

**Minutes of the Public Meeting of the Council of Governors of the  
Royal United Hospitals Bath NHS Foundation Trust  
Tuesday 6<sup>th</sup> March 2018  
RUH Boardroom, Oasis Centre, RUH**

**Present:**

Brian Stables, Chairman		
<b>Public Governors</b>	<b>Staff Governors</b>	<b>Stakeholder Governors</b>
Amanda Buss Chris Callow James Colquhoun Nick Houlton Jacek Kownacki Anne Martin Mike Midgley Michael Welton Andrew Simkins	Mike Coupe Shaun Lomax	Julian Hughes Johnny Kidney Vic Pritchard

**In attendance:**

Razi Ahmed, NED Insight Programme  
Xavier Bell, Board of Directors' Secretary  
Jeremy Boss, Non-Executive Director  
Joanna Hole, Senior Independent Director  
Janet Adeyemi, Interim Membership & Governance Manager  
Helen Blanchard, Director of Nursing and Midwifery (*item 22 only*)  
James Scott, Chief Executive  
Moira Brennan, NED Chair of Audit Committee

**CG/18/03/01 Chairman's Welcome and Apologies**

The Chairman welcomed Andrew Simkins, the new Public Governor for Rest of England and Wales to the meeting and he also welcomed back Shaun Lomax, Staff Governor.

The Chairman noted that apologies had been received from:

<b>Public Governors</b>	<b>Staff Governors</b>	<b>Stakeholder Governors</b>
Chris Hardy	Darrin King Julie Scriven Kate Fryer	Andrew Girdher

**CG/18/03/02 Declarations of Interest in items on the agenda**

There were no declarations of interest noted.

**CG/18/03/03 Minutes of the Council of Governors Meeting held on 5<sup>th</sup> December 2017**

The minutes were approved and would be signed by the Chair as a true record of the meeting.

**CG/18/03/04            Action List and Matters Arising**

All action updates were agreed as presented and the following items were discussed:

CG131 – The Chairman stated that he should have put post October 2018 and he also confirmed that no material has been produced on STP yet. However 5 Governors have been invited to a shared meeting of the STP on Wednesday 18<sup>th</sup> April. He confirmed that the event is a joint meeting for STP leads, NEDs, Governors and Lay Members of CCG. The Chairman confirmed that Jeremy Boss will be attending the meeting as well. The Chairman mentioned that the event on Wednesday 18<sup>th</sup> April is the first engagement between Governors and the wider STP.

CG143 – The Chairman stated that the objective regarding STP would be revisited at the June Council of Governors meeting after getting feedback from the STP event in April.

CGI46 - The Chairman stated that the update on C difficile will be covered in the presentation that the Director of Nursing & Midwifery will give.

CG147- James Scott, CEO confirmed that he met with the new Chief Executive of Somerset CCG regarding the relaunch of the Somerset STP. He also mentioned that he is meeting with a lady called Rose Bennett this coming Thursday 8<sup>th</sup> March and will discuss with Anne Martin, the Mendip Public Governors views in terms of engaging with the whole population of Mendip.

CG150- Mike Welton, Public Governor confirmed that he had drafted the Governor NED Relationship Procedure and that he is working with Xavier Bell, Board of Directors' Secretary to finalise the document. The Chairman accepted the update and requested a closure of the action at the next meeting in June.

CG153- The Chairman requested that the action should remain open and should come back to it in June.

CG157- The Chairman asked Mike Midgley, Public Governor if he would like to give feedback on how the event went. Mike Midgley stated that the City of Bath Governors hosted their first constituency meeting of the year on 13<sup>th</sup> February 2018 in Bath Royal Literary & Scientific Institution. The meeting was well attended, and the group received an update from Francesca Thompson, Chief Operating Officer. The presentation focused on:

- Dementia Awareness - Maggie Depledge Dementia Co-ordinator
- Winter Pressures and RUH Response - Francesca Thompson, Chief Operating Officer

CG160- The Chairman asked Xavier Bell, Board of Directors' Secretary to give an update on the action. Xavier Bell, Board of Directors' Secretary stated the queries have been passed on to the Non-Executives and feedback will be provided to the Governors. Xavier Bell stated that Joanne Hole, NED is having a conversation with Helen Blanchard and Francesca Thompson about the action and it will be fed back to the Governor via their working group. Nick Houlton, Public Governor, mentioned that the action will come back to the Quality Working group in June. Janet Adeyemi, Membership and Governance Manager added that Joanne Hole will be attending the Quality Working group meeting in June to provide feedback to the Governors. The Chairman asked if it includes actions from CG161 and CG162 as well – Janet Adeyemi confirmed this – the actions have been included in the Quality Working group workplan.

