

**MINUTES OF THE ANNUAL MEMBERS' MEETING  
HELD AT THE WELLCOME COLLECTION, 183 EUSTON RD, LONDON NW1 2BE  
THURSDAY 3 OCTOBER 2019 AT 5:45PM**

<b>Presenters:</b>	Ms Leisha Fullick, Trust Chair Ms Angela McNab, Chief Executive Dr Vincent Kirchner, Medical Director Mr David Wragg, Finance Director Prof Wendy Savage, Lead Governor Prof Sir Simon Wessely, Chair: Independent Review of the Mental Health Act President, Royal Society of Medicine Past President, Royal College of Psychiatry Professor of Psychiatric Medicine
<b>Minutes:</b>	Mr Martin Zielinski, Board Secretary

<p><b>1.</b></p> <p>1.1</p> <p>1.2</p>	<p><b>Welcome</b></p> <p>Ms Fullick welcomed everyone in attendance to the Trust’s 2019 Annual Members’ Meeting and outlined the format of the event. She particularly welcomed those new Governors who would be joining the Trust as of that meeting. She detailed the house-keeping arrangements and recommended that, after the meeting, attendees may like to view the interesting library, museum and exhibition all housed within the Wellcome Collection’s building.</p> <p>Attendees were asked to keep questions to the end of the meeting and advised that they may also submit any additional or subsequent questions to the Trust by e-mail.</p> <p>Apologies for the meeting had been submitted by Andy Rogers (Chief Operating Officer), Jackie Smith (Non-Executive Director), Luisa Fulci (Non-Executive Director) and Appointed Governors Claudia Cooper, Katy Porter and Kevin Nunan.</p> <p>The meeting was quorate.</p>
<p><b>2.</b></p> <p>2.1</p>	<p><b>Guest Speaker – Prof Sir Simon Wessely</b></p> <p>Ms Fullick introduced Prof Wessely and invited him to address the Annual Members’ Meeting.</p> <p>Prof Wessely gave a speech on ‘Mental Health Care: What needs to change in the context of the 10-year-plan’. He highlighted how social attitudes to mental health varied between countries and over time. He noted the need for society to find a balance between protecting the vulnerable and allowing the individual to make free choices.</p> <p>Prof Wessely explained the complexity of the Mental Health Act (MHA) and its need for review, having chaired its most recent review himself. The main aims of that review had been to address:</p> <ul style="list-style-type: none"> <li>• an increased number of detentions under the MHA, whilst the overall prevalence of mental health issues had remained relatively constant;</li> <li>• the disproportionate number of people of black or minority ethnicity detained;</li> <li>• why those with learning disabilities and autism were often subject to long periods of detention;</li> <li>• the distinction between the MHA and the Mental Capacity Act; and</li> <li>• establish whether Community Treatment Orders were a positive and effective care option.</li> </ul> <p>Prof Wessely advised that a number of recommendations from the review’s interim report, issued in May 2018, had been acted upon but that the material changes recommended were outstanding awaiting legislative change.</p> <p>Prof Wessely took a number of questions from the audience before thanking the Chair for inviting him to address the Trust’s Annual Members’ Meeting.</p>
<p><b>3.</b></p> <p>3.1</p>	<p><b>Minutes of 2017/18 Annual Members’ Meeting</b></p> <p>Ms Fullick commenced the formal business of the meeting. She advised that the minutes of the previous year’s meeting had been agreed by both the Trust Board and the Council of Governors. She added that these were available to view on the Trust’s public website.</p>

