

**MINUTES OF A MEETING OF THE COUNCIL OF GOVERNORS HELD IN PUBLIC ON
8 November 2023, 5PM DEAN SUITE, HILTON / MICROSOFT TEAMS**

Members Present:

Liam Coleman (LC)	Trust Chair
Pauline Cooke (PC)	Public Governor, Wiltshire Northern
Chris Callow (ChC)	Lead Governor, Public Governor, Wiltshire Central & Southern
Judith Furse (JF)	Public Governor Swindon Constituency
Lesley Hemingway (LH)	Public Governor, Swindon Constituency
Chris Shepherd (CS)	Staff Governor, Administrators, Maintenance, Auxiliary & Volunteers
Jane Davies (JaD)	Appointed Governor, Wiltshire Council
Vivien Coppen (VC)	Public Governor Swindon Constituency
Natalie Titcombe (NT)	Deputy Lead Governor, Public Governor, Swindon Constituency
Raana Bodman (RB)	Public Governor, Swindon Constituency
Leah Palmer (LP)	Appointed Governor, New College
Emma Wiltshire (EW)	Staff Governor, Nursing & Therapy
Ashish Channawar (AC)	Public Governor, Swindon Constituency
Tony Pickworth (TP)	Staff Governor, Doctors & Dentists

Also, in attendance

Lizzie Abderrahim (EKA)	Non-Executive Director
Helen Spice (HS)	Non-Executive Director
Faried Chopdat (FC)	Non-Executive Director
Bernie Morley (BM)	Non-Executive Director
William Smart (WS)	Non-Executive Director
Jude Gray (JG)	Chief People Officer
Dr Claire Lehman (CL)	Associate Non-Executive Director
Felicity Taylor-Drewe (FTD)	Chief Operating Officer
Naginder Dhanoa (ND)	Chief Digital Officer
Lisa Cheek (LCh)	Chief Nurse
Claire Thompson (CTh)	Chief Improvement & Partnerships Officer
Jon Westbrook (JW)	Chief Medical Officer
Simon Wade (SW)	Chief Financial Officer
Caroline Coles (CC)	Company Secretary
Sharon Scott (SS)	Corporate Governance Assistant

Apologies

Peter Hill (PH)	Non-Executive Director
Paul Lewis (PL)	Non-Executive Director
Claudia Paoloni (CP)	Non-Executive Director
Kevin McNamara (KM)	Chief Executive Officer
Cecilia Olley (CO)	Public Governor, Swindon Constituency
Rommel Ravanar (RR)	Associate Non-Executive Director
Julian Duxfield (JD)	Non-Executive Director
Jade Dobson (JD)	Staff Governor, Allied Health Professionals

Matters Open to the Public and Press

Minute	Description	Action
73/23	Welcome and apologies for absence The Chair welcomed everyone to the meeting and noted the apologies above.	

74/23 Declarations of Interest

There were no declarations of interest.

75/23 Minutes

The minutes of the meeting of the Council of Governors held on 10 May 2023 were adopted and signed as a correct record subject to the amendment to the attendance list; change name from Brian to Bernie.

76/23 Action Tracker

The Council of Governors received and considered the outstanding action list.

The Council of Governors **noted** the report.

77/23 Questions from the public and governors for discussion

There were two questions with responses provided by Lisa Cheek, Chief Nurse and Jon Westbrook, Deputy CEO. These were discussed with no further action required.

78/23 Equality, Diversity & Inclusion (EDI) Annual Report

This item was deferred to the next meeting due to amendments required from the Trust Board meeting. The amended report would be circulated for comments prior to the meeting in January.

Action: JG to circulate amended ED&I Annual Report

JG

79/23 Report of the Chief Executive

The Council of Governors received and considered the Chief Executive's Report which was delivered by Jon Westbrook, Chief Medical Officer, and the following was highlighted:-

- Our seasonal plan
- Freedom to Speak Up Month
- Patient Safety Incident Response Framework
- Progress on our Integrated Front Door
- Financial position
- Project Search
- NHS Cadets
- Project Search
- Staff survey
- Our allyship programme
- Internal and external awards

A question was raised with regards feedback from the staff survey for teams in smaller cost codes. It was noted that the national quorum to meet the sample was 10 to protect anonymity, below this number departments were offered the opportunity to merge with another department/cost code but it was acknowledged

that the feedback would possibly not be meaningful to the teams they were coupled with.

JG

Action: Chief People Officer to provide a response and the background behind this decision

A question was raised regards what else we do for people with learning difficulties. Jude Gray advised that there had been an increase in management training, through the launch of the Oliver McGowan training, and the Trust had a good Safeguarding team specialising in learning difficulties. Claire Thompson added that under the Health Inequalities Priority, the Trust was working with BSW and Primary Care to share information to enable a more case management approach following any incident.

Lisa Cheek advised that there were also care reflection stories escalated to the Board and referred to an example of a recent complex case. There were also spot audits undertaken and champions in the Emergency Department (ED) working on initiatives, such as handing out little bags of calm. ED had also seen the addition of two changing place facilities recently.

