

**MINUTES OF THE ANNUAL MEMBERS' MEETING  
HELD IN THE Highbury Suite, West Stand, Emirates Stadium  
75 Drayton Park, London, N5 1BU  
THURSDAY 8 OCTOBER 2015 AT 6:15PM**

<b>Presenters:</b>	Ms Leisha Fullick, Trust Chair Ms Wendy Wallace, Chief Executive Mr David Wragg, Director of Finance Mr David Barry, Lead Governor
<b>Board Member Present:</b>	Mr Richard Brooman, Non-Executive Director Mr Paul Calaminus, Chief Operating Officer Ms Sarah Charles, Senior Independent Director Ms Claire Johnston, Director of Nursing and People Dr Vincent Kirchner, Interim Medical Director Mr Patrick Vernon, Non-Executive Director
<b>Minutes:</b>	Mr Martin Zielinski, Board Secretary

This meeting was held in public and attended by a number of Trust Governors; members of staff and the general public. Prior to the formal business The Chair was pleased to introduce Ms Alison Cameron, Service User & Leadership Associate at the Kings Fund, who provided an impassioned slide based presentation on her experiences as a service user, how she had coped with the mental health issues she had faced and her progression towards her current role.

<b>1.</b>	<b>Welcome</b>
	<p>Ms Fullick welcomed everyone to the Trust's 2015 Annual Members Meeting. She was especially pleased to advise that Ms Wallace was in attendance as this would be her last Annual Members Meeting as she would be retiring from the Trust in early 2016 after serving 10 years as its Chief Executive. She also welcomed Mr Patrick Vernon who was attend his first meeting as newly appointed Non-Executive Director member of the Trust's Board.</p> <p>Apologies had been recorded from Board members: Ms Pippa Aitken (Non-Executive Director) and Ms Sue Goss (Non-Executive Director). Islington Public Governors Ms Doris Daly and Ms Monika Schwartz also submitted their apologies for this meeting.</p> <p>The meeting was quorate.</p>

2.	<p><b>Minutes of the Previous Meeting</b></p>
	<p>Ms Fullick presented the minutes of the previous meeting held on 16 October 2014 for approval. She advised that these had already been reviewed and agreed as an accurate record of that meeting by the Trust's Board of Directors and by its Council of Governors. No further amendments were requested from the floor.</p> <p><b><i>The Annual Members Meeting APPROVED the minutes from its previous meeting on 16 October 2014.</i></b></p>
3.	<p><b>Presentation on the Annual Report (Including Quality Accounts) 2014/15 and the Trust's progress during 2015/16 by Ms Wendy Wallace, Chief Executive</b></p>
	<p>The start of Ms Wallace's item was interrupted by two individuals from the floor who stated that they objected to Highgate Mental Health Centre being termed as a hospital and to the level of care provided at that site. Dr Kirchner, Medical Director, attended to these individual to discuss their concerns.</p> <p>Ms Wallace reflected on her 10 years as Chief Executive and commended the Trust, thanks to its excellent staff, as a fantastic place to work. She acknowledged there had been difficult periods over the years but these had been successfully worked through with the support of colleagues and the workforce. She added that the Trust was now seeing 10,000 more patients per annum than 10 years ago; although its level of funding had almost returned to the same levels as when she started as Chief Executive. There had been a steady increase in the number of governance requirements and standards that the Trust had been required to comply with during her leadership and now the Trust had a much stronger ability to verify and evidence all of its activities.</p> <p>Ms Wallace then provided a short slide based presentation reviewing the Trust's main activities over the last year, 2014/15. She highlighted the CQCs pilot inspection of the Trust that had been positive about the work, management and staff of the Trust. Several key areas had been noted as requiring improvement and these were highlighted along with the actions being taken to address these. It was advised that the workforce had expanded 3% during the reported year reflecting the effectiveness of the recent recruitment campaigns undertaken by the Trust. A number of specific in-year service developments were also highlighted.</p>
4.	<p><b>Presentation on the Trust's Financial Performance 2014/15 (including the Annual Accounts and Auditors Report) by Mr David Wragg, Director of Finance</b></p>
	<p>Mr Wragg gave a slide based presentation on the Trust's financial performance and year-end financial position for 2014/15. He added that both the Trust's Board and its Council of Governors had received and accepted these figures. He highlighted that the Trust had ended 2014/15 with a small planned surplus; had received a clean audit report; had retained the top Monitor continuity of service rating of "4"; and had submitted its Annual Accounts on time. He advised that a £4m cost improvement programme had been delivered during the year as planned and that an expanded capital programme of £8.5m had increased the Trust's asset base. Sources of income and types of expenditure were broken down using pie charts and it was noted that the main increase in expenditure last year reflected increased staffing costs.</p> <p>Mr Wragg thanked those in attendance for listening and invited questions from the floor.</p>

