiting times had increased, this was due to emergency pressures and the amount of people being seen.

The Care Quality Commission

- There were current overall ratings of good for 6 speciality areas including maternity and gynaecology, surgery, critical care, services for children and young people end of life care and outpatients and diagnostic imaging. With 2 speciality areas Urgent and Emergency Services and medical care with the rating of requires improvement.
- Good evidence of improvements were highlighted at the follow up visit from the Care Quality Commission in June 2016, particularly areas such as flow of patients' through the emergency department and good practice including the team to meet the emergency department target. Further areas of improvement identified were security and privacy in the Emergency Department.

Providing High Quality Care 2015/16

- The trusts priority to improve in the collection and management of clinical observations resulting in better management of the deteriorating patient, had partly been met. A better way of managing the deteriorating patient was introduced and clinicians had received appropriate training and there was confidence that full delivery would be met next year.
- Priority 2 to consistently achieve a recommendation rate of 92% in the Friends and Family
 Test in the cancer inpatient and outpatient facilities and to improve the response rate to 30%
 was partly achieved with 99% positive returns although response rates were below the target.
- Priority 3 was to deliver the national CQUIN on sepsis and this was achieved.

The Priorities for 2016/17 were:-

- Improving patient safety
- Embed new processes for the identification and management of the deteriorating patient
- o Improve the management of patients with sepsis

Investing in Education and Training

The Chief Executive formerly introduced Professor Martin Wetherill The Trusts Director of Buckingham University Liaison and a short video followed that gave the background to what being a University Hospital means to Milton Keynes and the benefits that it brings.

The Chief Executive reported that a formal ceremony was to be held to prepare the ground for the building of the Academic Medical Centre.

In investing in education and training in 2015/16 had resulted in 57 apprenticeships completed, an increase from just 5 on 2013/14. Continued work with six universities for nursing and midwifery delivering in-house post-graduate education and introduced a new consultant's development programme.

Research and Development

- Two designated directors of research and development had been appointed
- The department had grown from five research nurses in 2011 to 33 in 2015/16
- 4,195 patients' had been recruited to participate in research making Milton Keynes University
 Hospital the top recruiting small acute trust for research in the country.
- Ground breaking clinical trial into the detection of prostate cancer using specially trained Medical Detection Dogs.

Improving Our Estate in 2015/16

- The Acorn suite has been completely refurbished, the old main entrance to increase clinical space. Plans to integrate Urgent Care Centre are developed.
- Additional ward capacity, ward 18 opened
- Refurbished chemotherapy space opened
- Replacement of two x-ray rooms
- £1/3 million spent on new cardiac monitors

Improving our estate from 2016

- Main entrance improving access and helping to direct visitors, construction will be completed in early 2017
- Academic Centre in conjunction with the University of Buckingham, this will open in mid 2017, providing state-of-the-art educational facilities
- Cancer Centre Plans are well advanced to build a Chemotherapy, out-patient and in-patient unit

A digital future - the electronic patient record

- February 2016 First phase was successfully completed
- **July 2016** The Trust took the decision to implement a comprehensive Electronic Patient Record programme following extensive staff consultations
- August 2016 Over 300 staff attended Digital Devices Demonstration testing and providing feedback on proposed new digital equipment
- **September 2016** The Electronic Patient Record programme launches this week. Next stages of building, testing and staff training scheduled to deliver full implementation in October 2017.

Listening to our staff

The findings of 5 key questions in the Annual Staff Survey had shown good evidence of improvement from previous year's results, with some areas recording above the average for acute trusts for 2015.

The Chief Executive concluded by paying tribute and thanking the volunteers for their commitment and dedication, to those who support the Hospital charity, to the members of the community, and to the staff, who strive to provide good, safe care every day for every patient.

Patient Story

A short patient story video was played. The story was about a little boy called Hari, who at 5 years old is in his first year of cancer treatment. For his mum Ravi, the diagnosis was of course the worst possible news you can ever imagine.

Ravi kindly agreed to give her personal view of the hospital - and in particular of the care given by one nurse on the Children's ward by his mum.

