



Open Minutes of the Council of Governors Meeting

Held on Tuesday 12th April 2016 at 13:30 – Ellesmere Port Civic Hall, Civic Way, Ellesmere Port, Cheshire, CH65 0AZ

Present	<p>David Eva, Chair Richard Agar, Public Governor – Wirral Rob Robertson, Public Governor – West Cheshire Stanley Mayne, Public Governor – Wirral Gladys Archer, Service User and Carer Governor Helen Hall, Service User and Carer Governor (left at 4.20pm) Chris Lynch, Service User and Carer Governor (left at 4.10pm) Ann McGrath, Service User and Carer Governor Ferguson McQuarrie, Service User and Carer Governor Anna Usherwood, Service User and Carer Governor (left at 3pm) Joan Roberts, Service User and Carer Governor Kathy Bullen, Staff Governor – Clinical Psychology Jill Doble, Staff Governor – Therapies Philip Mook, Staff Governor – Non-clinical Dr Keerthy Raju, Staff Governor – Medical Janie Shaw, Staff Governor – Nursing Carol Gahan, Partnership Governor – Cheshire West and Chester Council Phil Gilchrist, Partnership Governor – Wirral Metropolitan Borough Council Maurice Lea O’Mahoney, Partnership Governor – Staffside Pam Smith, Partnership Governor – Western Cheshire Clinical Commissioning Group Iain Stewart, Partnership Governor – Wirral Clinical Commissioning Group (left at 4.10pm)</p>
In attendance	<p>Shelly Tate, Corporate Affairs Administrator (Minutes) Louise Brereton, Head of Corporate Affairs Elspeth Fergusson, Corporate Affairs Manager Sheena Cumiskey, Chief Executive Tim Welch, Director of Finance and Deputy Chief Executive Fiona Clark, Non-executive Director Mike Maier, Non-executive Director (open meeting only) Audrey Jones, Head of Clinical Governance (for agenda item 2016/17/20) Tom Parry, Transformation Projects Manager Alison Jones, Communications and Engagement Manager</p>
Apologies	<p>Mike Robinson, Public Governor – West Cheshire Robert Walker, Public Governor – East Cheshire Peter Wilkinson, Public Governor – East Cheshire Charlotte Arrowsmith, Service User and Carer Governor Brian Crouch, Service User and Carer Governor Phil Jarrold, Service User and Carer Governor Christina Evans, Staff Governor – Nursing Liz Durham, Partnership Governor – Cheshire East Council Graham Pollard, Partnership Governor – Universities Avril Devaney, Director of Nursing, Therapies and Patient Partnership Andy Styring, Director of Operations Dr Anushta Sivananthan, Medical Director Dr Faouzi Alam, Medical Director David Harris, Director of People and Organisational Development Lucy Crumplin, Non-executive Director Jim O’Connor, Non-executive Director Rebecca Burke-Sharples, Non-executive Director Sarah Reiter, Non-executive Director</p>

