

Bolton NHS Foundation Trust – Council of Governor Meeting 11th January 2018

Location: Education Centre

Time: 1730 –1900hrs

<i>Time</i>		<i>Topic</i>	<i>Lead</i>	<i>Process</i>	<i>Expected Outcome</i>
1730		Welcome and Introductions	Chairman		
	1.	Apologies	Chairman		
	2.	Declarations of Interest	Chairman		
	3.	Minutes of meeting held on 18 th October 2017	Chairman	Minutes	For approval
	3.1	Matters arising			
1740	4.	Chairman's update	Chairman	Verbal update	To note
18.10	5.	Bolton NHSFT - strategy	CEO	presentation	
18.30	6.	Round table discussion		Discussion	
18.45	7.	Governor workplan 2018/19	Trust Secretary		
18.50	8.	Feedback from governor sub committees			
	9.	Proposed resolution : that representatives of the press and other members of the public be excluded from the remainder of this meeting having regard to the confidential nature of the business to be transacted			
	10.	Any Other Business			
19.00	11.	Close			

Date and Time of next meeting – 15th March 2018 at 5.30pm

3. **Minutes of the Council of Governors' Meeting 13th July 2017**

Were approved as a correct record.

3.1 **Matters Arising**

There were no matters arising.

4. **2017 Governor Election Update**

The Trust secretary provided an update from the recent Governor elections. The following results were noted:-

Bolton North East

- Rosie Adamson-Clark
- Mohammed Essa
- Pat Grocock
- Oboh Achioyamen

Bolton West

- Grace Hopps
- Janice Drake
- Leela Joseph
- Janet Whitehouse

Rest of England (unopposed) - Naveed Riaz

Doctors and Dentist – no valid nomination received – 1 vacancy

Nurses and Midwives (unopposed) - Tracey Holliday

AHP and Scientists (unopposed) - Martin Anderson

5. **Chairman Update**

The Chairman welcomed those present to the meeting.

The Chairman presented an update on recent performance and invited questions from those present. *(Slides and key points from the discussion are recorded below).*

Areas of Good Performance

There have been no grade four pressure ulcers and one grade three pressure ulcer.

There has been a reduction in falls with 5.2 falls per 1000 days compared to a threshold of 6.5. This is lower than the peer group.

The Trust has the best year to date performance for cancer targets.

Areas of Concern

C Difficile infection rates are above target.

There has been a 20% increase in cases across Greater Manchester but Bolton has seen a higher increase than this. An external review is being conducted and feedback will be received in December.

General Performance



Objective	Year to Date Performance	Forecast Year End
Quality of Care	Yellow	Green
Operational Performance	Yellow	Yellow
Leadership and Improvement	Green	Green
Finance and Use of Resources	Yellow	Yellow
Fit for the Future	Yellow	Green

- Pressure Ulcers
- Inpatient fall per 1000 bed days
- Waiting times (WTT)
- Cancer Performance
- Diagnostic Waits
- Incidents resulting in moderate harm
- Vacancy Levels
- Financial Performance
- C Diff above target
- Standardized Hospital Mortality
- Mixed Sex Accommodation Breaches
- Breast 2 week wait symptomatic
- Sick Absence
- Stability Index
- A&E
 - Discharge to Clinic
 - Discharges by Mobile
 - Length of stay
 - Sepsis

The 18 week target is a concern with 92.2% currently being achieved against a target of 92%.

Hospital mortality has risen to 108 which is within the standard but the aim is to reduce this figure. The rise is due to an increase in the number of deaths seen in January 2017 compared to January 2016.

Sickness absence is relative to other trusts but is higher than the Trust target.

Meeting the financial target will be a challenge as significant savings are required. The Trust was slightly ahead of target at the end of August and departments and teams are working hard to deliver savings plans. It is expected there will be some slippage of schemes and various options are being considered to ensure the target is achieved.

A&E is a significant concern especially after poor performance during August. The Trust was one of a number of trusts called to a meeting in London to discuss the issues.

The Chief Operating Officer commented that although there are daily challenges around A&E there is a very good team working on this who works very hard.

In response to a query, AE commented that the four hour target does have quality implications and is around ensuring both patients and staff are safe whilst in the department.

The A&E expansion has assisted with some of the capacity issues and there is a further plan to expand the resus area by another two beds.

Governors asked whether the closure of the Walk in Centre had increased demand for A&E and assurance was given that when the walk in centre was closed this did not have any impact on A&E attendances. GPs are looking to increase surgery hours which may assist with the issues.

Other Updates

NHSI and NHSE emphasis on three key targets:-

- A&E 90% or higher than last year's actual
- 62 Day Cancer Target
- Financial Control Target

Jackie Bene, Chief Executive has been shortlisted in the HSJ Awards for CEO of the Year.

Investments are being made in the estate including a new Endoscopy Unit and restaurant and other investments are being made in the Electronic Patient Record (EPR) and Unified Communications.

IE queried cyber security and AE commented that during the recent cyber-attack the Trust was unaffected. There is a very good IT security team at Bolton.

6. Attitude Behaviours and Communication Framework

The Director of Nursing provided a presentation on the Nursing, Midwifery and AHP Framework advising that the framework was developed following the receipt of Inpatient Survey data which gave good positive feedback, however the Trust still wanted to improve on this to become outstanding.

The Framework was developed to support the Quality Improvement Strategy, Patient Experience Strategy and the People Strategy and was built on feedback following the last Annual Nursing,

Pressure Continues on A&E



A&E Results	Year to Date
Bolton	84.0%
Salford	88.1%
Wigan	87.9%
Can Manc	93.0%
Pennine	84.4%
Stockport	83.3%
Tameside	90.4%

- August 78.3%
- Significant issues
 - "stranded" patients
 - Social Care resources
 - Hospital flow issues
- Bolton Care Delivery Board
 - Workplan / GM Policy / Dashboard
 - Think Home First Concept
- NHSI & NHSE Response

Midwifery and AHP Conference.

Common themes were identified amongst the professions which highlighted a single thread which were:-

- How we do things (our **A**ttitude)
- How we treat others (how we **B**ehave)
- How we **C**ommunicate

All three key areas are fundamental its as simple as ABC

The next steps for the framework include:-

- Incorporating it into the Harm Free Care Panels
- Expanding wider to all staff groups
- Developing it into the brand (logo, recruitment etc)

Resolved: the presentation was noted.

7. **Round Table Discussion – Governor Objectives 2017/18**

Governors discussed possible agenda items for future meetings. The following suggestions were given:-

- IT – EPR (Governor link)
- Estates – buildings and infrastructure
- Mental Health Care – dementia/A&E
- Staff morale – staff engagement/support
- Community involvement and Governor involvement
- Patient experience and Governor role – communication
- Sector working – Greater Manchester and Wroughtington, Wigan and Leigh
- A&E
- Devolution – Transformation
- Social care interaction
- Finances and STF
- iFM subsidiary working

The Trust secretary stated some of these items may need to be covered in greater detail at the various sub-committee meetings.

8. **Any Other Business**

None

Date and Time of Next Meeting

Thursday 11th January 2018 at 5.30pm in Seminar Room 1, Education Centre.