6 Financial Review of 2015/16 (Annual Accounts)

The Director of Finance presented the financial review of 2015-16 and the following was highlighted:-

Financial Headlines and challenges

- Last year 80% of trusts were in financial deficit and at Milton Keynes the Trust recorded an improved deficit of £31.8m against the plan for the year ending 31 March 2016. This was better than the annual plan by £1.5m.
- 2015/16 saw the NHS provider sector deliver a year-end deficit of £2.45 billion as a result of growing demand and increasing cost pressures.
- Milton Keynes experienced higher than national growth in demand with Accident and Emergency attendances up by 7% and emergency admissions up by 9% giving rise to both cost pressures and operational pressures.
- In order to maintain a safe service, agency staffing costs rose to £23m from £17m the previous year, as a result of national shortages of suitably qualified clinical staff.
- Despite the operational pressures the Trust delivered its savings target of £8.7m which was an increase of 4% on the previous year.

Investing in the Future

- £14m invested in capital projects (up from £10m in 2015) with a major investment in the new electronic patient records system (ePR), as well as ongoing replacement and upgrade of our facilities and equipment;
- The Department of Health and NHS Improvements have continued to support our hospital plans and have invested a further £33m of new cash.
- The capital programme for 2016-17 comprises £8m "business as usual" replacement capital as well as continuing to invest in strategic areas such as ePR, the new cancer centre, the new main entrance and increasing ward capacity to cope with rising demand.

Charitable Funds

- £225,801 was raised from individuals, companies, schools and events in 2015 -16 to fund new equipment and enhancements
- Leo's appeal raised £39,000 of new funds and was able to spend £75,000 on enhancements to children's wards including artwork and Sensory Voyagers (a unique portable sensory solution for limited space which transform any room into a sensory experience).

Outlook for 2016-17

• The national picture continues to be challenging and is one of the many reasons we are

- looking at planning more effective, joined-up care in our localities through the Sustainability and Transformation Plan (STP) with Bedfordshire and Luton.
- For the 2016-17 financial year, a further £1.8bn of cash has been made available to the provider sector in response to rising demand. Milton Keynes University Hospital NHS Foundation Trust has been allocated £7.3m of this funding for 2016-17. This funding is contingent on the Trust achieving its financial and performance targets.
- Milton Keynes University Hospital NHS Foundation Trust is projecting a deficit of £25.6m for the current financial year which was an improvement of £6.2m on 2015/16.

7. Council of Governors Review 2015/16

The Lead Governor for 2015 -16 Lesley Bell gave a presentation and highlighted the following:-

Our Governors'

- There were 29 Governors' in total, comprising of 15 public Governors covering eight constituencies, seven staff governors and six appointed governors from local organisations
- Elections were held for both public and staff governors in 2015/16

The Council of Governors has a number of Statutory Duties required by law including

- Hold Non-Executive Directors to account for the performance of the Board
- Represent the interests of patients, members of the Trust as a whole and the public in general

As Governors we must:-

- Be independent of the Board of Directors
- Represent the interests of patients, members and the people of Milton Keynes
- Abide by the Code of Practice 7 Nolan Principles of Public Life

Activities 2015 -2016

- The Council formally met 7 times plus the Annual Members' Meeting
- Two new Non Executive Directors were appointed during the financial year and one Non Executive Director was re-appointed
- Monitored Trust-wide governance issues on an on-going basis and received a wide range
 of reports including care and quality, finance, transformation and workforce with the
 opportunity to provide scrutiny and challenge
- The Council of Governors also received and approved formal reports including the Annual Report and Accounts and fulfilled its duties in relation to External Audit
- Contributed on a regular and on-going basis to the Bedfordshire and Milton Keynes Healthcare Review

Membership

- Public membership was, 5673 at the end of the year. In 2015/16 The Membership and Engagement Strategy was adopted to develop and extend The Trust's membership and encourage members to get more involved.
- Activities have taken place to inform, involve and recruit new members:-
 - Membership promotion at local public events, for example Health and Care Event, Middleton Hall.
 - Health promotion event hosted by the Mayor of Milton Keynes
 - Launch of the 'Meet the Members' event attended by 100+ members to hear of the pioneering research being undertaken at Milton Keynes University Hospital

in partnership with Medical Detection Dogs and the opportunity to volunteer and participate in the canine detection of urological cancer.