Item No	Title of item	Action by
2016/17/09	<p>Welcome, apologies for absence and Quoracy</p> <p>As minuted in the minutes of the closed meeting, David Eva (Chair) welcomed everyone to the meeting and asked all staff not minuting or required for the closed session to leave the meeting. Apologies were noted and it was confirmed that the meeting was quorate. Staff were invited back to the open part of the meeting.</p>	
2016/17/10	<p>Meeting guidelines</p> <p>The meeting guidelines were noted.</p>	
2016/17/11	<p>Declarations of interest</p> <p>There were no declarations of interest declared.</p>	
2016/17/12	<p>Chair's announcements</p> <p>David Eva reported to the meeting on the Chairman's appointment, and also advised the council on the appointment of Graham Pollard who replaces Ken Wilson on the council following Ken's retirement. Anna advised that she had spoken to Ken about some of the work that he is continuing with the Trust, and it was agreed to invite Ken to a future council meeting to present on the topics relating to Drug and Alcohol.</p> <p>Action – Invite Ken Wilson to present at a future Council of Governors meeting, in relation to his ongoing work regarding alcohol induced brain damage.</p> <p>David advised that Ancora House had recently been aired on BBC news, and highlighted that this was seen as good exposure for the Trust.</p> <p>David informed Governors on the recent good news in the Trust highlighting the Trust's welcome for the Duchess of Cambridge pledge for early mental health support.</p> <p>David advised that Avril Devaney, Director of Nursing, Therapies and Patient Partnership, was personally awarded her MBE by HM Queen Elizabeth II at a recent ceremony at Buckingham Palace. She was named in the New Year's Honours List for 'Services to Nursing of People with Mental Health Problems'.</p> <p>David also advised that Alex Haydock, Clinical Nurse Specialist, was awarded by the Queen's Nursing Institute (QNI) and will be formally presented with his award in a ceremony in London later this year.</p> <p>Further positive publicity for the Trust was highlighted and David advised on the visit by David Rutley, MP for Cheshire East who has recently visited the Sunny Café in Macclesfield.</p> <p>David provided an update on the Junior doctor's strike, advising on the impact on Trust services, updating on the work by the Emergency Planning team to try and minimise disruption on services; and advised</p>	Corporate Affairs Team

Item No	Title of item	Action by
	<p>that the Trust had implemented business continuity plans, and were providing internal and external updates to staff and partners.</p> <p>There was an update regarding the Mental health taskforce and the structures and systems for developing mental health. CWP promoted support for the new mental health task force report as part of the 5 Year Forward View.</p> <p>David advised that the West Joint Therapy Services team won the Leonie Kenny Award for Inspirational Leadership at the Countess of Chester's Celebration of Achievement Awards.</p> <p>David also updated on the Eating Disorder Service and the new website – www.creatinghopetogether.com</p> <p>David advised that this is his last council meeting as Chairman of the Trust and thanked governors for their involvement, and wished all Governors and staff well for the future.</p>	
2016/17/13	<p>Lead Governor's announcements</p> <p>Anna Usherwood, Lead Governor, presented David Eva, Chairman, with a gift on behalf of the Council and spoke on behalf of all governors, thanking David for his tenure with the Trust.</p> <p>Anna thanked governors who had attended the pre-meeting and confirmed that the pre-meeting was not about discussing items on the agenda, but was an opportunity for Governors to raise any other issues that they felt were necessary as part of their Governor role. Anna explained that the pre-meeting had been split in to 2 groups and Anna and Rob Robertson, Deputy Lead Governor had facilitated the sessions. Anna advised that there a number of issues arose from the pre-meeting and advised as below;</p> <ul style="list-style-type: none"> • Anna asked for minutes of meetings to not include initials. It was advised that this was noted within minutes of the sub-committees and requested that full names be used. • Anna's group also requested to continue the pre-meetings for 30 minutes before each council meeting. • It was also requested for minutes of the meeting and sub-committees to be received for review by Governors earlier to allow Governors more time to review. <p>Action - Minutes of Sub Committee meetings to be shared with the wider Council in draft form prior to the Council of Governor Meetings, if this is agreeable with the chairs of the meetings.</p> <ul style="list-style-type: none"> • Fergie McQuarrie asked for coloured paper when information is posted out as a personal aid. <p>Rob Robertson updated on his groups ideas advising that most enquiries were as above however also noted that it may be useful to split future pre- meetings into localities. Further consideration to the format of governor only meetings can be given during the next pre-</p>	Corporate Affairs Team

