

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

DRAFT Minutes of the Annual General Public and Members' Meeting of the Milton Keynes University Hospital NHS Foundation Trust held on Wednesday 18 September 2019 at 6.30pm at the Academic Centre. Milton Keynes University Hospital. MK6 5LD

Present:

CHAIRMAN:

Simon Lloyd (SL)

CHIEF EXECUTIVE:

Professor Joe Harrison (JH)

NON-EXECUTIVE DIRECTORS:

Ian Wilson (IW)

Nicky McLeod (NM)

Parmjit Dhanda (PD)

EXECUTIVE DIRECTORS:

Caroline Hutton (CH) - Director of Clinical Services

John Blakesley (JB) - Deputy Chief Executive

Kate Jarman (KJ) - Director of Corporate Affairs

Danielle Petch (DP) - Director of Workforce

Mike Keech (MK) – Director of Financial Services

Nicky Burns Muir (NMB) – Director Patient Care and Chief Nurse

Ian Reckless (IR) – Medical Director

Also, in attendance

Public Governor Mr Douglas Campbell OBE

Public Governor Mr Alan Hastings, Lead Governor

Public Governor William Butler

Public Governor Clare Hill

Public Governor Babs Lisgarten

Public Governor Mr Alan Hancock

Public Governor Mr Robert Johnson Taylor

Public Governor Lucinda Mobaraki

Prior to the start of the meeting, refreshments were provided for guests. There was also an opportunity to browse among the local organisation and community group exhibitor stands who were showcasing their work and achievements and a tour of the academic centre.

There were 90+ members of the public present with at least one-member present from every constituency

1	<p>Welcome and Introduction</p> <p>The Chairman extended a warm welcome to everyone and thanked them for taking the time to come to the 2019 Annual Public and Members meeting to hear about how the hospital had performed during the last financial year.</p> <p>He went on to report on the hospital's year and the amount of changes being made to improve facilities for both staff and patients.</p> <p>Among the highlights of the previous year was the Trust's achievement of a rating of "Good" from the Care Quality Commission, evidencing the hospital's continuing efforts to offer safe and effective care. The Chairman thanked all those involved.</p> <p>He reported that construction of the Cancer Centre is scheduled to complete by the end of the year and through some sizeable grants and excellent fundraising support from the local community almost £1m has been raised towards costs. This facility is set to make a huge difference to both patients and staff.</p> <p>From a financial perspective, the Chairman advised that the hospital had met its control total for the year and he noted the continuing reduction to the deficit.</p> <p>The Chairman concluded by saying that it had been a pleasure working alongside such a talented and dedicated team, and a committed body of volunteers. He made special mention of the MK Hospital League of Friends, who he believed will continue to make an outstanding contribution to the hospital in the years to come.</p> <p>The Board of Directors were then invited to individually introduce themselves to those in attendance at the meeting.</p>
2	<p>Apologies for absence</p>
2.1	<p>Apologies had been received from:</p> <p>Heidi Travis, Non-Executive Director Helen Smart, Non-Executive Director Andrew Blakeman, Non-Executive Director</p>
2.2	<p>Minutes of the Annual General Public and Members Meeting held on the 12 September 2018</p>
	<p>The Chairman presented the draft minutes of the Annual General Public and Members' meeting held on 12 September 2018</p> <p><u>Resolved:</u> That the draft minutes of the Annual General Public and Members' meeting held on the 27 September 2018 be accepted as a correct record.</p>
3.	<p>Governance Update</p>
3.3	<p>Appointments to the Board of Directors and the Council of Governors since the Annual Members' Meeting held in 2018</p>