Future activities include

- More meet the members' events
- Local community recruitment campaigns
- The launch of a Members' Newsletter
- More Opportunities for members to share their ideas in planning new systems that will assist patients.

The Future

Governors will be involved in the Sustainability and Transformation Plan for Milton Keynes Luton and Bedfordshire as it develops

8. Questions

The Chief Executive invited questions from the audience.

A member from the audience complimented the trust on the achievements that have taken place in recent years they further reported on the good comments that they regularly receive from patients.

In relation to the new developments taking place, what was the car parking provision? The Chief Executive explained that the new main entrance would not be the only car park for patients to use, that there were further plans for car parking across the site together with specific disability car parking and spaces for those with severe ill health.

In relation to the challenge of staff recruitment

The Director of Workforce reported that although as seen nationally recruitment was a challenge, that the medical school and investment in education and training opportunities at Milton Keynes had shown proven attraction of staff.

In relation to apprenticeships at the Trust

The Director of Patient Care and Chief Nurse reported that the change in governments rules, had enabled increased scope to increase the offers of apprenticeships and work was being undertaken with local Health and Social care agencies and Milton Keynes Council to progress this opportunity.

In relation to signage from car parks

The Deputy Chief Executive reported that the signage for patients to identify department areas of the Hospital was constantly examined to improve access for patients', recently duck prints had been situated on the path showing the route to the children's ward. Feedback on any areas was welcomed.

In relation to Adolescent Wards

The Chief Executive reported that currently there wasn't the physical capacity on the site for adolescent wards but as the hospital develops and grows there would certainly be options.

A member of the audience reported on the circumstances for a recent visit to the hospital for a procedure and wished to convey that it was really good experience.

9.	Close
	The Chief Executive thanked everyone for attending the meeting and declared the meeting closed.
	The meeting ended at 19.50pm

Carol Duffy Governor and Membership Manager 12 October 2016



Annual General Public and Members' Meeting

Report of the Constitution Amendments arising from the changes approved by Governors and the Trust Board

Dear Member

A number of developments, including the Trust's relationship with the University of Buckingham has made it necessary to make some amendments to the Constitution. The changes have taken account of comments received from Governors as well as legal advice. Following consideration of the proposed changes at the Council of Governors meeting 16th May the Governors supported changes to the Trusts Constitution and recommended the changes to the Trust Board of Directors. This was agreed by the Trust's Board of Directors on the 12 July 2017.

Description of Change	Page Reference
Amendment to be made to paragraph 5.3 A Patients' Constituency (any patient or carer who has used the trusts services) a new "patients' constituency" be created to enable any person who has used the Trust's services within a specified period, to become a member, and thereby a non-executive director.	Page 5
Amendment to Interpretations and Definitions that the following sentence be added to the reference of Monitor	Page 4
'Monitor is the body corporate known as Monitor, as provided by Section 61 of the 2012 Act, currently working under a joint operating framework with the NHS Trust Development Authority under the operational name of NHS Improvement'.	
Amendment to paragraph 14.4 to An elected Governor shall not hold office for more than six consecutive years, and shall not be eligible for re-election if his re-election would result in him holding office for more than six consecutive years'. This change is consistent with the relevant provisions of Schedule 7 to the NHS Act 2006	Page 8
That a new paragraph 26.2 inserted to read The Council of Governors at a general meeting of the Council of Governors shall appoint as a non-executive director of the Foundation Trust a nominee from the University of Buckingham and, in reaching that decision, shall have regard to the recommendation of the Non-Executive Appointments Committee set up under Annex7	Page 12