### Matters Arising

The Chairman stated that there is one matter arising. The Board of Directors have received a petition from 1,984 members of staff. The Chairman asked Xavier Bell, Board of Directors' Secretary to read out the questions to the Council of Governors. Xavier Bell stated that it is important for the Council of Governors to be aware that some of the wording of the petition that was signed was not entirely accurate. Xavier Bell read out the statement that staff members were asked to sign up to by the Unions, the extract can be seen below:

Bath's Royal United Hospital (RUH) NHS Foundation plans to create a Wholly Owned Subsidiary company to provide all Facilities and several other functions at the Trust. Our fear is that this could just be the start... A Wholly Owned Subsidiary (WOS) would be a private company and staff would not be employed by the NHS but by the new company. The Trust claims that by doing so they will make substantial financial savings. Trade Unions and staff are concerned that the substantial savings can only be made by cutting the terms and conditions of staff the WOS would employ, such as pensions, holidays and sick pay. Whilst existing staff would transfer the new company on their current (NHS) conditions, new staff will have to worse terms and with no access to the NHS Pension Scheme, which will become less and less viable as fewer staff providing the NHS can contribute to it. NHS unions believe that this privatisation by the back door and that this is just the beginning. The proposal include some clinical staff and there is a strong possibility that more staff groups, including many more health care profession, could be included later or additional WOS companies being set up to provide those services. We are therefore calling on the Trust Board to bin this proposal, to end the anxiety caused to its staff and let them get on with providing the NHS, whilst continuing to be an integral part of it.

Xavier Bell mentioned that many members of the Council of Governors have been engaged in the discussion around WOS and can identify some factual inaccuracies in the wording. However, the petition was taken to the Board of Directors meeting last week and it formed part of the conversations that the Board of Directors had around the WOS. He stated that it is fair to say that the Board is acutely aware of the concerns that staff have raised, and this is one of the ways that staff have had the opportunity to raise

their concerns and to engage with both the facilities team and Chief Executive through the staff engagement process. Xavier Bell also confirmed that the petition will be available at lunch time if any Governors would like to read it. He also added that the Trust has validated the signatures - he confirmed that it appears that the signatures are all individual staffs' signatures.

The Chairman thanked the Governors who gave feedback on the WOS following the Away Day last Monday. He stated that there was a discussion at the Governor Strategy sub group and the Board listened to the concerns at last week's Board of Directors meeting.

**CG/18/03/05 Chief Executive's Update Report**

The Chief Executive presented the update report and highlighted:

- The Chief Executive informed the Council of Governors' that the Trust received a notification from CQC yesterday that they will be conducting an inspection sometime in the near future. It is an unannounced inspection, the CQC have submitted a formal provider information request which the Trust has to respond to within the next three weeks. The CQC will analyse all the information that they have received from the Trust. The CEO stated that the CQC will visit specific areas of the hospital for example Critical Care, Medicine, and Maternity. TMIke Coupe, Staff Governor, asked if the visit is a routine inspection and the Chief Executive replied that it is a routine inspection. Xavier Bell added that CQC intention is to inspect every Trust in England by September 2018; he also added that the CQC is on track for thi
- 4 hour performance remained below the national standard of 95% (72.3% in January) and continues to be the highest operational risk for the Trust.
- The Chief Executive informed the Council of Governors' that the Trust has been struggling to deliver the 4 hour standard since last November. He stated that the Trust have been re-categorised to category 4 this mean that the RUH is in the bottom group of Trusts in the country in relation to this standard. He added that the National Director for NHS visited the hospital last Friday, the Winter Director for the South of England was on the phone on Saturday and Sunday; and had Regional Director for NHS Improvement on Sunday. Tomorrow, National Director will be visiting the RUH for 4-hour performance delivery. He added that the RUH is under some national scrutiny due to the consequences of the Trusts' poor performance.
- The Chief Executive stated that he met with the senior people from both Wiltshire, BaNES CCG and councils yesterday to try and find a plan that will give the RUH relief.
- C difficile - there was 1 case of C difficile, This case is awaiting the outcome of an RCA. As at January the Trust is awaiting the outcome of 2 appeals.
- Finance was on target to deliver the control total plan to achieve a surplus of £6.8m by January. This position is in with the control total plan and therefore we anticipate receiving the financial elements of the STF allocation.

