



**Minutes of the Annual Members Meeting  
held on Thursday 22nd September 2016  
at The Floral Pavilion, New Brighton  
commencing at 13.00**

**MINUTES**

**Open – Welcome and Introductions. Mike Maier, Chairman.**

The Chair opened the meeting and welcomed everyone to the event.

The Chair introduced himself and his colleagues; Sheena Cumiskey, Chief Executive; Anna Usherwood, Lead Governor; Dr Anushta Sivananthan, Medical Director of Quality, Assurance and Compliance and Avril Devaney, Director of Nursing, Therapies and Patient Partnership.

The meeting was confirmed to be quorate.

The Chair talked through the agenda for the meeting and made a number of announcements in respect of health and safety and facilities.

**Changes to the Membership of the Council of Governors. Anna Usherwood, Lead Governor and Mike Maier, Chairman.**

Anna Usherwood, Lead Governor talked about the role of the Council of Governors and introduced a short video from governors on why they became governors.

Anna also informed members of the changes to the Council of Governors over 2015/16 and to date.

Anna thanked those Governors completing their term of office at the end of the Annual Members Meeting 2015; Helen Hall, Joan Roberts, Phil Jarrold and Chrissie Evans. Anna also thanked those governors who had left the Council during the year; Deborah Bennett, Ken Wilson and John Wray.

Anna Usherwood extended a formal welcome to Emma King, Gordon Cairns and Deepak Agnihotri who had all joined the Council as part of a by-elections held during the year. Anna also formally welcomed our appointed partnership governors Liz Durham and Graham Pollard who joined the Council earlier this year.

Anna Usherwood reported that the recent annual election had welcomed 4 new Governors who will take up seat at the conclusion of the Annual Members meeting; Michael Brassington, David Bull, Keith Millar and Ken Edwards.

Anna Usherwood also welcomed back Brian Crouch, Fergie McQuarrie, Emma King, Deepak Agnihotri and Jill Doble as Governors to the Council following the recent annual election. Anna explained that Emma and Deepak had been elected during the by election, but their original terms were only until autumn 2016 so the trust was pleased that they had been successful in securing a full 3 year term of office.

Anna also reported that Iain Stewart has recently been re-appointed as our partnership governor for Wirral CCG.

Anna asked that all governors who were in attendance to make themselves known to the room by standing up so that anyone with questions about becoming a CWP governor could approach them following the meeting.

**Changes to the constitution. Anna Usherwood, Lead Governor**

Anna Usherwood advised that there had been a recent changes to the trust constitution which had been approved by the Council of Governors and was due to be finally approved by the Board of Directors later in the month;

1. Amendment to paragraph 19.2.3 to effect an increase to the minimum number (five) and maximum number (six) of Executive Directors on the Board of Directors

Anna explained that this would allow the role of Director of People and Organisational Development to have an equivalent executive portfolio and voting rights as the other executive directors. This is also a reflection of the local health economy and operating environment whereby the need for very senior leadership to drive workforce transformation is required.

As the change does not affect the powers or duties of the Council of Governors, it does not require a member vote and was offered as an information update only.

### **Changes to the Board of Directors – 2015/16 to Date. Anna Usherwood, Lead Governor and Mike Maier, Chairman.**

Anna Usherwood and Mike Maier advised members on the changes to the Board of Directors which had occurred during 2015/16 and to date.

Anna advised that in June 2016, David Eva, Chairman, left the Board of Directors having completed almost 14 years in the role. David had been had been in the role of Chairman since 2002 when he was appointed to the NHS Trust which predated CWP, he was reappointed to Cheshire and Wirral Partnership after it became a Foundation Trust. Anna acknowledged that David made a major contribution to improving the lives of people in Wirral and Cheshire and wished him well in his future role as Chair at Lancashire Care NHS Foundation Trust.

Anna then formally welcomed Mike Maier to the role of Chairman. She advised that during the early part of 2016, the Council of Governors led a recruitment process to appoint a new Chairman for the Trust; Mike officially started in his role in June 2016.

Anna advised that the appointment of Mike as the new Chair of CWP created a vacancy for a Deputy-Chair. In July 2016 the Council of Governors approved the appointment of Dr Jim O'Connor as Deputy Chairman in addition to his existing Non Executive Director duties.