	<p><b>Question 1:</b> Was the Trust planning to sell if its London properties, as the government had done with prisons?</p> <p>Mr Wragg advised that the Trust was constantly reviewing and evaluating its estate, especially when considering the re-development of the St Pancras site. He added that, whilst the overall estate may change, the Trust could not simply sell of its land as it still required significant local properties to provide its local service from and there were few alternative suitable sites within its boroughs.</p> <p><b>Question 2:</b> There had been lots of reports in the media covering cuts to, and the closure of, NHS services. The interruption at the start of Ms Wallace’s presentation also claimed service reductions. Is the good financial position being reported distracting attention from cuts and austerity measures elsewhere?</p> <p>Ms Wallace responded that the whole NHS had faced a difficult financial year but C&amp;I had fared better than most. The Trust had thought deeply and worked hard in transforming a number of services to allow it to work within its funding envelope whilst retaining the best possible quality and range of services. She also referred to the increased income for 2014/15 reported by Mr Wragg which had assisted in ensuring continued service provision.</p>								
<p><b>5.</b></p>	<p><b>Governor Elections Announcement by Ms Leisha Fullick, Chair of the Trust and the Council of Governors</b></p>								
	<p>Ms Fullick announced the results of the recent Governor by-elections welcoming new and returning members to the Council of Governors.</p> <p><u>New Governors:</u></p> <table data-bbox="268 1198 1348 1489"> <tr> <td><b>Camden Public:</b></td> <td>Suncica Mandich Michelle Murray Andy Pike</td> <td><b>Islington Public:</b></td> <td>Doris Daly Valerie Graham</td> </tr> <tr> <td><b>Service User:</b></td> <td>Hagir Ahmed Melanie Dunn Susi Harris</td> <td><b>Staff:</b></td> <td>Simon Ramage Graham Smith</td> </tr> </table> <p><b>Re-elected Governors:</b> David Barry – Public Islington (Lead Governor) Wendy Savage – Public Islington Governor Roger Searle – Service User Governor Lucy Mclean – Staff Governor</p> <p>Ms Fullick also advised that UCL Medical School had re-appointed Prof. Angela Hassiotis as its representative Governor. She also thanked those that had previously served as Governor for their contribution to the Council and the Trust:</p> <p>Not re-elected: Zaheer Afridi Henri Okerefor</p> <p>Chose not to re-stand: Diana Brown Richard Fletcher Kathryn Southworth Mala Wijeweera</p>	<b>Camden Public:</b>	Suncica Mandich Michelle Murray Andy Pike	<b>Islington Public:</b>	Doris Daly Valerie Graham	<b>Service User:</b>	Hagir Ahmed Melanie Dunn Susi Harris	<b>Staff:</b>	Simon Ramage Graham Smith
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	<p>Ms Fullick recorded her thanks to long-standing Public Governor Martha Wiseman who had not been eligible to stand for another term of office. The contribution of staff Governor Nadia Du Plessis, who had now left the Trust, was also noted and a special mention was made of the sadness felt over the loss of Brenda Williams, a long serving Service User Governor who had passed away earlier in July.</p>
<p><b>6.</b></p>	<p><b>Welcome to new Governors by Mr David Barry, Lead Governor</b></p>
	<p>Mr Barry welcomed the new Governors to the Trust and drew attention to the Governors' Annual Report 2014/15 which had been made available at the meeting. He also detailed the Governors' main activities during the previous year. He highlighted how worthwhile he considered the role of a Governor to be. He noted that the Council of Governors had a number of statutory duties and one of those was to approve the appointment of the Trust's Chief Executive. He advised that this would be an interesting and new duty for the Governors to undertaken in 2015/16 as, with Ms Wallace's long service, it had been some time since the Council had been required to consider such an appointment.</p> <p>Mr Barry highlighted that Governors were also engaged in a number of activities outside of their formal duties and Council meetings; such as attending working groups and meeting informally to discuss issues relevant to the Trust. He noted that the redevelopment of the St Pancras site was an extremely current and material issue for the Trust and advised that Governors had been fully engaged in this process; with a specific working group focused on that issue.</p> <p>He was pleased to advise that the Council of Governors had a good relationship with the Trust Board and he looked forward to working with the new Governors and seeing what questions and motion the refreshed Council would raise in the future.</p>
<p><b>7.</b></p>	<p><b>Questions and Comments from the Floor</b></p> <p>The Chair opened the meeting to questions from the floor.</p> <p><b>Question 3:</b> <i>(Ms Kate Crosby, Service User)</i> This individual stated that the Trust used to have a 'development committee' which fully involved its service users. This no longer existed and, whilst there were independent bodies engaging with service users such as CBUG and IBUG, there were few service user engagement opportunities within the Trust. She also considered that this meeting was too structured to fully discuss service user issues. She did acknowledge that the Trust had a Service Users' Strategy and a number of service users' forums in place but had not found these to offer effective engagement. She asked what the Trust was doing to engage with its service users.</p> <p>Ms Wallace acknowledged that it was difficult to get the level of service user engagement right, to the satisfaction of all parties. She added that several interesting initiatives had been mentioned by the guest speaker, in her presentation that had immediately preceded this main business meeting that management would consider further. She added that open meetings that were held by the Trust were widely publicised but often poorly attended by service users. Further thought would be given to how these could be evolved to encourage more service users to attend.</p>