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- Update on Senior Management Posts:
  - Dr Claire Radley will be joining the Trust as Director of People from April 2018.
  - Libby Walters will be joining the Trust as Director of Finance from June 2018. Libby is currently the Director of Finance & Resources at Dorset County Hospital. In the meantime, the Trust has appointed an interim Director of Finance, Peter Holinshead, who has been in the post since February 2018.
  - Helen Blanchard, Director of Nursing & Midwifery, returned to the Trust in January 2018 following a secondment to NHS Improvement.

Amanda Buss, Public Governor questioned how much we are losing on STP funding, how much it is costing the Trust for not meeting the 4-hour delivery and what are the implications for the financial liability of the Trust. The Chief Executive stated that he is not concerned by the financial consequences of 4-hour delivery. He added that we have a system where demand and capacity is not in balance. The Chief Executive added that the Trust has a population of over 85 year olds that will grow by 1.6% in the next five years. Amanda Buss added that it cannot be unique and the Chief Executive replied that we are not unique but however where we are an outlier is the number of stranded patients that the Trust has (ie. Patients that have completed their hospital care but cannot leave due to lack of capacity in the community).

Nick Houlton, Public Governor, asked that having identified these people, what are we doing and what is our strategy in dealing with them. The Chief Executive confirmed that he was working with colleagues in the CCG's and Councils to identify how the system could invest in more out of hospital care. Nick added that the Trust has always had this issue, the Chief Executive agreed that the Trust has had the issue for some time.

Helen Rogers, Public Governor, asked what the common theme is apart from age in which brings patients into the hospital in the first place. The Chief Executive stated that every time he asks senior clinicians at the front door if these people need to be admitted, the answer is always yes. He expressed that the hospital is full of sick people that need to be admitted into the hospital.

Mike Welton, Public Governor, questioned whether there is recognition from the Councils and CCG's that stranded patients are the cause, and why they do not put the Council and CCG's discretionary measures in place to assist. The Chief Executive replied that the only way we will solve fundamental problems is by working together.

Mike Coup, Staff Governor, stated that in the past they have talked about RUH providing more medical beds and step down beds, and questioned whether this is now possible. The Chief Executive confirmed that there is no plan to build additional wards on this site. Amanda Buss, Public Governor stated, that we are missing our own internal flow target of the discharge before midday because of complication system of paperwork. The Chief Executive stated that it is not a simple problem to solve and there is not one solution that will work; he added that it is a combination of using third paintermediate care facilities.

The Council of Governors noted the update.

**CG/18/03/06 Sustainability and Transformation Plan (STP) Update**

The Chief Executive provided a verbal update on the BaNES, Swindon and Wiltshire Sustainability and Transformation Plan. He highlighted:

- STP is changing in terms of Finance Lead and Programme Director for the STP
- Work is underway on team development as a group of leaders within the STP
- Discussion taking place about the 3 CCG's BaNES, Swindon and Wiltshire working more closely together
- The Chief Executive is doing work with Great Western Hospitals and Salisbury NHS Foundation Trust looking at two processes.
  - benchmarking – for example the Model Hospital
  - Getting it right first time (GIRFT) – this involves a clinical lead review looking at who has the best Pathway of Care and seeing if it can be replicated across the three hospitals.
- STP focus is on financial position; the STP has been told to consider itself to be in special measures financially.

Mike Midgley, Public Governor, questioned about the accountable care legal challenge, if it is something that the STP is considering. The Chief Executive stated that we are no longer allowed to refer to them as accountable care organisation and that it is now called integrated care organisations. The Chairman added that the national accountable care organisation contract is still out for consultation and it closes next week.

The Council of Governors noted the update.

**CG/18/03/07 Report from Joint Board of Directors and Council of Governors Strategic Planning Away Day**

The Chairman presented the report to Governors which was presented for information.

The Council of Governors noted the update.

**CG/18/03/08 Council of Governors Annual Review**

The Chairman presented the report and highlighted:

- Summary of key points from annual review process
- Recommendations
- Feedback on progress from 2017 actions

Three particular areas to focus on:

- How do we measure our effectiveness as a Council of Governors
- Assurances
- External engagement

The Council of Governors noted the update.