Mike Maier updated members that Ron Howarth had left his role as Non-Executive Director for the Trust on 31<sup>st</sup> October 2015. The Chairman thanked Ron for his service to the trust (and predecessor organisations) since 2006 and acknowledged the significant contribution he has made during this time, especially to the Audit Committee.

Mike advised that Sarah McKenna had been recruited in December 2015 to replace the vacancy left by Ron. Sarah has worked across both the public and private sectors in roles in Asia, Australia and the UK.

Mike updated member that, in December 2015, Fiona Clark was appointed to the role of Senior Independent Director (a role previously undertaken by Ron Howarth) in addition to her existing NED role, following approval by the Council of Governors.

### **Review of the Year (*presentation of Annual Report 2015/16 and Annual Accounts*). Sheena Cumiskey, Chief Executive.**

The Chairman introduced Sheena Cumiskey, Chief Executive, to present the Trust's Annual Report, Annual Accounts and Quality report.

Sheena outlined financial and operational performance highlights for the trust during 2015/16; a financial sustainability risk rating of 4, a small surplus of £0.2 million from normal operations and a

technical deficit of £2 million. The Trust had a closing year end cash balance: £9.5m and had invested £10.6 million during the year, a significant amount of which had been invested in to the Ancora House project.

The Trust has achieved all regulatory targets in 2015/16 with the exception of the 18 week access target for improving access to psychological therapies (IAPT) which was marginally underachieved in Q3 and Q4 2015/16. Significant work has been undertaken to address this issue which has resulted in improvements so that the targets are now all being achieved.

Sheena advised members that last financial year was the second part of the Trust three year plan to improve services and reduce unwarranted avoidable harm at CWP and that the scheduled priorities for patient safety, clinical effectiveness and patient experience set out in this plan had been achieved.

The Trust also:

- Received a Green governance rating from our regulator Monitor (since April 2016, it is known as NHS Improvement)
- Increased reporting of incidents by 39% (most of which are no harm incidents which are free safety lessons)- demonstrating a stronger learning culture where patient safety is a high priority
- Reduced number of potentially harmful restraints by 50%
- Developed a new safety management system so services can focus on continuous improvement which is currently being rolled out.

The Trust is always listening and learning from others to improve the services we provided. In recent times we've also:

- Received 25% more patient feedback in 2015/16
- Improved use of the Friends and Family Test (FFT) throughout the Trust
- Developing the role of carers through our 'Triangle of Care' training

Sheena outlined some of the key achievements for the Trust during 2015/16;

- Rated 'Good' overall and 'Outstanding' for care by the CQC (Care Quality Commission)
- Awarded a second gold star from the National Carers Trust for improving support to unpaid carers and their families
- Recognised by the HSJ (Health Service Journal) as one of the top 100 places to work in the NHS
- Launched the Ancora House project; a new state of the art centre for young people with mental health issues in West Cheshire.
- CWP have launched CreatingHopeTogether.com – a brand new website providing information and online resources for people with an eating disorder, their families, healthcare professionals and the wider general public.
- The Street Triage team were selected as the outstanding example of inter-agency working in the NorthWest Coast Research and Innovation Awards 2015.
- CWP was chosen by NHS England to jointly manage Westminster Surgery in Ellesmere Port - a first for CWP.

Reporting on the external auditors, KPMG, Sheena advised that they issued unqualified opinions on the Trust's Annual Report and Accounts 2015/16. This means that KPMG consider that the Trust's financial records and statements give a true and fair view. They gave a limited assurance opinion on the Quality Accounts. Sheena outlined feedback from KPMG was that the audit outcome reflects well on the Trust considering the challenging economic situation locally and nationally within the NHS.

### **Looking Forward (*Presentation of summary Trust Forward Plans 2015/16*)**

Sheena invited Dr Anushta Sivananthan to present the Trust's Plans for the coming year.