A question was raised regards whether there were alternatives to offering help on the NHS app, assuming not everyone had access or understanding of the technology. Lisa Cheek advised that patients had access to the Community nursing team, there was a translation service and easy read tools available for use. The PALS team were also in possession of a number of alternative resources to assist patients or visitors with learning disabilities.

A question was raised regards whether the virtual ward was a National led initiative. Jon Westbrook advised that it was; there was both local and telemetric monitoring in place, regarding regular visits from Community nurses and medical consultants and the use of intravenous treatments delivered at home.

Action: Chief Operating Officer to expand on the progress of the virtual ward at a future Council of Governors meetings.

FTD

A question was asked about how the new doctor apprenticeship would feed into the people strategy. Jude Gray advised that it was very early days and only a handful of universities were currently piloting this apprenticeship with a small number (6/7) of students. We were working with University of West of England (UWE) to look into the feasibility of introducing this apprenticeship.

A question was raised regards the Freedom to Speak up service, which had no lead for the last six months, and how was this going to be regenerated? Jon Westbrook advised that the recent Lucy Letby case had highlighted issues such as needing to be able to offer the ability to listen. Lisa Cheek advised that we had two days of a Lead Guardian and 5 Guardians in place. The launch of safe spaces had taken place in October. Freedom to speak up concerns were currently around working relationships and were low in numbers (only 5 last month). Work was being rolled out on how we recognise the routes to speak up.

Pauline Cooke, governor, requested that this was fed back to the People's Experience & Quality Working Group.

Action: Deputy Chief Nurse to provide an update at the People's Experience & Quality Working Group in the New Year on Freedom to Speak Up.

LG

A question was raised on needing more clarity on the 95% target the Trust had been achieving for the ED departure timeline. Felicity, Taylor-Drewe advised that the percentage on meeting the national target was 75%, not 95%. It was a challenge and difficult to meet and was reported to the Board monthly.

FTD

Action: Chief Operating Officer to agree a process to feed back to the governors waiting times data in GWH ED.

A question was raised as to how the wait is measured. Clarity was asked on at what point of the visit does the time start to count? FTD advised there are national guidelines and offered to circulate these to the group, including benchmarking.

FTD

Action: FTD to circulate national guidelines with regards ED wait times

The Council of Governors **noted** the report.

80/23

Lead Governor Report

The Council of Governors received an update from the Lead Governor which provided a summary of the activity of the governors since the last meeting in May 2023.

The Council of Governors **noted** the update.

81/23

Chair of the Engagement & Membership Governance Working Group

The Council of Governors received the Engagement & Membership Governance Working Group Assurance Report which highlighted the detailed discussions held at the two meetings since the last meeting in May 2023.

The Council of Governors **noted** the report.

82/23

Chair of the People's Experience & Quality Working Group Report

The Council of Governors received the People's Experience & Quality Working Group Assurance Report which highlighted the detailed discussions held at the meeting on 11 July 2023.

Board Committee Assurance Reports were also received from the People and Culture Committee from August 2023 and the Quality and Safety Committee from September 2023 and November 2023.

Concerns were raised that the SPC data was not fully understood or reflected in the committee reports and that its use was not leading to sustained improvement.

Both Lizzie Abderrahim and Lisa Cheek confirmed that the format for the assurance reports had been improved, so going forward these would be easier to understand.

Concerns were also raised that pressure harms continued to remain a priority. Lisa Cheek advised that these were regularly discussed at the Quality & Safety Committee which included the attendance of Divisional Nursing Directors. The reasons behind the metrics fluctuating were reflective of which areas of the hospitals they related to. LC advised she was happy to talk this through at the next People's Experience & Quality Working Group.

Action: LC to deliver and update on pressure harms at the People's Experience & Quality Committee in January 2024

LC

The Council of Governors **noted** the report.

83/23 Chair of the Business & Planning working group Report

The Council of Governors received an update from the Business & Planning Working Group held in August 2023.

Board Committee Assurance Reports were received from the Finance, Infrastructure & Digital Committee from September 2023 and October 2023 and Performance, Population & Place Committee from September 2023 and October 2023.

Concerns about the current deficit, projection and impact on the services was escalated at the meeting. Simon Wade advised that in the last 24 hours there had been changes announced around the impact of the industrial action which would affect the current deficit. The reduction in threshold elective activity, combined with the efficiency programme had reduced agency spend.

A question was raised about the reasons behind the peak attendance to ED in June. Felicity Taylor-Drewe advised that this was due to the thunderstorms contributing to breathing issues, particularly in children (known as thunderboom).

The Council of Governors **noted** the reports.

84/23 Public Urgent Items (if any)

Liam Coleman took the opportunity to recognise and thank Kevin McNamara's considerable contribution to the Trust in his time as CEO.

85/23 Date of Next Meeting

The next meeting will be held in January 2024 (date to be confirmed) at 5pm via MS Teams.