**CG/18/03/09 NHS Providers Governor Advisory Council- Election**

The Council of Governors confirms its support for Amanda Buss, Public Governor for the City of Bath, as a candidate for the NHS Providers GAC, and instructed the Board of Directors’ secretary to cast the vote on behalf of the Council of Governors.

The Council of Governors approved the endorsement

**CG/18/03/10 Council of Governors Terms of Reference**

The Council of Governors was asked to approve the updated version of the Council of Governors Terms of Reference. Amendments to the Terms of Reference were suggested following review at the December meeting.

Mike Welton, Public Governor, questioned whether section 7.3 could include the time scale. The Chairman and Xavier Bell, Board of Directors’ Secretary stated that the 2 years is in the standing orders and has asked Xavier Bell, to make sure that 2 years is included.

**Action: Board of Directors’ Secretary**

James Colquhoun, Public Governor, stated that section 7.5 and 7.6 are two fundamental duties and he suggested if it would help to make it 7.1 and 7.2. Xavier Bell, Board of Directors’ Secretary, added that how the Terms of Reference is set out is lost in the mists of time.

**Action: Board of Directors’ Secretary**

**CG/18/03/11 Lead Governor Update**

Chris Callow, Lead Governor, provided a verbal update to the Council of Governors and highlighted:

- Constituency meetings to have common themes and ensuring the public governors have some consistency in the messages that they put across.

The Chairman asked Mike Midgley as the Chair of the Membership & Outreach Working group to work with Chris Callow, Lead Governor in getting consistency messages across the constituency meetings.

**Actions: Lead Governor, Chair of the Membership & Outreach Working Group and Membership and Governance Manager**

Anne Martin, Public Governor, stated that sometimes there can be some issues which are more appropriate for a particular constituency meeting. For example, in Mendip they wanted to have a Mendip Dementia Alliance. She also added that the public governors have two constituency meetings each year and suggested that one constituency meeting can be focused on consistency themes, and the other remaining constituency meeting can be focused on the subject/topics of the Governors.

James Colquhoun, Public Governor, asked the Lead Governor what time was the constituency meeting held in North Wiltshire. Chris Callow, the Lead Governor replied that the last 2 or 3 constituency meetings have been held in the afternoon between 2-4pm. He also mentioned that there was an increase in the number of members who attended the event. James Colquhoun added that the afternoon constituency meeting might be one of the consistency themes to be considered.

Helen Rogers, Public Governors, suggested that if any Governors have any comments on consistency themes they should send it to the Membership and Governance Manager before the next Quarterly Chairs meeting.

The Council of Governors noted the update.

**CG/18/03/12 Staff Governor Feedback**

Shaun Lomax, Staff Governor presented the report on behalf of all Staff Governors. He highlighted:

- Staff are talking about their frustrations of working in the RUH when the system is under such pressure.
- High level of sickness in some departments has been raised with the Staff Governors.
- Office staff have raised concerns about the cleanliness of office areas and the toilets for staff. There are times when the bins are not emptied, and soap is not replenished.
- Bath Wessex House is too cold at times and portable electric heaters are used. There are concerns that this costs the Trust a lot more money in the long run than fixing the heating.

The Council of Governors noted the feedback from the Staff Governors.

**CG/18/03/13 Public Governor Feedback**

The Chairman stated that the report provided the Council of Governors with an overview of the feedback received from public members and the general public during the past 3 months.

Andrew Simkins, Public Governor, stated that this may seem like a small matter, but he feels that the Hospital undersells itself with its reception facilities. We all know that car parking is a major topic, as patients need a reassuring and, hopefully, stress free arrival, prior to their appointment or treatment. He feels that the Main Entrance is underwhelming and confusing. There is no large RUH, Bath sign to confirm that one has arrived at the right place; instead there is a large, nondescript frontage with office windows. Once inside the Hospital, one is presented with a blank wall. Only once into the body of the building is one able to orientate oneself.

He added that similarly the Bus Stop area is poor, with a singular Bus Stop. There are insufficient covered seating spaces, and there is inadequate pavement space for both pedestrians and passengers. Those in wheelchairs have particular difficulty manoeuvring in the narrow space. Provision of a more accessible, comfortable

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Bus Stop and surrounds would help to encourage greater use of public transport. He concluded that the Bus Stop should be given a priority and the entrance to RUH should be identifiable.