	<p>The Chairman informed the meeting of the following formal appointments during the 2018/19 financial year:</p> <p>Board of Directors</p> <p>Nicky McLeod was appointed as Non-Executive Director from 1st Feb 2019. She replaced Bob Green. The Chairman particularly thanked Bob Green for his contribution to the Trust.</p> <p>Director of Patient Care and Chief Nurse, Lisa Knight, was replaced by Nicky Burns-Muir.</p> <p>Council of Governors</p> <p>During the year, there were a number of changes to the Council of Governors:</p> <p>Paul Griffith stepped down and Peter Skingley’s term of office ended during the year. The Chairman conveyed a sincere thank you, for their dedicated commitment and input to the work of the council.</p> <p>The following Governors were welcomed onto the Council of 28 Governors:</p> <ul style="list-style-type: none"> • <u>Appointed Governors</u> Andrew Buckley for Business Leaders and Richard Alsop from Milton Keynes Clinical Commissioning Group • <u>Public Governors</u> Babs Lisgarten and Lucinda Mobaraki in September 2019 after an election. The extended area remains vacant. <p>Resolved: That the Appointments to the Board of Directors and the Council of Governors since the Annual Members’ Meeting held in 2018/19 be received and accepted.</p>
4	<p>Review of 2018/19 (Annual Report)</p>
	<p>The Chief Executive presented the Annual Review and Quality Accounts of 2018/19 and reported on the Trust’s vision, strategy and objectives.</p> <p>Serving the people of Milton Keynes in 2018/19</p> <p>During 2018/19:</p> <ul style="list-style-type: none"> • Significant progress has been made in reducing the number of patients waiting for long periods to receive their treatment • The number of births continued to decline, down 4.5% on the previous year • Hospital acquired infectious diseases continue to reduce and there was one case of MRSA in the year. • The number of people attending fracture clinic in person has halved through the increased use of virtual appointments. This means that only those people with a genuine need to attend come into hospital. • The Trust received an ‘A’ rating from SSNAP (Sentinel Stroke National Audit Programme) for hyperacute stroke treatment

	<ul style="list-style-type: none"> • A key focus for the organisation has been on encouraging people to come and work here and a three-year programme of investment in the workforce is in progress. • The hospital continues to collaborate with partners within the MK health and care system and is keen to develop closer ties with the Council, CNWL, CCG and primary care. • A group of medical students reviewed the organisation’s values and vision, surveying 100 people to find out how they would like to be treated. This, plus engagement and consultation with staff through Event in the Tent, highlighted four values that have since been adopted: We Care, We Contribute, We Collaborate and We Communicate. • Following the review of the values and vision, a new vision and strategy was published, although the 10 objectives remain unchanged. • The organisation’s electronic patient record system, eCARE, is being enhanced, enabling clinicians to view a patient record from anywhere, including from a patient’s bedside. This is hugely beneficial to the delivery of safer and more effective care. In addition, all GPs can now access their patients’ hospital records through the eCARE system. Milton Keynes University Hospital is a vanguard site in the use of technology. • There are now over 50,000 patients using the Patient Portal, My Care, offering patients real choice in managing their appointments. • Many training opportunities have been developed to ensure that staff are supported so that they can deliver the best care to patients. <p>MKUH website The new hospital website was launched at the end of 2018 following patient and visitor feedback.</p> <p>Research and Development For the fifth consecutive occasion the hospital was recognised as the top recruiting small acute trust in the country with nearly 4,500 participants.</p> <p>Event in the Tent The third consecutive Event in the Tent was held, providing a platform to allow staff from all areas to attend dynamic sessions hosted by speakers from health, care and beyond.</p> <p>Estates</p> <ul style="list-style-type: none"> • The new simulation suite developed in collaboration with the University of Buckingham has enhanced safe practice for students and clinicians. • The business case for a new £20m patient pathway unit to be built next to A&E was recently approved at Trust Board. • The new escalation area on Ward 12 is ready to open when required, over the winter months.
5	Financial Review of 2018/19 (Annual Accounts)
	<p>The Director of Finance presented the financial review of 2018/19. He highlighted that in 2015/16 the organisation had the highest deficit in the country at £31.8m. In 2018/19, this had reduced to £7.1m and was in fact £6m favourable to plan. This hospital is now a £250m organisation. The Director of Finance highlighted a £7m investment in the workforce and in addition, investment into technology and the estate. A further £27m investment in facilities is</p>

