

**Oxfordshire and Buckinghamshire Mental Health NHS
Foundation Trust**

Members' Council

**Notes of a meeting held on 17 November 2009 at
6.50 p.m. at the Thame Barns Centre, Thame, Oxfordshire**

In addition to the Chair, Janet Godden, the following Governors were present:

Mike Alexander	David Geaney
Jane Amies	Mark Hancock
Pam Bacon	Jeanette Hocking
Carol Bannister	Fiona Lomas
Meg Barbour	Lucy Toynbee
Julia Besooijen	Dana Scott
Jacqueline Bourton	Lavinia Walker
Tricia Birchely (<i>part meeting</i>)	Alan Webb (<i>part meeting</i>)
Chris Brearley (<i>part meeting</i>)	Linette Whitehead
Steve Bell	
Jim Couchman (<i>part meeting</i>)	
Pauline Fair	

In attendance:	
Caroline Birch	A/Director of Nursing and Clinical Governance
David Bradley	Chief Operating Officer
Anne Grocock	Non-Executive Director
Justinian Habner	Trust Secretary (<i>Minutes</i>)
Jayne Halford	Deputy Director of Human Resources
Mike Hobbs	Medical Director
Helen Millar	Director of Corporate Management
Phil Sharman	Auditor – Audit Commission
Duncan Smith	Director of Finance
Julie Waldron	Chief Executive

MC 44/09	Introduction and Welcome	
a	The Chair welcomed Governors to the meeting. She welcomed Carol Bannister to her first meeting of the Council. Carol had taken up the remaining term of office of the Staff: Corporate Services seat following the resignation of Carrie-Ann Wade Williams.	
b	The Chair also welcomed Ian Jones who had taken up the remaining term of office of the Carers: Buckinghamshire seat following the resignation of Kate Allison.	
MC 45/09	Apologies for Absence	
a	Apologies had been received from: Simon Hyde, Anthony Monaco, David Mushrow, Maureen Cundell, Margaret Batsel, Fiona Lomas, Stewart George, Jayne Champion	
MC 46/09	Declarations of Interest	
a	The Council confirmed that interests listed in the register of Governors' interests remained correct.	
MC 47/09	Minutes of the Previous Meeting – 21 April 2009	
a	The Minutes of the meeting were approved as a true and accurate record, and the Chair signed a copy subject to the following amendment: <ul style="list-style-type: none"> MC 36/09 c – replace ‘...two male and only two female wards on the Warneford Hospital’ with ‘... two male and only one female wards on the Warneford Hospital.’ Matters Arising	
b	Item MC 36/09 f – CAMHS referrals: Tricia Birchley requested an update on the position of CAMHS referrals in Buckinghamshire. The chief Operating Officer acknowledged that CAMHS waiting times in Buckinghamshire was an issue but	

	outlined the work underway to address this. He said that the Trust took in the CAMHs services in Buckinghamshire it inherited a backlog of patients waiting to be seen but this should be cleared by January 2010.	
MC 48/09	Report from Board of Directors a The Chair presented a written report which provided an overview of the main business items considered by the Board of Directors during July to October 2009. She explained that, following each Members' Council meeting, she presented a similar report on the Council's discussions to the Board. b The Chief Operating Officer provided an oral update on an issue which had just arisen. The 'Oxford Mail' and 'Sun' newspapers had recently published stories about a patient being seen within the Trust's Forensic Services. The report set out that the patient was allowed unsupervised leave. He said that the story was sensationalised and assured the Council that all procedures were followed in allowing this patient limited leave and that the Ministry of Justice had provided permission. Carol Bannister asked why the local press seemed to target OBMH from time-to-time. The Chief Executive said that the 'Oxford Mail' had been doing this for some time and their reports seemed to demonstrate a poor understanding of mental health issues. She agreed to see how more information could be provided to staff on stories about the Trust featuring in local press. c The Council noted the report.	
MC 49/09	Performance Report a The Chief Executive presented a report which set out the Trust's key performance targets under the following areas: service, quality, safety, workforce and finance. She said that the Board was looking at a new type of performance report that focused more on quality and that she hoped to be able to provide a new version of the report to the next Council meeting. b Mike Alexander asked why there appeared to be more red than green ratings and asked if targets were too high. The Chief	

c	Executive said that the Trust usually set itself targets that were much higher than other trusts.	
d	Jane Amies noted the target on complaints and said that the real level of complaints was hard to measure. The Chief Executive said that this measured formal complaints made on the complaints procedure. Performance was compared with previous years. She acknowledged that this target did not measure other forms of concerns or overall satisfaction levels of carers and patients.	
e	Alan Webb said that it would be useful if a short summary of action to address red rated targets could be provided.	
	The Council noted the report.	
MC 50/09	Annual Audit Letter	
a	Phil Sharman from the Audit Commission presented the Annual Audit Letter which set out the key finding from the 2008/09 audit. The Audit Commission had been appointed by the Members' Council to act as the Trust's auditors. In presenting the Letter to the Members' Council he said that an unqualified opinion on the Trust's financial statements had been issued and no significant weaknesses on internal controls had been identified.	
b	Chris Brearley raised concerns with the wording on items 10-11 (pertaining to use of resources). He said that the wording was a double negative and, therefore, looked as though the Auditors had not fully completed their job. Phil Sharman said that the wording was deliberate and added that further work would only occur if issued had been flagged (no issues had been flagged on this occasion). The Director of Finance acknowledged the point and said that, if requested, the Board could look at how to provide further, 'positive', assurance on this point. Mike Alexander warned that it would cost significant sums to be able to provide the level of positive assurance suggested.	
c	The Council received the Annual Audit Letter.	