Item No	Title of item	Action by
	meeting.	
2016/17/14	<p>Chief Executive's announcements</p> <p>Sheena Cumiskey updated the Council on the 5 year forward vision advising on the work due to be completed by June 2016.</p> <p>Across Cheshire and Merseyside, one plan with 3 levels will be developed as below; Level 1 – Local transformation plans Level 2 – Services required for footprint for sustainability <1.2m Level 3 – Specialist services, requiring a critical mass of >1.2m</p> <p>Sheena briefed the Council on the devolution process for sustainability and transformation plans. Sheena advised that work is being done with other Trusts.</p> <p>Rob Robertson queried the payment plan. Sheena provided an update about possible new methods and ways of payments and how services are commissioned.</p> <p>Sheena updated on the Vanguards and accelerating models of care, confirming that the Trust have a national status of being a vanguard in Wirral and West Cheshire. There was an update about funding and changes to operational plan to reflect the changes being made.</p> <p>Fergie queried who has priority for care e.g. Drug and Alcohol? Sheena updated on prioritisation and the thinking around preventing harm for patients/ service users. It was advised that there is a balance and need to improve how we respond to diagnosis and treatment of people with the sufficient resources available.</p> <p>Sheena updated again on the Junior doctor strikes, reiterating David's points earlier in the meeting around the work of the Emergency Planning team. Sheena updated on upcoming scheduled strike for withdrawal of all services including withdrawal of emergency care on 26th and 27th April 2016. Sheena advised that the Trust are looking to mitigate against risks, and to ensure that we provide and continue with care of patients/service users with minimal disruption.</p> <p>Sheena advised that Avril Devaney is back from adoption leave and has resumed her role of Director of Nursing.</p> <p>Sheena advised that the CQC will be returning to the Trust in the coming weeks to review progress following last year's inspection, confirming that this will happen between now and 22nd June. There will be a mixture of announced/ unannounced visits and table top exercises.</p>	
2016/17/15	<p>Governor updates</p> <p>Fergie queried the recovery plan work being actioned by Liz Matthews. Rob Robertson updated on the open space event and the proposals/ prospects for the development of the Involvement Taskforce.</p>	

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	<p>Sheena advised that now Avril has returned to her role she will pick up the refresh of the Involvement strategy. It was suggested that Avril should be asked to report back to the next council meeting around developments with involvement.</p> <p>Action – Include report from Avril Devaney on development of the Involvement Taskforce to the July 2016 meeting agenda.</p>	Corporate Affairs Team
2016/17/16	<p>Minutes of the previous Council of Governors Meetings held 19th January 2016</p> <p>The minutes were approved as an accurate record.</p>	
2016/17/17	<p>Matters arising & action points</p> <p>The action points were discussed as below;</p> <p>Buddying – Louise advised that the Corporate Affairs team are awaiting feedback form Governors on their interest regarding a buddying system. Louise suggested that the Corporate Affairs team will make some individual approaches to existing governors to start off the process, if governors were agreeable. Action – ongoing.</p> <p>Electronic papers – It was reiterated that Governors were to advise if they no longer required paper resources for the meetings that they attend by contacting the Corporate Affairs team. Where possible this would reduce the costs of printing. Action – ongoing.</p> <p>Pre-meeting – It was advised that this action was now closed as the pre-meeting had been held prior to the meeting. Action closed.</p>	
2016/17/18	<p>Draft Business Cycle 2016/17</p> <p>David Eva advised that the draft business cycle had been circulated for information. There was no discussion and Governors noted the document for future reference.</p>	
2016/17/19	<p>Approval of Locally Selected Indicator</p> <p>Ann McGrath updated the Council on the locally selected indicator for audit as part of the Quality Accounts. She explained that for the previous year, the Scrutiny subcommittee recommended the Access to Psychological Therapies (IAPT) waiting time targets (6 and 18 weeks) to be audited, which had been a useful exercise. Ann updated the Council on discussions at the Scrutiny meeting, and recommended that IAPT indicator is chosen again due to issues that had occurred in the previous financial year. The Council of Governors resolved to approve the selection of the Locally Selected Indicator.</p>	
2016/17/20	<p>Draft Quality Accounts 15/16</p> <p>Audrey Jones, Head of Clinical Governance, provide the Council with a presentation on the draft quality accounts advising governors that the full report will be available in approximately 2 weeks' time.</p>	

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	<p>Audrey reported that the number of incidents had increased, however this was positive as it was an increase in lower level incidents for which the reporting of provides an opportunity for learning to prevent serious incidents occurring.</p> <p>Audrey advised that Complaints had increased by 10%, Compliments by 35% but PALS contacts had decreased were down by 33%. Audrey advised that the team are looking at new ways of working to increase the number PALS contact ahead, which will hopefully positively impact on the number of complaints received.</p> <p>Audrey explained the different areas that will be presented in the report and confirmed that the report will outline the CQC visit in June 2015.</p> <p>Audrey presented on embedding learning from incidents and continuous improvement, and also advised on work that Liz Matthews, Associate Director of Patient and Carer Experience is working towards to increase the uptake on friends and family test.</p> <p>Audrey updated on the timescales and advised that once governors receive the quality accounts, Anna Usherwood, as lead governor, will provide a statement on behalf of the Council for the Quality Accounts.</p> <p>Stanley queried when the Quality Accounts will be sent to Health Watch. Audrey advised that a draft would be received by Health Watch in 2 weeks.</p> <p>Audrey confirmed that the team were planning to create an easy read document of the Quality Accounts.</p> <p>It was queried why complaints have gone up 10%. Audrey highlighted the low threshold for recording complaints. Audrey advised on resources for PALS, patient and carer advisors. Janie Shaw added that complaints can put the right amount of pressure on senior managers to review services.</p> <p>Fergie raised the waiting times for IAPT and spoke personally about his experience of using the Therapies service, highlighting how long waiting times can make service users feel. Fergie praised the Trust for the help that he had personally received.</p> <p>Audrey confirmed that the Quality Accounts would be available to Governors within 2 weeks.</p>	
2016/17/21	<p>Operational Plan 2016-17</p> <p>Tim Welch, Director of Finance, presented to the Council of Governors on the operational plan for 2016-17 addressing the below points;</p> <ul style="list-style-type: none"> • Process to date • Planning guidance • Monitor feedback • Priority areas • Financial information 	

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	<ul style="list-style-type: none"> • Managing risk • Monitoring delivery <p>Tim advised on the limited funding, and also updated on vanguard funding and the assessments of the risks. Tim advised that this would be flagged as a financial risk within the operational plan.</p> <p>Tim updated on links between the sustainability plans and the operational plan, and also confirmed that the Trust receive supplementary guidance letters. Tim provided an update on the transformation elements.</p> <p>Tim advised on the deficit control total of £1.9m and the change in accounting rules which has contributed to this.</p> <p>Tim confirmed that the draft plan was submitted to Monitor on 8th February 2016. This was sent for approval to Board in March 2016 and submission of the plan to Monitor was due 11th April; however this had been extended to 18th April.</p> <p>Tim updated on the re-development of risk ratings, regulatory perspective and Cost Improvement Programme (CIP).</p> <p>Tim advised that the Trust have been reviewing financial elements with a plan to reduce key areas. Tim highlighted spare management capacities and limited number of programmes to drive efficiency to move forward.</p> <p>Tim confirmed that clinically agreed service standards would extend across Cheshire and Merseyside. There was an update around capacity and allocating resources to match, and how this would be distributed correctly.</p> <p>Maurice Lea O'Mahoney queried whether this presents a challenge, highlighting that the forward vision could undermine the success of the Trust. Tim highlighted the supporting principles and what services are required/ needed from a population point of view.</p> <p>Fergie suggested an idea about developing a website/information hub for signposting would minimise pressure on acute hospitals for mental health problems, and could have a positive impact on funding.</p> <p>Tim advised that the priority areas were defined as;</p> <ul style="list-style-type: none"> • CAMHS T4 • LD Transformation • Developing community services • IAPT improvement • Inpatient bed options <p>Tim also updated on the tendering process around CAMHS service and advised on the challenges presented from new build, and the position that the Trust would potentially have to deal with should the CAMHS service tender be lost.</p>	

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	<p>It was confirmed that Tom Parry would present further on the LD transformation element later in the agenda.</p> <p>Tim highlighted the upcoming tender process for School Nursing, and the Clinical service efficiencies and non-clinical services efficiencies (NDCC) – strategic view to reduce costs over the 5 years by a third, confirming that the Trust are working through service by service on the income and expenditure plan.</p> <p>Tim highlighted the impact on the cash balance, if the Trust achieves a deficit of £1.9m; and also updated on the work with Villicare, the Trust’s strategic estates partner and the options available.</p> <p>Tim advised on the risk ratings of the Trust emphasising the significant elements and parity of esteem, and highlighted mental health access to physical health. Impacts on environments were discussed and the provision for ligature risks.</p> <p>There was an update regarding monitoring delivery and the implications for CoG and Scrutiny regarding monitoring performance and escalating issues through to Board, and linking to key performance indicators (KPI’s). It was advised that Tim and Louise are looking at the tolerances that need to be mapped for Board to assess and measure performance.</p> <p>Ann McGrath queried the CAMHS build and service tendering process. Tim advised that the Trust had been put on notice to improve services, meaning that the service required improvement. Tim also updated on national procurement and addressed the balance for CAMHS services across the country. Sheena updated on the pathways for children and confirmed that standards at the current facility Pine Lodge were not fit for purpose, hence the Trust’s decision to invest in the new build.</p> <p>Phil Gilchrist queried mutual support. Tim updated on the risks against the wider financial position and briefly updated on substantive or recurrent resources.</p> <p>David welcomed Mike Maier to the meeting and confirmed that the council had approved his appointment of Chairman.</p>	
2016/17/22	<p>Update on LD Transformation</p> <p>Tom Parry, Transformation Projects Manager, provided an update to the Council on the LD Transformation.</p> <p>Tom updated on the background around the LD transformation, and highlighted the five themes. Tom also informed Governors on the transforming care partnerships work with Alison Lee from West Cheshire Clinical Commissioning Group.</p> <p>Tom advised on the points to consider and advised the Council that the Trust are looking for Governors endorsement in the Cheshire and Merseyside plan regarding the following;</p> <ul style="list-style-type: none"> • Commitment to support commissioners. 	

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	<ul style="list-style-type: none"> • CWP can only provide services commissioned. • Offer to innovative solutions, clinical expertise, and specialist healthcare support. <p>Stanley Mayne asked for clarification of the bed footprint. It was advised that, based on population data, it was indicated that for the core footprint of CWP, there would be 16 inpatient beds for Learning Disabilities. Stanley also queried how the transformation was linking in with the criminal justice system, and how this would be impacted.</p> <p>Janie Shaw queried the proportions of care provided and there was a brief discussion about resources.</p> <p>The Council of Governors resolved to endorse the plan and commitment for Learning Disability Services transformation.</p>	
2016/17/23	<p>Healthy Living Centre Closure</p> <p>Sheena updated on the closure of the Healthy Living centre advising that this report was for information only. It was advised that these services were being wound up due to funding cuts, and confirmed that the Trust were signposting service users to where these services can be accessed elsewhere. It was advised that there is no more grant funding available to run these services.</p> <p>Rob Robertson queried whether there had been any staff redundancies. Sheena advised that there were 10 staff affected by the closures, and confirmed that Human Resources were working to redeploy staff where possible, however advised that redundancies were possible.</p>	
2016/17/24	<p>Update on the Trust Governor By-election</p> <p>Elsbeth Fergusson updated Governors that the Notice of Election was due to be published on Monday 18th April 2016, and asked Governors to share the information with any prospective members who may be interested in standing as a Governor.</p> <p>Elsbeth also noted the dates contained in the election timetable, advising on the below;</p> <ul style="list-style-type: none"> • Final delivery for nomination papers to Idox – Wednesday 4th May. • Publication of statement of nominated candidates – Thursday 5th May • Final day for candidate withdrawal – Monday 9th May • Notice of Poll – Monday 23rd May • Close of poll – Friday 10th June • Public announcement of results – Monday 13th June <p>Fergie queried young people standing for governors and it was confirmed that any member from the relevant constituency over the age of 16 would be eligible to stand.</p>	