**Question 4:** *(Mr Christopher Marlow, CBUG member)* After wishing Ms Wallace a long and happy retirement, this attendee raised issues regarding the Trust's smoking cessation policy. He considered that such restrictions were not popular with service users and led to staff wasting care time in searching for smoking materials. He was particularly concerned over the effect the smoking ban may have on the mental health of those under section who could not readily leave the premises and were therefore restricted from smoking.

Ms Johnston acknowledged that smoking cessation was a difficult issue for both service user and staff. She added that it was widely acknowledge that smoking had a negative impact on the health of individuals, with smokers commonly dying 15-20 years earlier than non-smokers. She stated that the Trust was required to work towards complying with legislation expected to be introduced the following year that would effectively ban smoking within hospital sites. She added that significant efforts had been made to train staff in assisting service users give up smoking through available nicotine replacement therapies. She added that prior to smoking cessation measures significant nursing time had been lost in escorting service users on cigarette breaks. Ms McLean, Staff Governor, stated that as the Trust's Staffside Chair she was working with staff closely with staff on the issue of smoking cessation.

**Question 5:** *(Ms Lucy McLean, Staff Governor and Staffside Chair)* This attendee stated her disappointment at the low number of staff standing and voting in the recent elections for new Staff Governors. She also stated that the number of staff who had attended the Trust's annual open event in St Pancras Gardens had been low and asked what action would be taken to improve staff engagement.

Ms Wallace responded that the Trust had undertaken significant staff engagement over the last year, citing the development of the Trust's Clinical Strategy as one example where staff were heavily involved. She added that the Director of Nursing and Chief Operating Office held regular open session around the Trust to meet with staff and allow any issues they may have to be raised. Ms Wallace herself regularly visited services and met with staff. She acknowledged that it was difficult to provide an evident level of staff engagement that would satisfy all parties and that there was always room for improvement.

Ms Fullick added that she had hoped the inclusion of guest speaker at this event would have attracted more staff to this Annual Members Meeting. She acknowledged that attendance may have been less attractive to those living further afield, especially when it was an evening meeting. She advised that the Trust continued to explore options for providing local staff accommodation and to encourage the local population to explore career opportunities at C&I.

Ms Fullick thanked those that had asked questions and advised that Board members would be available at the end of the meeting if any of the attendees had any further questions.

<b>8.</b>	<p><b>Close</b></p> <p>Ms Fullick advised the meeting that she took the concerns raised by those who had interrupted the meeting earlier very seriously and that, whilst it had been difficult to deal with these issues in this arena, they would be fully followed up. She thanked all those who had attended and contributed to the meeting.</p> <p>The meeting was declared closed at 7:34pm.</p>
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