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|  | **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 Tuesday 22 September 2020 at 4:00pm via Microsoft Teams in line with social distancing requirements.**

**Present:**

**CHAIRMAN:**

Simon Lloyd (SL)

**CHIEF EXECUTIVE:**

Professor Joe Harrison (JH)

**NON-EXECUTIVE DIRECTORS:**

Nicky McLeod (NM)

Haider Husain (HH)

Luke James (LJ) Associate NED

Andrew Blakeman (AB)

**EXECUTIVE DIRECTORS:**

Emma Livesley (EL) - Director of Operations

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 Alan Hastings, Lead Governor

Public Governor William Butler

Public Governor Clare Hill

Public Governor Brian Lintern

Public Governor Mr Alan Hancock

Appointed Governor Councillor Andy Reilly

On this occasion and as a result of COVID-19 restrictions, the presentations were pre-recorded and shared through Microsoft Teams after which a Q&A session was held. Unfortunately, there were some technical sound issues with the pre-recordings which were subsequently made available on the Trust website.

There were 60+ members of the public present at the meeting.

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| **1** | **Welcome and Introduction** |
|  | The Chairman, Simon Lloyd, extended a warm welcome to everyone, thanking them for taking the time to attend, online, the 2020 Annual Public and Members meeting (AMM) to hear about how the hospital had performed during the last financial year and to look ahead at plans for the next 12 months. He explained that because the AMM is based on the year 2019/20, details of the effects on the hospital of the pandemic after March 2020 will be reviewed more fully at next year’s AMM.  The Chairman went on to report the opening of the new Cancer Centre, bringing cancer-related services under one roof for holistic care and treatment. He explained that previously, cancer services had been provided across three locations at the hospital and the new Centre will greatly enhance the quality of the cancer service whilst helping to increase capacity across the rest of the hospital site. The building itself has been supported by Milton Keynes Council, Macmillan Cancer Support and a public fundraising appeal by Milton Keynes Hospital Charity which was named ‘Charity of the Year’ in the MK Business Achievement Awards. He expressed the hospital’s appreciation to all the organisations for their support.  From a financial perspective, the Chairman advised that the hospital delivered against the financial plan for the year, building on previous years’ delivery and successfully reducing its financial deficit.  The organisation has also worked more closely with local health and social care partners ensuring that Milton Keynes residents receive the best care in a timely fashion and in the most appropriate setting.  The Chairman expressed his pleasure at working alongside such a talented and dedicated team and a compassionate and highly professional frontline and support staff. The staff are fundamental to the hospital’s success in providing quality care and treatment to patients. Recognition of their contribution was showcased at the Staff Awards in November 2019 where over 670 nominations were submitted. The Chairman congratulated all the individuals who were nominated, shortlisted and/or won. He made special mention of Samantha Burns, Patient Pathway Manager for Ear, Nose and Throat who won the Chairman’s Award for Excellence.  The Chairman commented on the very challenging times towards the end of the year caused by the pandemic, where the leadership team and frontline staff worked hard to adapt models of care for patients requiring ventilation and round the clock care. As with many hospital trusts across the country, all staff and volunteers here did their utmost to ensure all patients received the care and treatment they needed and for which we are all extremely grateful. Despite the ongoing effects of Covid-19, the Chairman remains very confident that teams here will continue to devise the necessary contingency plans and work to the highest levels in an uncertain and changing healthcare climate to deliver the best care to the people of Milton Keynes.  The Chairman concluded by saying that this would be his last annual meeting as Chair and that he will be standing down from the Board as his tenure comes to an end. He commended the fantastic team at the hospital, thanking them for the excellent support they have given him and also for the outstanding work they do on a daily basis. He also thanked all the volunteers who do such a wonderful job supporting the hospital and the League of Friends, not only for their donations of money and equipment but also for running the on-site shop which has shown even greater value throughout the pandemic. He also thanked the hospital’s Lead Governor, Alan Hastings, and all the Governors for the very valuable contribution to the hospital. He concluded by saying that he firmly believes the Milton Keynes University Hospital is in very safe hands, will overcome the current challenges and has a very bright future. |
| **2** | **Apologies for absence** |
|  | Apologies had been received from Ben Everitt, Member of Parliament for Milton Keynes North |
