

**MINUTES OF THE ANNUAL MEMBERS' MEETING
HELD IN THE FRANCIS CRICK INSTUTE, ST PANCRAS HOSPITAL
THURSDAY 18 OCTOBER 2018 AT 6:00PM**

Presenters:	<p>Ms Leisha Fullick, Trust Chair Ms Angela McNab, Chief Executive Mr David Wragg, Director of Finance Mr David Barry, Lead Governor Dr Michael Dixon, NHS England's National Clinical Lead for Social Prescriptions Mr Matt Keightley, Garden Designer</p>
Board members present:	<p>Ms Pippa Aitken, Deputy Trust Chair Ms Caroline Harris-Birtles, Director of Nursing Angela Harvey, Senior Independent Director Dr Vincent Kirchner, Medical Director Ms Sally Quinn, Director of Human Resources & Organisational Development Mr Andy Rogers, Chief Operating Officer Mr Darren Summers, Director of Strategy & Business Development Mr Christian Oribio, Trust Company Secretary</p>
Governors present	<p>Ms Hagir Ahmed, Service User Governor Ms Olga Farach, Islington Public Governor (new) Ms Valerie Graham-Dunkley, Islington Public Governor Ms Michelle Murray, Camden Public Governor Ms Saira Nawaz, Rest of London, Public Governor Ms Ellen Nkomo, Camden Public Governor (new) Mr Chaim Peri, Service User Governor Mr Simon Ramage, Staff Governor Prof Wendy Savage, Islington Public Governor Mr Paul Ware, Service User Governor (new) Mr Yoav Zohar, Service User Governor (new)</p>
Minutes:	<p>Mr Martin Zielinski, Board Secretary</p>

1.	Welcome
1.1	Ms Fullick welcomed everyone to the Trust's 2018 Annual Members Meeting in the impressive surroundings of the Crick Institute and outlined the format of the event.
1.2	Apologies had been received from Board member Mr Richard Brooman Interim Non-Executive Director. Governors Dr Zaheer Afridi (Camden Public Governor), Dr Claudia Cooper (Nominated by UCL Medical School), Ms Monika Schwartz (Islington Public Governor) and Cllr Mariam Spall (Nominated by London Borough of Islington) had also advised their apologies for this meeting.
1.3	The meeting was quorate.
2.	Minutes of the previous meeting
2.1	Ms Fullick advised that, due to the length of time between meetings, the minutes from the previous year's Annual Members' Meeting had been reviewed and agreed by the Trust's Board on 24 November 2016 and by its Council of Governors on 13 December 2016, with both of meeting being open to the public. Hard copies of these minutes were available at the meeting and were viewable on the Trust's public website. There was no challenge to the minutes of the previous year's meeting.
3.	Board and Governor Changes
3.1	Ms Fullick advised that the following changes Board and Governor changes had taken place in the last year thanking each individual for the valued contribution to the Trust. Board changes <ul style="list-style-type: none"> • Dr Sue Goss – who stood down as a Non-Executive Director at the end of May 2018 having completed her second term of office. • Mr Patrick Vernon - who stood down as a Non-Executive Director at the end of June 2018 for personal reasons. • Mr Kieran Parmar – who stood down as a Non-Executive in September 2018. Ms Fullick advised that Mr Parmar had sadly passed away shortly after resigning. She paid tribute to his tremendous expertise, support and challenge during his term in office in the Trust.
3.2	Governor changes <i>New Governors appointed as of this Annual Members Meeting:</i> <ul style="list-style-type: none"> • Cllr Nasim Ali, Nominated by London borough of Camden • Prof Claudia Cooper, UCL Medical School • Ms Olga Farach, Islington Public (<i>present</i>) • Ms Charlene Hales, Staff • Ms Ellen Nkomo, Camden Public (<i>present</i>) • Cllr Mariam Spall, Nominated by the London borough of Islington • Mr Paul Ware. Service User (<i>present</i>) • Mr Yoav Zohar, Service User (<i>present</i>)

