**UNIVERSITY HOSPITALS DORSET NHS FOUNDATION TRUST**

**ANNUAL MEMBERS’ MEETING**

Minutes of the Virtual University Hospitals Dorset Annual Members’ Meeting held on Saturday 11 September 2021 at 10:30.

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| **Present:** | Philip Green | Vice Chairman *(Chair)* |
|  | Robert Bufton | Public Governor |
|  | Edward Collett | Public Member |
|  | Sharon Collett | Public Governor (Deputy Lead Governor) |
|  | Melanie Croydon | Staff Member |
|  | James Donald | Staff Member |
|  | Beryl Ezzard | Appointed Governor |
|  | Debbie Fleming | Chief Executive Officer |
|  | Ewan Gauvin | Staff Member |
|  | Paul Hilliard | Appointed Governor |
|  | Carl Holdsworth | Staff Member |
|  | Marjorie Houghton | Public Governor |
|  | Catherine Hurst | Staff Member |
|  | Cameron Ingham | Staff Governor |
|  | Zoe Jones | Staff Member |
|  | Andrew McLeod | Public Governor |
|  | Keith Mitchell | Public Governor |
|  | Mark Mould | Chief Operating Officer |
|  | Alyson O’Donnell | Chief Medical Officer |
|  | Pete Papworth | Chief Finance Officer |
|  | Lucinda Parker | Staff Member |
|  | Richard Renaut | Chief Strategy and Transformation Officer |
|  | Duncan Ridgeon | Staff Member |
|  | Fiona Ritchie | Company Secretary |
|  | Charlotte Ruddick | Staff Member |
|  | Robin Sadler | Public Governor |
|  | Diane Smelt | Public Governor |
|  | Isabel Smith | Staff Member |
|  | Paula Shobbrook | Chief Nursing Officer |
|  | Maureen Todd | Public Member |

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| **AMM01/21** | **Welcome**  Philip Green welcomed everyone to the first Annual Members’ Meeting for University Hospitals Dorset, thanking staff and volunteers for their achievements throughout the pandemic and merger, as well as thanking the public for their support.  Apologies were received from:   * David Moss, Trust Chairman * David Triplow, Public Governor (Lead Governor) |
| **AMM02/21** | **Presentation of the October 2020 – March 2021 Annual Report**  Debbie Fleming acknowledged the huge challenges as a result of Covid pandemic and shared her sympathies for those that had lost friends and family.  Debbie Fleming presented the Annual Report for October 2020 – March 2021, highlighting:   * University Hospitals Dorset was now the third largest organisation in the South West. * The organisational values had been developed from values that staff had expressed were important to them. * The waiting list that had grown throughout the Covid pandemic was acknowledged but it was emphasised that there had been a number of services that were able to continue to see patients. * The targets outlined within the performance slide were based upon NHS Trusts that were not operating through a pandemic. * The full annual report was available on the Trust website. |
| **AMM03/21** | **Presentation of the October 2020 – March 2021 Annual Accounts**  Pete Papworth shared his thanks to all members of the University Hospitals Team for their support for patients and each other and extended his thanks to the Finance Team.  Pete Papworth presented the October 2020 – March 2021 Annual Accounts, highlighting:   * New finance systems and processes had been implemented across the Trust. * £73m had been received over the full 2020/21 financial year through the national interim arrangements. * £51m additional funding had been received. £27m of this had been spent on specific Covid costs. * The Covid expenditure largely excluded personal protective equipment which had been procured nationally and was distributed based on need.   Philip Green congratulated all of the Finance Team for having successfully brought together two finance systems and two sets of accounts against the backdrop of the Covid pandemic and extended his thanks to the Trust’s auditors. |
| **AMM04/21** | **Council of Governors Presentation**  Sharon Collett provided a presentation on behalf of the Council of Governors, outlining the role of the Governors and highlighting:   * Governors were elected by members following the merger and started working together in January 2021. * A number of Governors were re-elected from the legacy Trusts along with some new Governors appointed. * The Membership Engagement Strategy for 2021/2024 had been approved by the Council of Governors. * There were over 15,000 members registered at UHD. * There was a commitment for the Trust’s membership to be representative of the local population. |
| **AMM05/21** | **Questions Received from Members**  There were a number of questions received from Members:  In response to a question on patient engagement, Paula Shobbrook stressed the importance of this but commented that this had been more challenging during the pandemic. Feedback from the Family and Friends Test was used operationally, and some services had worked alongside patients to develop services.  A member asked how the Trust could comply with the Equality Act, specifically in regard to sex and gender, whilst being signed up to Stonewall Champions Scheme. Pete Papworth replied that it was critical for the Trust to provide inclusive services in line with its values. The Stonewall Diversity Scheme was one of the many sources of advice accessible to the Trust. All of the policies were being reviewed following merger with expert legal advice to ensure that they remained fully compliant with all relevant legislation. The policies had been developed in consultation with staff, patients and members of the public.  Mark Mould, answering a question on waiting lists, replied that the focus throughout the pandemic on emergency and urgent care, had unfortunately, had an impact on the elective care. Progress was being made on reducing the waiting lists, at the peak of Covid there were 5000 patients waiting over 52 weeks and this had reduced to around 3000 patients over the previous four months. This had been achieved by improved utilisation of theatres, working closely with the independent sector, looking at alternative working hours and the Think Big project. The Trust continued to explore more innovative and creative ideas to ensure that patients were being seen by clinicians in a timely manner. The Trust was committed to reducing waiting times and had sent a questionnaire to affected patients to understand their experiences.  Alyson O’Donnell responded to a question on the benefits of University Hospital status. This was a very exciting development for the Trust, with a representative of each organisation at each respective Board. The partnership with Bournemouth University would provide opportunities to tackle workforce challenges, provide further professional development for staff and enhance pathways. Furthermore, there were opportunities, through research, to obtain innovation hub status.  A member asked how enough doctors would be recruited. Alyson O’Donnell emphasised the importance of other roles such as Physician’s Associates and Advanced Nurse Practitioners in a patient’s care. Paula Shobbrook added that open days and school visits provided an opportunity to advertise the different roles available.  In response to a question on the length of time required to train a nurse, Paula Shobbrook replied that it took three years to complete nurse training but there were a variety of ways to ensure the continuity of ward-based care, including working closely with Bournemouth University. International recruitment had been successful with nearly 200 nurses recruited by the end of the year and there were a number of Healthcare Assistants on the wards to support patient care. The Trust provided opportunities for career development, such as the Registered Nurse Degree Apprenticeship.  Pete Papworth replied to a question on agency staffing. Workforce shortages were a national issue. Around 65% of the total costs related to pay, of which 3% was agency spend. Alyson O’Donnell added that the spend on medical workforce on overtime, bank shifts and locums had been halved over the previous three years. This was not only better value for money, but it also allowed for staff not to be over worked. |
| **AMM06/21** | **Close**  Philip Green thanked members for their participation in the meeting, as well as staff and partners for their continued efforts.  The Trust’s open day was being held virtually and could be accessed through the Trust website. |