| **3** | **Minutes of the Annual General Public and Members Meeting held on the 18 September 2019** |
|  | The Chairman presented the draft minutes of the Annual General Public and Members’ meeting held on 18 September 2019. The audience was asked to raise any formal amendments to the minutes in the live Q&A session or to submit them to the Trust Secretary, Alison Marlow before 25 September 2020. No amendments were received.  **Resolved:** **That the draft minutes of the Annual General Public and Members’ meeting held on the 18 September 2019 be accepted as a correct record.** |
| 4 | **Governance Update** |
| 4.3 | **Appointments to the Board of Directors and the Council of Governors since the Annual Members’ Meeting held in 2019**  The Chairman informed the meeting of the following formal appointments since the last Annual Members Meeting:    **Board of Directors**  During the year Haider Husain and John Lisle were welcomed to the Board as Non-executive Directors. They have replaced Tony Nolan and Parmjit Dhanda who were thanked for the outstanding contribution they made as members of the Board.  We also said farewell to Lisa Knight, our Chief Nurse and Director of Patient Care. Nicky Burns-Muir took over this role in an interim capacity, and following formal recruitment was substantively appointed to the role. Emma Livesley was also welcomed as Director of Operations.  **Council of Governors**  Douglas Campbell, OBE, a Governor since 2015, sadly passed away during the year. His commitment, knowledge and expertise were a tremendous asset to the Council and he is greatly missed. In addition, the Chairman thanked Clive Darnell, Caroline Peirson and John Ekpa who have stood down, for their input to the work of the Council.  Following elections held in March 2020, the Council of 20 Governors welcomed the following people  Public Governors  Niran Seriki  Ann Thomas  Staff Governors  David Barber  Raju Thomas Kuzhively  Appointed Governors  Milton Keynes Councillor Andy Reilly.  The extended area remains vacant.  **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.** |
| **5** | **Review of 2019/20 (Annual Report)** |
|  | The Chief Executive, Joe Harrison, presented the Annual Review of 2019/20. He began by looking at the staff’s review of the hospital’s values which underpin the work of the hospital at every level. These are:  We Care  We Communicate  We Collaborate and  We Contribute  These values can be seen across the hospital showing how safe care is delivered, how people are kept informed, how we work together as a team and also more widely across the health and care system of Milton Keynes and beyond.  The strategic objectives have also been updated to ensure we continue to improve patient safety, patient experience and clinical effectiveness. We are also focusing on developing Milton Keynes as a place, making sure our citizens receive seamless care across the locality. In addition, we are making sure that our organisation plays its part in sustainability.  Looking at what has been happening throughout the year, the Chief Executive was delighted that, following the CQC inspection in May 2019, the organisation was found to be Good across four of the five main categories and was rated Good overall, a fantastic achievement by all.  Performance has been strange as might be expected given the impact of Covid-19. For the first 11 months of the year there was a huge increase in the number of GP referrals. Since lockdown there has been a substantial reduction in GP referrals which are only now coming back to normal levels. Demand for emergency services had not increased to the same degree as previous years, and there was a tapering off in March when a lot of Covid-19 patients were seen while other patients stayed away. The lockdown meant that fewer patients were treated than preferred resulting in a backlog that teams here are working incredibly hard to clear as quickly as possible.  A big test for the hospital at the start of the pandemic but one which provided a fantastic learning opportunity for the team was that Milton Keynes was selected to have an isolation facility at Kents Hill in February. Hospital staff as well as other professionals from the health and care system in Milton Keynes ran the facility, looking after 118 guests, ensuring that all processes around personal protective equipment were rigorous. This meant that by the time Covid-19 began to impact the hospital a lot of experience in managing the situation had been gained. At the end of the two-week period all of the guests were shown to be negative and were able to provide some excellent feedback on their care.  Staff events continue to be held as one of the main themes of ensuring health and wellbeing in the hospital with the Event in the Tent taking place next week. Substantial additional support is provided to members of the team here who have obviously been through a very challenging time over the last six months.  In May 2019 the third Event in the Tent was held with 1000 members of staff attending different events and providing their feedback. The new staff benefits package was launched incorporating suggestions and ideas generated by staff for staff, including free parking, tea and coffee as well as the provision of support for staff such as counselling services to help them face challenges both here and in their personal lives. Over the next few weeks, attention will turn to the next phase of the staff health and wellbeing package. As a result of these measures, the number of vacancies has gone down, staff turnover has reduced substantially whilst retention has increased. The Chief Executive was delighted to report that the hospital was recently highlighted in the NHS National People Plan as an exemplar for other organisations to follow.  Mental health first aiders have been put in place to make sure the team have lots of different avenues to obtain support from and there are 69 members of staff who are part of the Peer 2 Peer service, an informal network, where staff can talk to someone about any concern they may have either at work or elsewhere. These measures are in recognition that the more staff are looked after as individuals, the more likely they can perform to their best ability.  In terms of site development, the new Cancer Centre has opened with its own car parking facilities, bringing all cancer services under one roof. The hospital has now received support to develop the gardens around the centre. The Chief Executive expressed thanks on behalf of the hospital to Milton Keynes Council, Macmillan Cancer Support, the Hospital Charity and all the staff here who have been involved in creating this splendid facility.  He commented on the importance the hospital places on research and development and was very pleased to announce that yet again, for the fifth consecutive year, Milton Keynes University Hospital is the top recruiting small hospital in the country. This is an outstanding achievement. There are now 25 specialist areas engaged in research which will continue to be promoted. |
| **6** | **Financial Review of 2019/20 (Annual Accounts)** |
|  | The Director of Finance, Mike Keech, presented the financial review of 2019/20.  Sadly, this was Mike Keech’s last Annual Members Meeting as he will be leaving the Trust later this year.  In 2015/16 the organisation had a large deficit of £31.8m. Over the last five years the Trust’s financial performance has gradually improved and the Director of Finance was pleased to report that in 2019/20 for the first time in 10 years, the Trust reported a break even financial position, recording a small surplus of £50k. However, there is still work to do to resolve the Trust’s financial challenges.  There was a £30.6m increase in income in 2019/20, of which £22.4m related to clinical income for services provided to patients. The growth in income is in relation to the substantial increase in the population of Milton Keynes which is expected to continue over the coming years. As part of the response to Covid-19 the organisation incurred significant expense towards the latter part of 2019/20 and as a result received extra support from NHS England. There was a 10% increase in costs mostly related to inflationary pressures but also as a result of improving the services provided as well as enhancements and improvements to staff health and wellbeing. The Director of Finance commented that he is really proud to be part of an organisation that supports its staff in this way. He added that although some of the initiatives come at a cost, it is the right thing to have done and in the long term this will support the sustainability of the NHS by attracting and retaining the very best people.  The Director of Finance explained that the deficit figure in the presentation was slightly different to the one in the annual report due to technical adjustments relating to buildings evaluation.  A big area of spend for the hospital is capital projects which include:   * The cancer centre * Investment in digital infrastructure which is driving efficiencies in the organisation providing a better staff and patient experience * A new aseptic unit allowing the organisation to manufacture chemotherapy drugs on site * Pharmacy refurbishment which includes the pharmacy robot to dispense drugs more quickly and efficiently   The Trust continues to invest in its facilities and estate and £200m has been earmarked for development of this hospital site as part of the government’s Health Infrastructure Plan.  In respect of the Hospital Charity which supports patient care and enhances patients’ experience, the Director of Finance highlighted the support for the development of the Cancer Centre which equated to just under £400k of the £562k fundraising activity for 2019/20. The Charity raised just under £900k for the Cancer Centre in total over the two year period of the appeal. This enabled the organisation to build a better centre than would otherwise have been possible. In addition, the charity continues to use unrestricted funds to the benefit of patients, families and staff. The Director of Finance gave the example of the devices bought as part of the Covid-19 response to enable relatives to contact loved ones at a time when visitors were not permitted on site.  Looking ahead to 2020/21, he advised that Covid-19 will continue to be challenging for the organisation in addressing the adverse effects of measures intended to keep patients and staff safe such as operational efficiency. Despite the challenges the Trust is committed to improving patient safety, patient experience and clinical effectiveness whilst continuing to invest in staff and hospital facilities. |