<p>3.3</p> <p>3.4</p> <p>3.4</p>	<p>Governors Re-elected as of this Annual Members Meeting:</p> <ul style="list-style-type: none"> • Ms Hagir Ahmed, Service User (<i>present</i>) • Mr Roger Searle, Service User • Ms Michelle Murray, Camden Public (<i>present</i>) • Mr David Barry, Islington Public (<i>present</i>) • Ms Valerie Graham-Dunkley, Islington Public (<i>present</i>) • Prof Wendy Savage, Islington Public (<i>present</i>) • Mr Simon Ramage, Staff (<i>present</i>) <p>Governors Standing Down as of this Annual Members Meeting:</p> <ul style="list-style-type: none"> • Ms Bamidele Esuola, Service User • Mr Kevin Hull, Service User • Ms Suncica Mandich, Camden Public • Ms Doris Daly, Islington Public • Prof Angela Hassiotis, Nominated by UCL Medical School <p>Governors who have served and stood down between Annual Members' Meetings:</p> <ul style="list-style-type: none"> • Ms Rachel Kent, Staff • Ms Mala Wijeweera, Camden Public • Ms Farah Khan, Camden Public. • Ms Maureen Brewster, Nominated by Voluntary Action Camden • Cllr Nurullah Turan, Nominated by London Borough of Islington • Cllr Lorraine Revah, Nominated by London Borough of Camden <p>Those present welcomed the new Governors, and thanked those who had left, with a round of applause.</p>
<p>4.</p>	<p>Presentation on the Annual Report (Including Quality Accounts) 2017/18 and the Trust's forward plans for 2018/19 and beyond by Ms Angela McNab, Chief Executive</p>
<p>4.1</p>	<p>Ms McNab stated her pleasure in presenting the previous year's annual report. She took those assembled through a slide based presentation that outlined the key achievements made, and challenges faced, by the Trust during 2017/18. She highlighted that Trust's great achievement in successfully obtaining a CQC rating of 'Good' at the end of 2017. Other key achievements presented were the:</p> <ul style="list-style-type: none"> • Trust's developing Quality Improvement Programme; • development of new and revised services; • development of the Trust's estate; • operational improvements; and • Trust's strong participation in research.

	<p>Ms McNab acknowledged that the Trust still faced a number of challenges to improve:</p> <ul style="list-style-type: none"> • mandatory training; • recruitment and retention of staff; • management of demand; • service user care where physical intervention is required; • an improved consistency in the provision of rehabilitation activities for inpatients; and • sustainable financial balance. <p>Ms McNab concluded by highlighting key messages reported in the Trust's Quality Account 2017/18 and setting out the Trust's future direction, aligned to its strategic aims to transform its services and estate. She thanked everyone for their attention and received a round of applause.</p>
<p>5.</p>	<p>Presentation on the Trust's Financial Performance 2017/18 (including the Annual Accounts and Auditors Report) by Mr David Wragg, Director of Finance</p>
<p>5.1</p>	<p>Mr Wragg presented the annual accounts for 2017/18. He advised that the Trust had undergone a difficult financial year with a worsening of its underlying financial position only off-set by asset sale receipts, and subsequent sustainability and transformation funding (STF). The latter was only obtainable as the Trust had met its agreed year-end surplus due to the stated capital sale receipt. He highlighted that these additional receipts had enabled the Trust to end the year with a surplus of £11m and move for a 'continuity of service rating' of '3' to the top rating of '1' as defined by its regulators. Mr Wragg reminded those present that the Trust was still working to address an underlying deficit and achieve financial sustainability on an operational level. He highlighted that NHS financial regulations restricted the expenditure of property sales receipts and STF to service developments and these monies could not be used to support regular operational activity.</p> <p>Mr Wragg advised that the Trust's retained cash balance remained strong and he provided a more detailed breakdown on the sources of income, types of expenditure and operating expenses. He also reported that the finance team had once again produced an accurate and timely set of year-end accounts that had received an unqualified opinion from the Trust's newly appointed external auditors.</p> <p>Mr Wragg's presentation was acknowledged with a round of applause.</p>
<p>5.</p>	<p>Lead Governor's Presentation by Mr David Barry</p>
	<p>Mr Barry provided a short presentation outlining the Governor role and the key undertakings of the Trust's Governors during 2017/18. He drew attention to the Governors Annual Report 2017/18 that was distributed at the meeting.</p> <p>Mr Barry drew attention to the activities funded by the Governors' discretionary Service Users Improvement Fund. He also highlighted the beneficial training that was available to Governors to assist them in undertaking their role. He also outlined the positive benefits he had personally encountered from being a Governor and encouraged all members present to consider standing as a future Governor.</p> <p>Ms Fullick thanked Mr Barry for his presentation and he received a round of applause.</p>