Item No	Title of item	Action by
2016/17/25	<p>Council of Governors Sub-committee/Group minutes/notes</p> <p>a) Membership and Development sub-committee (<i>approved minutes of meeting of 3rd February 2016) including an update from meeting regarding action points</i></p> <p>The Council of Governors noted the minutes.</p> <p>b) Scrutiny sub-committee (<i>draft minutes of meeting of 11th February) Minutes are to be approved at Scrutiny meeting held 11th April, prior to the CoG meeting date/ post CoG agenda submission to Governors</i></p> <p>The Council of Governors noted the minutes.</p>	
2016/17/26	<p>Governor Question Time</p> <p>Kathy Bullen, Staff Governor – psychology raised a question on behalf of a medical colleague;</p> <p>Concerning the initiative to send copies of letters to patients by email, have the implications of this been looked into in detail e.g. is it possible for patients to alter the content of letters? What has been the experience of other Trusts in this matter? The colleague is aware of at least one Trust where they have decided not to pursue this.</p> <p>Tim Welch updated the Council that the Trust has fully considered the implications of sending copies of patient letters via email. The issue is a standing agenda item on the Records and Information Systems Group and is closely monitored by this Group, by way of a dynamic risk register and action plan. A team in East is due to pilot sending patient letters via email with the help of ICT, before wider roll out.</p> <p>Maurice added about paper and electronic copies of records and the impact that this could also have, and the update of contact lists was addressed.</p> <p>David asked whether a brief report should be brought to a future meeting, and queried whether the council felt that this was necessary.</p> <p>Action – The Council of Governors to receive an update report on sending patient letters via email, once the pilot phase is complete.</p> <p>Ann McGrath, Service User and Carer Governor raised some queries in relation to the Hospital @ Home Children's Service;</p> <p>It has been reported about the withdrawal of funds, by the West Cheshire CCG, from the Hospital @ Home Children's Service.</p> <ul style="list-style-type: none"> • Who 'owns' this service? CWP (Community Services) or the Countess of Chester? • If CWP, why haven't we heard about this before? • If the Countess of Chester is responsible for the service, how much will this withdrawal of funding impact on Community Services? 	Corporate Affairs Team

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	<p>There was a discussion regarding the withdrawal of children's services, Hospital at home and impact this may have on community services. Sheena updated that the Countess of Chester Hospital (CoCH) owns the service and confirmed that this was managed by the paediatrics team. Sheena confirmed that the CoCH no longer had access to funding and advised that it was not anticipated that this would have any significant impact on the Trusts community services. Pam Smith provided an update on the funding and advised that the Clinical Commissioning Group had expected the CoCH to reconfigure their services to be able to provide the hospital at home services on an ongoing basis once the dedicated funding ceased after 3 years. The CoCH had not completed this and so the service was wound up.</p> <p>There was a brief update advising that the IAPT service in East Cheshire is going out to tender. Kathy asked whether the Trust were confident about winning the tender of IAPT following the tender process. Fergie queried transfer of patients across localities. Sheena provided an update to the Council on notice about re-commissioning the service and that this could be viewed as an opportunity.</p>	
2016/17/27	<p>Motions or Agenda Items on Notice</p> <p>There were no motions or agenda items on notice.</p>	
2016/17/28	<p>Review of risk impact of items discussed</p> <p>There was no risk impact on items discussed.</p>	
2016/17/29	<p>Feedback from meeting - review the effectiveness of the meeting (achievement of objectives/desired outcomes and management of time)</p> <p>It was agreed that the meeting had been effective.</p>	
2016/17/30	<p>Date, time and place of next meeting:</p> <p>Monday 25th July 2016, 1pm Florence Nightingale Room, Sycamore House, Ellesmere Port</p>	