	<p>planned for 2019/20 alongside investments of £17m in capital projects across the site.</p> <p>Charitable Funds</p> <ul style="list-style-type: none"> • Charitable funds of £666,000 were generated in 2018/19 • The Charity invested in artwork in 2018/19, providing benefits to patients, visitors and staff. <p>Outlook for 2019/20</p> <ul style="list-style-type: none"> • Delivering £8m savings in the coming year will be extremely challenging but progress is being made in a collaborative way, focusing on new ways to deliver services
6	<p>The Council of Governors Year 2018/19</p>
	<p>The Lead Governor, Alan Hastings, gave a presentation and highlighted the following: -</p> <ul style="list-style-type: none"> • The Council met formally 6 times (plus the Annual Members' Meeting) during which they received a wide range of reports including those relating to financial and operational performance, quality and workforce issues. • 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. • Activities that the Council have undertaken during the year include participation in the 15 steps challenge, and in PLACE (Patient Led Assessment of the Care Environment). • For the future, planned activities are likely to include more 'meet the members' events, local community recruitment campaigns and more opportunities for members to share their ideas for new systems that will assist patients.
7	<p>The Year Ahead</p>
	<p>The Chief Executive reported on how the organisation is focused on becoming a CQC-rated Outstanding Trust. It was acknowledged that there are some outstanding services but the CQC had picked up on poor hand hygiene, demonstrating the need for greater focus on basic standards.</p> <p>Workforce Staff benefits highlighted in the Chief Executive's presentation are already being implemented.</p> <p>Cancer Centre An opening ceremony is being scheduled for early 2019.</p> <p>Minimally invasive surgery By adopting the latest robotic technology clinicians can deliver safe targeted treatment to patients.</p>

	Questions
	<p>The Chief Executive invited questions from the audience.</p> <p>In relation to scanners The Trust is working hard to rectify the problems around the scanning service which, for the people of Milton Keynes, is shared between this hospital, Oxford and InHealth. It was acknowledged that this is not ideal and it was explained that the Cancer Centre will be equipped with a PET-CT scanner. The growing demand for MRI and bone CT means that within five years three of each will be necessary. One of the CTs will be replaced within the next few months.</p> <p>In relation to bus routes using Standing Way and hackney carriages. Any of the bus companies within the locality would be welcome on site but none have found this to be a commercially viable option. The Council's encouragement in this would be welcomed. With regard to hackney carriages, the footfall is not sufficient for taxis to wait but reception staff can assist with phoning for taxis.</p> <p>In relation to wheelchair taxi services The wheelchair taxi service is only used for patients and visitors a few times a year.</p> <p>In relation to new buildings in Milton Keynes The Council provided this 68-acre site for the provision of healthcare and this is adequate space for the growing population. Plans for new buildings are being developed. However, it is recognised that patients are invited on to site unnecessarily and innovative ways of seeing and treating patients are being explored.</p> <p>In relation to the ICS (Integrated Care System) Whilst services such as Urology are shared across Bedfordshire, Luton and Milton Keynes, the organisation's relationship with Oxford is also flourishing and a strategic aim is to ensure that the Trust is not tied to the ICS but can operate in the best interests of patients. Financially, everything will be done to ensure the MK pound remains here whilst recognising that BLMK has successfully attracted investment.</p> <p>In relation to climate change The Trust recognises there is much more to be done to become more ecologically friendly, particularly within the restaurant setting, and this is one of the objectives for the coming year.</p> <p>In relation to administrative services It has been recognised that administrative support has not been as good as it should be and improvements form part of the Trust's objectives. It is anticipated that by next year, everyone will have access to My Care.</p> <p>In relation to Brexit Recruitment and retention The Director of Workforce advised that all EU staff had been contacted and helped through the processes of applying to stay and progress is being made on recruitment and retention of permanent staff.</p>

	<p>The Chief Executive concluded by recognising the need to focus on technology and construction in order to keep people healthy over the next five years.</p>
	<p>Close</p>
	<p>In bringing the meeting to a close the Chief Executive took the opportunity to convey a personal thank you: -</p> <ul style="list-style-type: none"> • To those who volunteer for the Trust, • To the Friends of MK League, • To those who support the hospital charity, • To the community that the hospital serves • And to the staff who strive to provide good, safe care every day for every patient. <p>The Chief Executive thanked everyone for attending the meeting and declared the meeting closed.</p> <p>The meeting ended at 20.45pm</p>

Adewale Kadiri
Trust Secretary
October 2019