MC 51/09	Presentation on Surveys	
a	The A/Director of Nursing and Clinical Governance gave a presentation which set out results from the national inpatient survey and community patient survey.	
	<i>Inpatient Survey</i>	
b	Participation in this survey was a formal requirement of the Care Quality Commission (CQC). The A/Director of Nursing and Clinical Governance set out the Trust's results and identified areas where the Trust was below the national average. She also explained the plans for improvement that were being developed in response to the results.	
c	Lucy Toynbee and Jane Amies raised concerns with the way in which the data was being presented. They said that they preferred the way the CQC presented this information. The manner in which some data had been presented on this occasion could look to some people as if the Board was not fully recognising that the board had performed badly in a number of the areas (compared to the national average). The Chair acknowledged the dissatisfaction expressed by the Council regarding the Trust's performance and that it was in the bottom twenty per cent of all trusts in some areas surveyed. She said she would express these concerns at the next Board meeting.	JG
d	Jeanette Hocking suggested using areas where concerns had been identified through the survey as focus points for the Trust's annual plan.	HM
e	Pauline Fair said that the Board and Council needed to support staff to make the improvements required.	
f	Steve Bell said that the methodology used for the inpatient survey was questionable and that a range of surveys and tools needed to be used to understand the patient experience.	
g	Jacquie Boughton added that results also depend on how well responders were at the time they completed their survey.	
	<i>Jim Couchman left the meeting at this point.</i>	
	<i>Community Survey</i>	
h	The A/Director of Nursing and Clinical Governance presented the results of the community survey and compared them to the	

<p>i</p> <p>j</p> <p>k</p>	<p>results the Trust had through using 'Patient Experience Trackers'. Areas to focus on as a consequence of the results included:-</p> <ul style="list-style-type: none"> • Patients having a copy of their care plan • Knowing how to access help in a crisis • Improving care planning. <p>Lavinia Walker said that the survey was very large and may people may be put off completed it due to its size. The A/Director of Nursing and Clinical Governance agreed but said that the questions were set nationally.</p> <p>CQC Declaration</p> <p>The A/Director of Nursing and Clinical Governance said that a report would be presented to the Board of Directors in November 2009 regarding the Trust's declaration to the CQC. The proposal was for the Board to declare that the Trust was compliance with Healthcare Core Standards. Some issues had been identified with the infection control standard but these were being addressed.</p> <p>The Council noted the presentations. The Chair noted the concerns about the survey results raised by Governors. She said that this would be taken back to the Board and that further updates would be provided to the Council in due course.</p>	
<p>MC 52/09</p> <p>a</p> <p>b</p>	<p>Appointment of a Lead Governor</p> <p>The Chair presented the report which set out the requirement for the Members' Council to appoint a lead governor. The report also set out the anticipated role of this position. Monitor had requested that each NHS foundation trust appoint a governor to this role as soon as possible.</p> <p>The Council appointed Chris Brearley as the lead governor for OBMH.</p> <p><i>Tricia Birchley and Alan Webb left the meeting at this point.</i></p>	

<p>MC 53/09</p> <p>a</p> <p>b</p> <p>c</p> <p>d</p>	<p>Thames Valley Health Innovation and Education Cluster (HIEC)</p> <p>The Medical Director presented the report which set out the proposal to apply to establish a Thames Valley HIEC. The proposal was being led by OBMH. HIECs consisted of partnerships of NHS, higher education and other organisations and the purpose is to improve the quality of health care through innovation and education.</p> <p>The Thames Valley application was submitted on 29 October 2009 and had been shortlisted for interview on 10 December. The thirty partners involved in the application should learn soon after the interview if the proposal is successful.</p> <p>The Medical Director said that he welcomed ideas and suggestion from Governors on how best to engage a range of stakeholders, including Members of the Trust in the HIEC.</p> <p>The Council noted the report and requested that a follow-up session be provided should the application be successful.</p> <p><i>Chris Brearley left the meeting at this point.</i></p>	<p>MH</p>
<p>MC 54/09</p> <p>a</p> <p>b</p>	<p>Items for Information</p> <p>The Council received the following reports which were presented for information:-</p> <ul style="list-style-type: none"> • Monitor Publication – ‘Your statutory duties: A reference guide for NHS foundation trust governors’ • Safeguarding Vulnerable Adults Report • Trust Annual Plan Quarter 2 Report <p>On the Annual Plan report, David Geaney noted the target about mandatory training. He suggested that the breakaway training session for clinical staff should be reconsidered and look to deliver it as one hour course.</p> <p>On the Annual Plan report, Jane Amies asked why the Trust was rated as green on the target to do with service quality given the presentation on the survey results. The Chief Executive said that the rating was not reflecting quality but measuring whether or not the Trust was on track in implementing the</p>	

	relevant actions.	
MC 55/09	Questions from Public	
a	None.	
MC 56/09	Any Other Business	
a	<p>Addictions Service Presentation</p> <p>The Chair said that following the earlier presentation on the Oxfordshire addictions service, the team would be asked to present on the Buckinghamshire service, hopefully in February 2010.</p>	
b	<p>Away-Day</p> <p>The Council noted that their Away-Day would be held on 3 December 2009.</p>	
c	<p>Resignation</p> <p>Lavinia Walker informed the Council that this would be her last meeting as she had submitted her resignation. She said that her personal circumstances meant that she could no longer continue to devote the time to the Council. She also queried whether or not she had achieved anything whilst being a Governor. The Chair said that she was sorry that this was Lavinia's last meeting and assured her that her contributions whilst being a Governor had been extremely valuable.</p>	
	The meeting was closed at 8.40 p.m.	

Signed:

Chair

Date: