

**MINUTES OF THE ANNUAL MEMBERS' MEETING
HELD IN BRITISH LIBRARY CONFERENCE CENTRE
96 EUSTON ROAD, LONDON, NW1 2DB
TUESDAY 16 OCTOBER 2014 AT 6:00PM**

Presenters:	Ms Leisha Fullick, Trust Chair Ms Wendy Wallace, Chief Executive Mr David Wragg, Director of Finance Mr David Barry, Lead Governor
Board Member Present:	Mr Richard Brooman, Non-Executive Director Mr Paul Calaminus, Chief Operating Officer Ms Sarah Charles, Senior Independent Director Dr Sue Goss, Non-Executive Director Dr Vincent Kirchner, Interim Medical Director (Non-voting Member) Mr Colin Plant, Director of Integrated Care (Non-voting Member)
Minutes:	Mr Martin Zielinski, Board Secretary

This was a meeting held in public attended by a number of Trust Governors; members of staff and the general public.

1.	Welcome
	<p>Ms Fullick introduced herself and welcomed everyone to the Trust's 2014 Annual Members Meeting in this British Library venue. She advised the audience that there would be filming and photographs taken at the event and invited those not wishing to be filmed to move to one side of the auditorium, where they would not be filmed.</p> <p>Apologies were recorded from Board members: Ms Cha Patel (Deputy Trust Chair); Ms Angela Harvey (Non-Executive Director) and Ms Claire Johnston (Director of Nursing & People). Appointed Governor, Cllr Jean Kaseki, also submitted his apologies for this meeting.</p> <p>The meeting was quorate.</p> <p>Ms Fullick outlined the event's agenda and introduced the attending members of the Trust Board; along with Mr David Barry, the Trust's Lead Governor. She explained the structure and responsibilities of the Trust Board and the statutory requirements in having this meeting. She added that, in addition to the required elements of the meeting, there would be a presentation from Dr Jeff Halperin, Head of Psychological and Psychotherapy Services on the innovative work taking place within the Trust in relation to working with young people and families.</p>

	<p>Ms Fullick advised those present on a major Care Quality Commission (CQC) inspection of the Trust that had taken place earlier that year. She outlined the inspection process and advised that the CQC had found the Trust to be well led; have compassionate staff; and had good quality care plans in place that covered service users' physical, as well as mental, health needs. It was noted that there were some areas that required improvement. As an example, it was highlighted that the pace of works to address identified ligature risks had been increased as a result of feedback from the CQC. Ms Fullick recorded her thanks to all the Trust's staff on their positive engagement and helpful assistance with the inspection process.</p> <p>Ms Fullick went on to mention the on-going financial pressures and increased demand for services facing all NHS organisations. This was the first year that Trusts had been required by Monitor to prepare a 5 year plan outlining their future and that C&I was entering this period in a strong financial position. She also made reference to the on-going plans to develop the St Pancras site, with the aim of providing the best possible mental health care for the future. She was pleased to announce that the Trust's membership had grown by 40% in the last year, the second highest increase achieved of any Trust in the country. Attendees were also advised that there would be ample opportunity to ask questions later in the meeting.</p> <p>Ms Fullick concluded her introductory session by recording her appreciation to the members, Governors and members of public present for their on-going support of the Trust.</p>
<p>2.</p>	<p>Trust Presentation: Working with Young People and Families</p>
	<p>Ms Fullick introduced Dr Halperin who addressed the audience and took them through a scenario of a young person facing mental health issues and the assistance they had received from the recently established Islington Transition Team. He explained how such teams worked to ensure that a young person would receive consistent care as they grew up and progressed into adult services. This addressed an existing problem where such youths were transferred from child to adult services at 18 and had to deal with a completely new and unfamiliar team of care staff. He also outlined how the introduction of personal budgets was increasingly putting young people in charge of their own care, encouraging ownership of their own care pathways and boosting their personal confidence levels.</p> <p>Dr Halperin also outlined the important work of the parental mental health service team based in Camden. This team works with parents who have mental health problems that may have a detrimental impact on children within their families. This important work allows intervention to assist children in such situations and aims to avoid them developing their own mental health problems in later life, possibly as a result of having missed out on a regular childhood.</p> <p>Ms Fullick thanks Dr Halperin for an interesting and informative presentation.</p>
<p>2.</p>	<p>Minutes of the Previous Meeting</p>
	<p>Ms Fullick presented the minutes of the previous meeting held on 17 October 2013 for approval. Camden Public Governor, Ms Ruth Appleton, commented that a question she asked on why long term therapy had been abandoned in favor of IAPT services had not been minuted. As there was no recollection of the response to such a question there was no request to formally amend the minutes, however, a response would be sought and forwarded to Ms Appleton after the meeting.</p> <p><i>The Annual Members Meeting APPROVED the minutes from its previous meeting on 17 October 2013.</i></p>