The Chief Executive stated that there are 86 entrances to the RUH, whilst for some people they use the Atrium entrance and for others they use the Lansdown restaurant entrance. He added that once the new buildings have been built there will be a signage that will clearly signify the entrance to the RUH. He concluded that all these changes will happen in 2022. The Chief Executive added that he will ask the Estate and Facilities team to get in contact with the company who provide the transport service to see if they can extend the Bus-Stop shelter.

Mike Coupe, Staff Governor stated that a lady had tripped on the Bus Stop curve pavement and fractured her hip. He added that something needs to be done. The Chief Executive stated that the Trust is unable to spend a significant sum on an area that we are about to demolish for the new Cancer Building.

Helen Rogers, Public Governor, questioned about the response sent column on the public feedback paper. She stated that the column section is empty. The Chairman added that if the response has been sent, it needs to be populated in the response sent column, and if that is not the case, we need to know why. The Membership and Governance Manager is to perform a respond audit on public feedback and ensure that responses are sent in a timely manner.

The Council of Governors noted the Public Governor feedback.

**CG/18/03/14 Stakeholder Governor Feedback**

The Chairman asked the Stakeholder Governors present to inform the Council of Governors about any issues pertinent to the RUH.

Ian Orpen, Stakeholder Governor, Chair BaNES CCG

- IVF consultation proposed change
  - Female partner is aged 23-35 years
  - Duration of infertility of at least 2 years
- Primary care services in Bath are merging in a bid to save money and improve services

Vic Pritchard, Stakeholder Governor, BaNES Council

- The Council has approved the budget for Children and Social Care. 300 people will be made redundant.
- Adult Social Care services have to go through some savings.

Cllr Johnny Kidney, Stakeholder Governor, Wiltshire Council

- No updates

The Council of Governors noted the update.

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**CG/18/03/15 Working Group Actions arising out of feedback**

The Chairman asked the Council of Governors if there were any concerns raised by members which should be passed to a working group to look at in more detail.

The Chairman asked the Chair of the Quality Working Group to pick up the concerns raised by staff about the cleanliness of office areas and the toilets for staff.

**CG/18/03/16 Quality Working Group Update Report**

The Chair of the working group presented the report and highlighted:

- Review draft Quality Accounts Priorities and choose Local Indicator 2018/19
- Antibiotics Prescribing and Stewardship regarding C.difficile
- Quality Accounts Priorities for 2017-18 update
  - Update on QA priority 4- Sepsis

The Chairman asked the Council of Governors to approve the following proposed recommendations for Quality working groups:

- QWG to receive an update on the new discharge lounge and obtain ongoing reassurance that it is utilised for the correct purpose (not as an overflow in-patient area).
- QWG to follow up any recommendations from ECIP and monitor implementation. Also to be appraised of any implications/actions resulting from the external scrutiny of the elective plan.
- QWG to keep an eye on no. of patients who repeat fall.
- QWG monitor figures for cancer haematology for an increase.

Xavier Bell, Board of Directors' Secretary, stated that the *E.coli* blood streams infection quality indicator which the working group have chosen for 2018/19 Local Indicator will have to be changed. He noted that unfortunately, the Trust's external auditors Deloitte who will undertake the audit have advised the Trust that the *E.coli* local quality indicator is not appropriate to audit, because it is so clinically focused rather than information/data focus. They do not feel an audit carried out will be particularly meaningful given the information that is available to them and the need to judge clinical decision making.. While it is extremely late in the process, they have requested that we consider an alternative local quality indicator.

Xavier Bell, confirmed that he will write out to the quality working group to consider alternative for 2018/19 Local Indicator. The Council of Governors confirmed their agreement to delegate this decision to the Quality Working Group.

Nick Houlton, Public Governor stated that Shaun Lomax, Staff Governor will be joining the Quality working group.

The Council of Governors noted the update.

**CG/18/03/17 Strategy & Business Planning Working Group Update Report**

The Chair of the Working Group presented the report and stated that the working group have received an update on the Wholly Owned Subsidiary.

The Council of Governors noted the update report.

**CG/18/03/18 Membership & Outreach Working Group Update Report**

The Chair of the working group presented the report and stated that the working group was informed that 574 new members were needed in order to reach the target of 12,350 public members by 31<sup>st</sup> March 2018.

The Council of Governors noted the update report.

**CG/18/03/19 Board Monitoring Group Update Reports**

Amanda Buss, Public Governor presented the report and suggested that the format of the report is repetitive. She asked if it were possible for the report to ask the question direct rather than posing the question to working groups.

The Council of Governors noted the report.