Dr Sivananthan explained that the Trust Operational plan 2016/17 reflects the period of significant change and financial challenge. Some of the key areas of delivery within the year include;

- Transformation and new models of care; in response to the Five Year Forward View mandate for health and social care systems to come together to create local health system Sustainability and Transformation plans (STP).
- Being able to deliver services over seven days of the week with a consistently high quality of care.
- Workforce planning to be able to deliver priorities

A small number of key operational priorities to deliver within the year were identified during the planning process;

- Child and Adolescent Mental Health Services (CAMHS) Tier 4 services
- Developing potential options for redesigning services and enhancing inpatient provision.
- Improving IAPT (improving access to psychological therapies) performance.
- Local implementation of the transforming Learning Disability services strategy.
- Further development of integrated community services provision.

Dr Sivananthan outlined the plans and progress to date with each of these priorities including the opening of Ancora House, the plans for consultation the reconfiguration of Adult and Older People's Mental Health Services in Central and Eastern Cheshire, how CWP has been working with health and social care commissioners to develop ideas about how to reduce reliance on inpatient beds and deliver enhanced support in the community for learning disability services and the new Trust partnership arrangement with Mid Cheshire Trust and a GP alliance in Central Cheshire to deliver physical health services in Mid Cheshire.

Dr Sivananthan outlined the three key priorities identified by the Trust to continually improve the quality of care provided. These priorities are set out as detailed improvement plans in the Trust's quality improvement strategy, known as 'Zero Harm'.

**Patient safety priority:**

To achieve a continuous reduction in avoidable harm and make measurable progress to embed a culture of patient safety in CWP, including through improved reporting of incidents.

**Clinical effectiveness priority:**

Achieve a continuous improvement in health outcomes for people using the Trust's services by engaging staff to improve and innovate.

**Patient experience priority:**

Achieve a continuous improvement in people's experience of healthcare by promoting the highest standards of caring through implementation of the Trust's values.

The three quality priorities do not set targets. Instead they aspire to deliver continuous improvement.

Finally, Dr Sivananthan shared a "sneak peek" of Ancora House with the members including a number of photos. She explained how young people had been central to the design process for the project. The state of the art centre, which opened this week, will provide inpatient and day patient care (also known as Tier 4 services) for children and young people across England with severe and/or complex mental health conditions beyond the remit of community services. She also introduced a short video made by the young people involved with the development of Ancora House.

**Membership Update Including Involvement. Avril Devaney, Director of Nursing, Therapies and Patient Partnership and Anna Usherwood, Lead Governor**

Anna Usherwood detailed some of the key achievements in relation to membership over the past year including; maintaining membership levels and increasing the number of service user and carer members. She outlined the need for members from different areas and backgrounds to help the Trust to represent the many communities we serve.

Avril Devaney, Director of Nursing, Therapies and Patient Partnership introduced herself to the meeting and outlined the progress and plans in relation to involvement.

She outlined the three main aims of involvement:

- to raise awareness of involvement opportunities and increase participation in underrepresented areas
- to support people to access suitable and fulfilling roles that make a difference
- and to identify two-way communication to enable governors to engage with members.

In 2015/16 285 members signed up as Involvement Representatives who are engaged in a wide range of activities such as project groups, audits and inspections and staff recruitment. This is a 90% increase on the year before.

Avril highlighted some of the areas of involvement which the Trust is most proud of;

- Recognition at the national Young Advisors Awards for having an effective Young Advisor model, which involves young people in local decision making and service improvement.
- The involvement young people, including many of our CAMHS service users, in the design of Ancora House.
- Dedicated Participation Teams for Wirral, East Cheshire and West Cheshire. Our participation workers take lead responsibility for the implementation of engagement and participation across services in CWP. They aim to ensure that involvement is meaningful, appropriate and representative of all clinical services in CWP.

Avril also introduced the Person Centred Framework; a set of principles to ensure every individual receives the right care for their needs. The framework's principles encourage personalised care and promote a supportive and positive working environment. It remains in development with significant involvement from service users and carers and other key stakeholders; it will be launched in early 2017. The framework will remain live and will be constantly updated to reflect learning and best practice. This will ensure our patients continue to receive the best possible care, regardless of their individual needs or which service they use. Avril signposted members to the information sheet included in their welcome pack and the CWP website for anyone who would like more information.

**Close of Formal Business. Mike Maier, Chairman**

The Chairman extended his thanks to all involved in the meeting today. The Chairman advised that a question and answer session for members to ask questions the executive directors would be held after the coffee break.

The meeting was closed.

The attendance list is held by the Corporate Affairs Team.