3.	<p>Presentation of the Annual Report (Including Quality Account) 2013/14 and the Trust's future plans for 1014/15 and beyond by Ms Wendy Wallace, Chief Executive</p>				
	<p>Ms Wallace provided a presentation detailing key events that had taken place in the Trust during 2013/14. She highlighted key improvements in quality and performance over that period and major changes which had increased attention on service users' physical health requirements and change the care focus towards a recovery basis. Workforce issues were highlighted, with details provided on recruitment activity and key Trust results from the annual national NHS staff survey, with national averages included for comparison. Ms Wallace went on to outline recent service developments, including the opening of the new 'The Rivers' crisis house, and the major investment undertaken in addressing backlog maintenance at the St Pancras site which the Trust took ownership of on 1 April 2013.</p> <p>Ms Fullick thanked Ms Wallace for a full and interesting presentation.</p>				
4.	<p>Presentation on Financial Performance 2013/14 (including the Annual Accounts and Auditors Report) by Mr David Wragg, Director of Finance</p>				
	<p>Mr Wragg advised that the Trust had performed well financially during 2013/14. It had met the earliest ever required account submission date of 23 April 2014; obtained clear audit certificates from its external auditors; and had retained the highest possible Monitor assessment rating score of "4" for continuity of service. These positive results left the Trust in a position where it was trusted by Monitor to run its own affairs and determine its own strategies and plans with minimal interference from the regulator.</p> <p>In the last year the Trust achieved its strongest ever earnings and retained a normalised surplus of £2.8 million, £0.8 million ahead of the planned position. The Trust fully achieved its £4.9 million cost improvement plan and its capital programme had resulted in the creation of new assets worth approximately £1.6 million. The Trust's retained cash balance had also increased on the previous year to £49.2 million, a positive position to be in given the work required to maintain and develop the Trust's services and sites. Mr Wragg went on to provide a more detailed breakdown presentation on the Trust's sources of income, types of spending and operating expenses.</p> <p>Ms Fullick reminded everyone that full financial and performance details were publicly available in the Trust's Annual Report & Accounts 2013/14, which was available to view on the Trust's public website or from the Trust's Board Office. She thanked Mr Wragg for provide a clear exposition on the Trust's finances.</p>				
5.	<p>Governor Elections Announcement by Ms Leisha Fullick, Chair of the Trust and the Council of Governors</p>				
	<p>Ms Fullick announced the results of the recent Governor by-elections welcoming new and returning members to the Council of Governors. Those newly elected were:</p> <table border="0" data-bbox="268 1727 1423 1803"> <tr> <td data-bbox="268 1727 794 1765"><u>Service User Constituency</u></td> <td data-bbox="847 1727 1423 1765"><u>Staff Constituency</u></td> </tr> <tr> <td data-bbox="268 1767 794 1803">Dr Catherine Steven</td> <td data-bbox="847 1767 1423 1803">Mr Jonathan Purnell</td> </tr> </table> <p data-bbox="268 1809 488 1845">Mr Roger Searle</p> <p data-bbox="268 1852 552 1888"><u>Appointed Governors</u></p> <p data-bbox="268 1895 884 1930">Cllr Sally Gimson, London Borough of Camden</p> <p data-bbox="268 1937 836 1973">Mr Andy Murphy, Voluntary Action Islington</p> <p data-bbox="268 1980 1423 2047">Ms Fullick also recorded the Trust's thanks to departing Governors: Cllr Tulip Siddiq; Ms Natasha Sloman; and Mr Gareth Pountain.</p>	<u>Service User Constituency</u>	<u>Staff Constituency</u>	Dr Catherine Steven	Mr Jonathan Purnell
<u>Service User Constituency</u>	<u>Staff Constituency</u>				
Dr Catherine Steven	Mr Jonathan Purnell				