<p>4.</p> <p>4.1</p> <p>4.2</p>	<p><b>Governor changes</b></p> <p>Ms Fullick thanked those Governors who were standing down for their input and commitment to the Trust. She gave special mention to Public Governor Saira Nawaz who has served three consecutive terms and remained a volunteer at, and keen supporter of, the Trust.</p> <p>Ms Fullick named the new Governors joining the Trust as of that meeting and stated how much she looked forward to working with them. She also outlined the important responsibilities that sat with the Trust's Council of Governors.</p>
<p>5.</p> <p>5.1</p> <p>5.2</p>	<p><b>Presentation on the Annual Report 2018/19</b></p> <p>Ms McNab added her welcome to the Trust's new Governors and paid tribute to Ms Fullick as this would be her last Annual Member's Meeting as Trust Chair. The audience responded with a round of applause for Ms Fullick.</p> <p>Ms McNab advised that 2018/19 had been a busy, challenging and hugely successful year for the Trust in which it had made great progress across many areas to ensure that C&amp;I offered first class mental health care. She outlined the Trust's key achievements during 2018/19. She highlighted quality improvement, patient flow, strategic development, research and the transformation of the Trust's estate. She noted the issue of the NHS Long Term Plan and was reassured that C&amp;I plans were aligned to its vision to increase prevention and early diagnosis and reduce the need for inpatient hospital care.</p> <p>Ms McNab highlighted work underway:</p> <ul style="list-style-type: none"> <li>• to develop a new place of safety suite at the Trust's Highgate site;</li> <li>• through the purchase of land on the Whittington Hospital site, progress the development of a new inpatient unit to replace the outdated facilities at St Pancras; and</li> <li>• with the Trust's Governors' approval, to sell of a portion of the St Pancras site to Moorfields Eye Hospital NHS Foundation Trust to build their own new eye hospital.</li> </ul> <p>Ms McNab concluded by introducing a short video personation on the Trust's St Pancras Transformation Programme.</p>
<p>6.</p>	<p><b>Presentation of the Quality Report 2018/19 and Forward View</b></p>
<p>6.1</p>	<p>Dr Kirchner presented this item on behalf of Dean Howells, Director of Nursing &amp; Quality, who had been unable to attend this part of the meeting. He outlined that the Quality Report provided the Trust with an opportunity to take stock, review its performance and set out new priorities for the future. He added that it also gave C&amp;I's service users, stakeholder and the wider community assurance that it was providing high quality services. He then detailed how the Trust had made material improvements in meeting its priorities in relation to:</p> <ul style="list-style-type: none"> <li>• patient safety, clinical effectiveness and patient experience;</li> <li>• developing better service user involvement and review of care plans;</li> <li>• improving physical health care;</li> <li>• 'Safewards' implementation; and</li> <li>• further development of Restrain Peer Debrief and Volunteer Scheme.</li> </ul>

	<p>Dr Kirchner also outlined the Trust's on-going and new quality priorities for 2019/20. He advised that these were progressing well and highlighted their focus on safety and well-being within community teams and improved dementia care. He also detailed wider community involvement through work with the Recovery College and the provision of public 'Mental Health Matters' events.</p>
<b>7.</b>	<b>Presentation on the Trust's Financial Performance 2018/19</b>
7.1	<p>Mr Wragg presented the Trust's annual accounts for 2018/19. He took those assembled through the Trust's year-end final position and provided additional detail on changes to income and expenditure within that year. He reported that C&amp;I's in-year deficit for 2018/19 was £428k. However, once a technical asset impairment adjustment was accounted for, the position was a surplus of £6.2m. There were two one-off sums contributing to this surplus: £2.8m profits on sales; and £4m Sustainability and Recovery Funding from NHS Improvement, leaving a normalised deficit of £0.6m. This was marginally better than 2017/18, when the normalised deficit was £1.1m.</p> <p>Mr Wragg went on to detail that staffing costs for 2018/19 had risen significantly, reflecting an increase in the number of Trust staff and increased costs related to the annual national staff pay award. He also highlighted a reduction in non-pay costs which largely consisted of a reduced need to purchase non-NHS healthcare. He drew attention to an increase in the Trust's asset base, with the purchase of land on the Whittington Hospital being the largest contributor.</p> <p>Mr Wragg concluded by advising that the Trust retained a strong cash balance of £40.1m, a reduction on the £48m retained at the end of 2017/18.</p>
<b>8.</b>	<b>Lead Governor's Presentation by Prof Wendy Savage</b>
8.1	<p>Prof Savage commenced by adding her personal thanks to those Governors ending their term of office and welcoming those newly appointed. She highlighted the work undertaken by the Governors during 2018/19, specifically in relation to the appointment of four new Non-Executive Directors and the St Pancras Transformation Programme.</p> <p>Prof Savage drew attention to the Governors' Annual Report 2018/19 which had been distributed at the event. She highlighted the successful projects supported by the Governors' Service User Improvement Fund and the re-establishment of C&amp;I's Charitable Fund.</p>
<b>9.</b>	<b>Questions and Comments from the Floor</b>
9.1	<p><b>Question 1:</b> <i>(Mr Crossfield, newly appointed Service User Governor)</i> <i>Noting the Trust's retained cash balance of £40.1m at the end of 2018/19, it was queried how this had dropped from £48m the previous year and whether there were plans to rebuild that balance?</i></p> <p>Mr Wragg advised that the drop in retained cash was in line the Trust's financial strategy with a material amount having been spent on the purchase of land on the Whittington Hospital site to build the Trust's new inpatient facility. He added that C&amp;I retained an exceptionally high cash balance compared to other NHS trusts and that this had been built up through asset realisation and property sales for the distinct purpose of funding the Trust's future transformation.</p>