	NHS Foundation Tr
Amendment to Paragraph 36.1 that reference to paragraph 29 in the first line of this section is to be changed to 34.	Page 16
Amendment to paragraph 41.6 to the erroneous reference to sub paragraph in the second line of this section to be changed to 41.5.1	Page 19
Amendment to paragraph 44.2 of the erroneous reference to paragraph 48.1 is to be changed to 44.1	Page 21
Amendment to paragraph 3.7 of Annex 3 to read "One representative of the University of Buckingham Medical School"	Page 26
Amendment to paragraph 4.3.of Annex 3 that Milton Keynes Council for Voluntary Organisations, which no longer exists, is to be replaced by <i>Community Action: MK</i> , as the voice of the voluntary sector within the	Page 26
Amendment paragraph 6.3 to read may not hold office for longer than six consecutive years, and shall not be eligible for re-appointment if his re-appointment would result in him holding office for more than six consecutive years'.	Page 64
Amendment to paragraph 7 that the following be removed. 'For the purpose of these provisions concerning terms of office for the appointed Governors "year" ,means a period commencing immediately after the conclusion of the annual members meeting and ending at the conclusion of the next annual members meeting'.	Page 64
Amendment to paragraph 7 that the following be removed. 'For the purpose of these provisions concerning terms of office for the appointed Governors "year", means a period commencing immediately after the conclusion of the annual members meeting and ending at the conclusion of the next annual members meeting'.	Page 64
Amendment to paragraph 6.1 That the following be added. 'shall hold office for a period of three years commencing immediately after his appointment is made	Page 64
Amendment to paragraph 9.2	



	NHS Foundation Tr	ι
That the following is removed. 'They are a member of a Patients Forum unless that Patients Forum is a partnership organisation'.	Page 65	
Amendment that paragraph 14.2 and 14.3 be swapped around to reflect the fact that the Council of Governors has never been in the position set out in 14.2. and that the words "where available" be inserted after to invite the next highest polling candidate for that seat.	Page 65	
Amendment paragraph 15 that the final sentence is changed to read as follows. 'Notice will be published on the Foundation Trust's website and other media as considered appropriate'.	Page 66	
Amendment Annex 7 paragraph 1.2 to read is the person appointed by the Council of Governors to lead the Board'.	Page 77	
Amendment paragraph 2.8 of Annex 7 to read: "The Chairman and the non-executive Directors, including the non-executive Director nominated by the University of Buckingham, are to be appointed for a period of office in accordance with the terms and conditions of office decided by the Council of Governors at a general meeting and, in reaching that decision, the Council of Governors shall have regard to the recommendation of the Non-Executive Appointments Committee.	Page 79	
Amendment to Annex 7 paragraph 2.11 To read. 'Any non-executive Director so elected may at any time resign from the office of Deputy Chairman by giving notice in writing to the Chairman and the Council of Governors, who may thereupon appoint another non-executive Director as Deputy Chairman in accordance with paragraph 2.10'.	Page 79	
Amendment Annex 8 paragraph 3.1 To reflect consistency to Annex 10 clause 1.1 it is recommended that the sentence is changed to read the following. 'The Foundation Trust is to hold a members meeting (called the annual members meeting) within six months of the end of each financial year'.	Page 89	
Amendment to Annex 8 Paragraph 3.12 To reflect consistency to Annex paragraph 3.8 and appendix 10, 1.9 that this paragraph be removed.	Page 91	
Amendment Annex 8 paragraph 3.6 To reflect consistency to Annex 10 that the	Page 89	



following be added. The annual report. Amendment Annex 8 paragraph 3.8 (page 90) To reflect consistency to Annex 10 clause 1.9 that the following sentence is added. 'The quorum for a members' meeting shall be [8 Page 90 (eight)] members present and entitled to vote. If a quorum is not present within thirty minutes from the time appointed for the meeting, the meeting shall stand adjourned for a minimum of seven days until such time as the Board of Directors determine. If a quorum is not present within half an hour of the time fixed for the start of the adjourned meeting, the number of members present during the meeting is to be a quorum. Amendment to Annex 8 paragraph 3.12 To reflect consistency to Annex 8 3.8 and Page 90 Annex 10 clause 1.9 that this paragraph be removed. Amendment to Annex 9 In light of the Strategic Health Authority (SHA) no longer in existence to read the following. 'is to be submitted to an Page 95 arbitrator agreed by the parties or in the absence of agreement to be nominated by **Monitor**