<p>6.</p>	<p>Presentation by the Lead Governor, Mr David Barry</p> <p>Mr Barry provided a presentation on the activities undertaken by the Trust's Governors over the last year. He was pleased to promote the Trust's first Governors' Annual Report, which had been available to collect on the way into the meeting. He went on to highlight that the Council of Governors had appointed a new Trust Chair and Non-Executive Director during 2013/14. He explained how the bulk of the recruitment work had been undertaken by a Governor led Nominations Committee, with the final appointment decisions made by the full Council. He advised these actions demonstrated the importance of the Council of Governors and how they were able to hold the Trust Board to account.</p> <p>Mr Barry went on to advise how changes in the NHS legal framework had changed the role of the Governors, and that their duties continued to be developed and evolve. He advised how the Governors had been instrumental in ensuring that they took part in the CQC's recent pilot inspection of the Trust and thereby helped to establish the importance Governor involvement in the inspection process.</p> <p>Ms Fullick thanked Mr Barry for his presentation which demonstrated what a busy and effective year 2013/14 had been for the Council of Governors.</p>
<p>7.</p>	<p>Questions and Comments from the Floor</p> <p>The Chair invited questions from the floor.</p> <p>Q1. What access did those awaiting refugee status have to services provided by the Traumatic Stress Clinic at Charlotte Street? <i>(Ms Ruth Appleton, Camden Public Governor)</i></p> <p>Mr Calaminus responded, advising that the Traumatic Stress Clinic had relocated to St Pancras Hospital, and he was confident that the clinic had service users that had yet to be granted leave to remain in the UK. He assured Ms Appleton that all individuals that were referred to the service would be seen.</p> <p>Q2. How were delays in accessing treatment being addressed for young, and adult, people currently on waiting lists? <i>(Dr Zaheer Afridi, Camden Public Governor)</i></p> <p>Dr Jeff Halperin acknowledged that young people often faced difficulties in waiting to access treatment but he was pleased to advise that the transitional service, as he had outlined in his presentation, had a specific focus on responding quickly to the treatment needs of young people. Mr Calaminus added that the Trust had achieved notable success over the last year in reducing the waiting times between a service user being referred by a GP; being assessed; and receiving their first treatment. Commissioners covering Camden and Islington had provided the best part of £1 million in additional funding to allow the permanent employment of additional staff and reduce waiting times.</p> <p>Q3. It had been mentioned that new services users were referred from Child & Adolescent Mental Health Services (CAMHS), services not provided by C&I. What action was being taken to address difficulties in obtaining treatment details on such transfers and to avoid any duplication of effort or treatment options? <i>(Mr David Shenfield, Staff Member)</i></p>

Dr Halperin advised that a key part of the newly established Transition Team was to work with CAMHS and provide service continuity for those transferring into Trust care. The Trust was well aware of the need for improvement in this area, hence the creation of the Transition Team. A new information sharing agreement was also about to be signed between the Trust's Transition Team and CAMHS to further reduce any assessment or treatment repetition.

Dr Halperin also referenced a new 'patient' knows best' record system. This gave the service user responsibility for their own care records, allowing them to share their information as they saw fit.

Q4. In relation to staff sickness and absence, what percentage of such instances were related to mental health problems; and what support was available to staff with such concerns?

(Ms Martha Wiseman, Islington Public Governor)

Ms Wallace responded that the Trust offered a full occupational health service to all its staff. The specific number of those using this service for mental health issues was not recorded as the nature of each individual's appointment with Occupational Health were rightly confidential. Ms Wallace was aware that the Trust was working hard to support a number of individual staff with transient and long term mental health issues but it would be inappropriate to provide specific details.

Q5. Given the Trust's reported strong financial position, what was it doing to support staff, many of whom were on low pay, who were struggling financially?

(Ms Lucy McLean, Staff Governor)

Ms Wallace responded that the Trust adopted the national 'agenda for pay' scheme, commonly used throughout the NHS, and honored any pay agreements reached as part of that scheme. The Trust did offer some forms of support, such as interest free annual season ticket loans, but thought it would be inappropriate for the Trust to become involved with the private personal finances of its staff.

Q6. What support services are in place for those with serious mental health service once discharged from Hospital? This individual was concerned that a specific service user having been allocated a case co-ordinator based in the other end of Camden when similar services were available in the building opposite their local GP surgery.

(No name given, Member of the Public)

Mr Calaminus invited this member of the public to meet with him at the end of the meeting to privately discuss this individual case. He provided assurance that there was scope within services to re-allocate the case co-ordinator attached to a particular service user.

Q7. Are Trust waiting lists published in the public arena?

(Mr Alasdair Macdougall, Service User Governor)

Ms Wallace advised that no mental health trust published details of its individual waiting lists. As a member of the Council of Governors, Mr Macdougall would receive regular Trust Performance Reports that were the same as those seen at Trust Board.

	Ms Fullick thanked those that had asked questions and all those in attendance for their invaluable interest in, and support of, the Trust.
8.	Close The meeting was closed at 7:30pm.

These minutes were reviewed and agreed by:

- The Trust Board on 29 January 2015: and
- The Council of Governors 10 February 2015.