<p>9.2</p>	<p><b>Question 2:</b> <i>(Unidentified member of the public)</i> <i>With the Trust's plans to move inpatient facilities, what would happen to the rehabilitation facilities such as the patient gym currently provided on the St Pancras site?</i></p> <p>Ms Fullick advised that the referred to services were provided by Central &amp; North West London NHS Foundation Trust (CNWL) who currently rented space within the South Wing at St Pancras. Ms McNab added that, as these were not mental health services, they would not transfer to C&amp;I's new facility. She assured those present that CNWL were fully aware of the need to re-provide the stated services elsewhere and of the strong support for their retention to do so within the South Camden area.</p>
<p>9.3</p>	<p><b>Question 3:</b> <i>(Ms Wiseman, previous Lead Governor at C&amp;I)</i> <i>Ms Wiseman stated that, with significant experience as a carer, she was now a Carer &amp; Patient Governor at University College London Hospitals NHS Foundation Trust and that she fully supported partnership working with C&amp;I to improve mental health care within A&amp;E departments. She asked how C&amp;I planned to support, educate and engage with carers?</i></p> <p>Dr Kirchner advised that the Trust's plans for Community Mental Health Centres had been developed with input from service users and carers and had always included space to support their engagement.</p>
<p>9.4</p>	<p><b>Question 4:</b> <i>(Dr Afridi, standing down Public Governor)</i> <i>What was the Trust doing to reduce reliance on agency staff to provide psychiatric care and cognitive behavioural therapy, and the wait to access the latter?</i></p> <p>Dr Kirchner advised that C&amp;I had very low agency usage compared to other mental health trusts and continued to strive to permanently fill all of its staff roles. He acknowledged that a small amount of agency usage was required to cover short term sickness and for specific posts where there was a nationally recognised shortage of appropriately skilled and trained staff. He added that the Trust was fully alert to waiting list issues and worked to address these against a background of ever increasing service demand.</p>
<p>9.5</p>	<p><b>Question 5:</b> <i>(Unidentified member of the public)</i> <i>How would support for Attention Deficit Hyperactivity Disorder (ADHD) be better provided in the future, and with more female clinicians?</i></p> <p>Dr Kirchner advised that plans were in place through the Trust's Alliance, working the Barnet, Enfield and Haringey Mental Health NHS Trust, to improve provision across the the five boroughs they jointly covered. He added that the Trust fully supported equality and diversity, adding that the recruitment was sometimes restricted by the available mix of prospective clinicians in a particular field.</p>

<p>9.6</p>	<p><b>Question 6:</b> <i>(Ms Crumbie, Chair of C&amp;I's Nubian Users Forum)</i> <i>In light of staff shortages, what was the Trust doing to improve employee retention?</i></p> <p>Mr Howells advised that, since joining the Trust that year, he has worked closely with the Director of HR &amp; OD to prioritise improved staff recruitment and retention processes. He added that C&amp;I had one of the lowest vacancy rates of any mental health trust within London but continued to work to further improve this against a background of London-wide and national staffing pressures. He added that 40 newly trained nurses had just been recruited and that a full support programme was in place during their first year of employment to address any issues they may encounter and support their retention.</p>
<p>10.</p>	<p><b>Close</b></p> <p>Ms Fullick thanked all those who had attended and contributed to the meeting. She reminded attendees that the Trust's full Annual Report and Annual Accounts for 2018/19, along with the Governors' Annual Report 2018/19, were viewable on its public website. She closed the formal business of the meeting at 7:40pm.</p> <p>The event closed with a performance from the Trust's Choir made up of C&amp;I service users and staff.</p>

Reviewed and Agreed:           Public Trust Board, 5 December 2019  
                                          Council of Governors, 10 December 2019