| **7** | **The Council of Governors Year 2019/20** |
|  | The Lead Governor, Alan Hastings, gave a presentation and highlighted the following: -  Activities for the Council of Governors have been severely limited this year due to Covid restrictions.  The Council is made up of 27 Governors in total comprising 15 public governors covering 8 constituencies, 7 staff governors and 5 appointed governors from Milton Keynes clinical Commissioning Group, Healthwatch Milton Keynes, community volunteers, Milton Keynes business and Milton Keynes Council. All are volunteers thereby ensuring their independence. Governors are responsible for holding the non-executive directors to account for the performance of the executives. They represent the interest of patients, the public and staff and are invited to attend board sub-committees. Governors are also responsible for appointing the hospital chairman and non-executive directors. Formal Council of Governor meetings are held four times a year with informal meetings held in between. The governors also participate in various activities at the hospital such as the 15 steps programme and the annual patient led assessments of the care environment (PLACE).  The Lead Governor asked the public to look out for Meet the Members events and to feedback what they would like the governors to cover. As part of the engagement strategy, the governors section of the hospital website is being refreshed to make it easier for people to get in touch. As members, people can help to shape the future of healthcare in and around the area, offering ideas, electing governors and standing for election. Membership is free.  The Lead Governor extended his grateful thanks on behalf of the members to every member of hospital staff for doing their best for the community.  He also thanked the Trust Secretary and Assistant Trust Secretary for arranging today’s event. |
| **8** | **The year ahead** |
|  | The Chief Executive gave a presentation and highlighted the following:  Despite what is happening with Covid-19, there is a huge building programme, as we continue to focus on growing and developing our hospital.  Preparation is underway for a new Pathway Unit which will be built next door to our Emergency Department on land currently occupied by the Maple Unit which will be demolished. This will be a large two storey building.  In addition, a £250m development is planned will include:   * A new Women and Children’s Hospital to be built on the current Oak House car park * An elective surgical block, located where the Education Centre (formerly, the Post Graduate Centre) is currently sited and next to Theatres, providing ample scope for development of that area * An Imaging Centre * A Radiotherapy Centre, co-located next to the Cancer Centre * A third multi-storey car park behind the Urgent Care Centre   There are also plans for an administration block to accommodate staff currently working in Central Milton Keynes.  A community intermediate care facility in the centre of the hospital is also being planned with health and social care partners in Milton Keynes to make sure patients have a seamless transfer from intensive care to intermediate care and back to their place of residence.  The hospital is a digital exemplar and we making sure that we use the best technology to look after our patients. Expansion of the use of eCARE, our electronic patient record system, will bring the last three areas of Paediatrics, Theatres and Anaesthetics on to the system. This means that healthcare professionals will be able to look after their patients from wherever they are. Over the next 12 months, patients will be able to access their records from their own devices, freeing up staff to help those who struggle with electronic gadgetry and who prefer direct interaction with a member of staff. In addition, a virtual library of patient information leaflets will be available to patients on the Trust website.  The Chief Executive concluded by saying that 2019/20 had been an exceptionally challenging year and these challenges have yet to abate. He thanked all the staff for their outstanding commitment in looking after patients and each other. He also thanked all the volunteers who have been remarkable in ensuring clinicians are supported and can continue to fulfil their roles to the best of their ability. In addition, he thanked all those who have donated to our charity and in particular, in their support of the fund-raising appeal for the Cancer Centre. Finally, he extended a huge thank you for all the support that the hospital has received from the community in Milton Keynes.  He added that it continues to be an absolute pleasure to be the Chief Executive of Milton Keynes University Hospital. |
|  | **Questions** |