6.	<p>Guest Presenter: Dr Michael Dixon, NHS England’s National Clinical Lead for Social Prescription</p>
	<p>Dr Dixon gave a slide based presentation defining social prescribing and outlining how it was transforming health and patient care. He detailed the process of social prescribing, the current level of update, the evidence of its success and the planned development of a National Network for Social Prescribing.</p> <p>Ms Fullick thanked Dr Dixon for his presentation and he received a round of applause.</p>
7.	<p>Guest Presenter: Mr Matt Keightley, Garden Designer</p>
	<p>Mr Keightley thanked the Trust for inviting him to present at its Annual Members Meeting. He outlined his role in designing the Trust’s ‘feel good’ garden that had come first in an NHS competition to create a garden for display at the this year’s Chelsea Flower Show as part of the celebrations to mark 70 years of the NHS. He advised that the Trust’s garden was currently being moved to Highgate Mental Health Centre site for the benefit of service users, staff and visitors.</p> <p>Mr Keightley detailed his personal interest in the development of gardens to support those requiring care and support, along with the benefits such schemes could provide. He also detailed his continuing commitment and future plans to provide more gardens to support those affected by mental and/or physical trauma.</p> <p>Ms Fullick thanked Mr Keightley for his presentation and he received a round of applause.</p>
8.	<p>Questions and Comments from the Floor</p>
8.1	<p>Question 1: <i>(Ms Brown, Camden service user)</i></p> <p><i>Stating that four out of ten of her neighbours received mental health care, Ms Brown stated that MIND used to fund social prescribing for a local garden project. She added that her local GPs were negotiating with the City Farm to continue this social funding. She highlighted the value of such projects in bring together minorities and supporting service users. She asked if the Trust were aware of any successful social prescribing schemes within C&I.</i></p> <p>Dr Kirchner responded advising that the Kentish City Farm scheme Ms Brown referred to was the only such project he was aware of locally. Ms Fullick advised the she fully supported the advocacy of such schemes.</p>
8.2	<p>Question 2: <i>(Mr Crossfield, member of the service user constituency)</i></p> <p><i>Mr Crossfield applauded the Trust’s strong cash balance. He also noted that it had been advised that 70% of the Trust’s expenditure was on pay costs and that recruitment and retention was an issue. He asked what the Trust was doing to prepare for any impact ‘Brexit’ may have on staffing.</i></p> <p>Ms McNab responded advising that the Trust acknowledged the need to work collectively with all of its services to ensure their staffing needs were met. To assist in this, management continued to keep the Trust’s workforce and recruitment models under review, along with schemes to develop the levels job satisfaction among those working at C&I. She noted that, why the impact of ‘Brexit’ remained unclear, the Trust had been extremely clear and pro-active in communicating its committed</p>

<p>8.3</p>	<p>support for those members of staff from an EU background.</p> <p>Ms Quinn added that the Trust had successfully introduced its 'Our Staff First' policy eighteen months ago. She highlighted its success in encouraging staff to remain at C&I with the first quarter of 2018/19 having seen a marked improvement in staff retention.</p> <p>Question 3: <i>(No name given, service user and IBUG representative)</i></p> <p><i>This individual commented that the Trust was still required to make significant financial savings and asked which services would be cut.</i></p> <p>Mr Wragg advised that any service reductions tended to be driven by commissioners when they decided to reduce, or withdraw, funding for a service. He added that the Trust has no specific plans for service cuts and aimed to achieve required savings by reducing the time service users required inpatient care, reducing the need for out of area treatments and by using its estate more effectively. The Trust was focused on providing an increased level of cost effective community based care.</p>
<p>8.4</p>	<p>Question 4: <i>(No name/detail given)</i></p> <p><i>This individual stated that they had never heard of the Service Users Improvement fund and asked where this money came from and how it was used.</i></p> <p>Mr Wragg advised that this was a small fund that the Trust made available to Governors allowing them to propose and fund small projects that would improve the care environment for service users. He added that all proposed projects were considered and agreed by a Governor led Committee. He stated that any member could equally identify a small improvement that would benefit service users and propose it to their elected Governor to take forward.</p> <p><i>The individual added that they would like to see more service user engagement in the management of this fund. They also advised the Trust that David Hayes, a previous service user Governor and committed member of the Trust, had passed away.</i></p> <p>Mr Wragg assured those present that there was service user Governor on the committee that oversaw this fund.</p> <p>Ms Fullick stated the Trust's sadness at the passing of Mr Hayes and recorded the Trust's appreciation for his valued engagement over many years.</p>
<p>8.5</p>	<p>Question 5: <i>(Ms Ruth Appleton, public member)</i></p> <p><i>Ms Appleton stated that there was an issue with violence and aggression on wards. With an earlier reference to recruitment and retention, she asked if increased staffing would not reduce such incidents of violence and aggression, along with the number of associated complaints.</i></p> <p>Ms McNab responded that all incidents of violence and aggression within the Trust were fully monitored, investigated and learnt from. She added that improve staff retention led to a more consistent environment for service users and reduced the frequency of such incidents, as did an improved focus on the provision of physical activities. She also advised</p>

	that she personally signed off all formal complaints and that neither violence or aggression were common causes for complaints.
8.6	<p>Question 6: <i>(No name given, service user and 'eco-therapist')</i></p> <p><i>This individual thanked Mr Keightley for his presentation stating that there was significant evidence available to support the health benefits of interacting with nature. She detailed her personal recovery journey and the benefits project such as gardens brought to those recovering from physical injury and mental health issues.</i></p>
9.	<p>Close</p> <p>Ms Fullick thanked all those who had attended and contributed to the meeting. She noted the marked increase in attendance this year and hoped that everyone had found the event to be both informative and enjoyable. She closed the formal business of the meeting at 7:47pm.</p> <p>Those present were then treated to a performance from the Trust's Choir made up of service users and staff and funded by the Governors' Service User Improvement Fund.</p>

Reviewed and Agreed: Public Board, 29 November 2018.
 Council of Governors, 11 December 2018.