|  | The Chief Executive invited questions from the audience.    **In relation to cancer treatment for overseas self-funding patients**  In normal times, some clinicians within cancer services offer outpatient, day case and inpatient assessment and treatment on a private patient basis.  The number of patients accessing care privately at the hospital is relatively small. Overseas patients would potentially be able to access private care in this way (subject to appropriate visa status / permissions). During the Covid-19 pandemic, private patient activity has been closely monitored / restricted: private care is only offered when it is clear that the patient would also obtain NHS funded care within the same timeframe.  **In relation to treatment trials for patients at the Cancer Centre of new and experimental drugs**  The Cancer Centre is heavily involved in research and development and has a team of doctors and nurses who ensure that local patients are able to access the latest therapies, as part of a formal trial where appropriate. We endeavour to offer all applicable studies at the hospital that are sponsored by the NIHR (National Institute for Health Research). We also have small but growing involvement in commercial studies, with all appropriate ethical and governance safeguards in place.  **In relation to the organisation’s deficit**  The hospital has previously been reliant on external loans to provide care to patients and the legacy of £131m historical deficit was replaced by public dividend capital. This means that the organisation is now well placed moving forward to stabilise and make good progress.  **In relation to waiting lists**  The hospital has been opening up significant additional capacity as part of the desire to treat as many patients as possible and activity is almost at 90% of pre-Covid levels. Clinical pathways have been split between patients coming in for elective or planned procedures and a pathway specifically for those suspected of being Covid positive. Services are being reinstated in a safe way and elective work is increasing week by week. Validation of referrals is being sought and additional lists are being undertaken in order of clinical need. A harm review is undertaken to ensure that wherever possible, patients are not being harmed by waiting longer than necessary.  **In relation to the impact of Covid-19 on the site developments**  It is important to note that the organisation has split the site to keep planned patients separate from emergency patients as a measure to keep patients and staff safe. The £200m redevelopment plans are designed to meet the increase in population over the next 30 years. Some changes to the designs have been introduced as a result of Covid-19 such as more single rooms and extra space in some facilities in order to isolate sections of wards to deal flexibly with whatever happens in the next few years.  **In relation to the impact of Covid-19 on MK Place and BLMK**  In one of the few positive outcomes of Covid-19, within the health and social care sector of Milton Keynes, the pandemic has brought about some very good working relationships with all the services in a fantastic combined effort to look after the population of Milton Keynes. We are looking to put strategies in place to manage the footprint across BLMK given the various impacts of the pandemic for the different organisations.  **In relation to a second wave of Covid-19**  At the present time, the hospital is not seeing a major increase in Covid cases with around 1 or 2 a week who have not required intensive care. The Medical Director is a member of the local Outbreak Prevention Group, which keeps a close eye on what is happening in the community. He anticipates seeing more cases over the coming weeks but is hopeful that the situation will not escalate into a major spike.  **In relation to support to staff during the pandemic**  The Director of Workforce highlighted the fantastic response from staff going above and beyond looking after patients, and to support them a large support package was put in place which included support phone lines to stay in touch with shielding or isolating members of the team, the creation of a staff hub supplied with food and drink and managed by the hospital chaplain team, plus additional counselling services. In the event of a second spike, these packages of care will be reintroduced. At the present time people have been encouraged to take time out to rest and recharge. The organisation advocates flexible working.  **In relation to testing for Covid-19**  There were 450 positive tests over six months and sadly there were 140 deaths in the hospital since the start of the pandemic but there have been none for many weeks now. |
|  | **Close** |
|  | In bringing the meeting to a close the Chief Executive acknowledged the challenges of delivering this unusual Annual Members Meeting and apologised for the sound quality of the pre-recorded presentations.  He thanked everyone who works at Milton Keynes University Hospital and within MK Place for their support, effort and incredible care provided to the population we serve.  This was the Chairman’s last Annual Members Meeting before he steps down from the role and the Chief Executive thanked him for his support to him personally and professionally and also to the rest of the team at the hospital.  The Chief Executive thanked everyone for attending the meeting and declared the meeting closed.    The meeting ended at 5:05 pm |

**Julia Price**

**Assistant Trust Secretary**

**September 2020**