**CG/18/03/20 Governors as Observers – Assurance Committee Update**

Amanda Buss, Public Governor attended the Non-Clinical Governance Committee on 22<sup>nd</sup> January and highlighted that the General Data Protection Regulation (GDPR) new legislation protecting the data of EU citizens, which is effective from May 2018. She also added that CQC are undertaking extraordinary visits to ED due to winter pressure. She stated that she would like a feedback on the visits.

Nick Houlton, Public Governor asked if the General Data Protection Regulation (GDPR) new legislation will have an issue for the hospital; in which the Chairman replied he hope not. Xavier Bell, Board of Directors’ Secretary, stated that the issue with GDPR is that there has been a delay central in terms of guidance’s and information being released by the Information Commissioners Office. So, it is not that the RUH is specifically behind, the RUH knows the implementation date but the guidance’s that will allow us to take active steps to prepare for the implementation is not yet available. He added that the Board will be receiving an update from the Head of Information Governance at the Board of Directors Away Day on the 27<sup>th</sup> March. He concluded that the Information Governance team are aware of the General Data Protection Regulation (GDPR) new legislation and that they are doing everything that needs to be done.

The Chairman stated that it will be a good question for Amanda Buss to ask in the new format report of the BMG how the Board is assuring that they are complying with the new GDPR legislation.

Nick Houlton, Public Governor stated that at the time of the paper going to press, the minutes had not been approved for Clinical Governance Committee. He added that the

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only thing he wants to highlight is that he was pleased to see someone from the surgical division attending the January Clinical Governance Committee meeting.

The Council of Governors noted the report.

### **Appointment of Audit Committee Observer**

The Chairman questioned which Governor would volunteer to observe the Audit Committee as there was currently no Governor sitting on this committee. Chris Callow, Public Governor said he would be happy to sit as an observer on the Audit Committee.

Xavier Bell, Board of Directors' Secretary stated Chris Callow would be welcomed. The Audit Committee noted in their last meeting that they would like a Governor to attend their meeting as an observer. He added that the committee recognises the value of having a Governor in attendance.

Anne Martin, Public Governor, stated that if Chris Callow cannot attend a meeting she will deputise for him.

The Council of Governors agreed with the suggested observers.

### **CG/18/03/22 Ward & Outpatient Accreditation Programme**

The Chairman welcomed Helen Blanchard, Director of Nursing and Midwifery to the meeting who presented on the Ward & Outpatient Accreditation Programme and gave an update on *C.Diff* and RCAs. With regard to the accreditation programme, HB highlighted:

- It is a scheme designed to recognise and incentivise high standards of care.
- Provide assurance that regulatory requirements (CQC fundamentals standards) are being met.
- Standardise care at ward and departmental level.
- Identify where improvements are required.
- Ward Accreditation status at : Bronze level
  - All wards including Mary ward and Emergency Department have achieved Foundation level.
  - Bronze level consists of: 74 indicators.

James Colquhoun, Public Governor stated that self-evaluation has been his bread-and-butter for the last 20 or 25 years. He sought clarity on two things firstly; if Helen is only using the CCQ indicators or if she is bringing some in-house additional factors and secondly, how much does Helen think this great initiative will lead to some distraction of nursing staff into some information gathering rather than out there providing care. Helen stated that we try to draw in the criteria from other assessments such as the dementia award. In this example one of the criteria is that you must achieve Bronze level of the dementia award to be deemed compliant with the bronze level in the accreditation programme. In terms of the second question that James asked, Helen replied that they are using information that is already required such as Quality documentation.

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Mike Welton, Public Governor stated that he thinks it's a great scheme and the only question he has is about safety. He questioned how you can have an unsafe Ward, and if Helen can expand on safety. He believes that safety have to be 100%. Helen stated that they are looking for safe indicators that support patients' safety and that just because a ward does not score 100% against safety does not mean it is unsafe.

Julian Hughes, Stakeholder Governor asked when they are looking at the outpatient accreditation chart; there are two areas that have not achieved the foundation level. He also added that when you go on to look at the Bronze level, there are many more and when you go to look at Silver level, there will be a need for more resources. What extra resources have you put in and do we have enough of those resources to help with the wards. Helen stated that it is a mixture of resources. She added that if the Ward wants to achieve the level that it is striving for, they have access to improvement and support resources.

Jeremey Boss, NED, asked if he is allowed to make an observation as an observer to which the Chairman replied yes. He stated that one Non-Executive can participate in each of the ward accreditations. In the last few weeks he has participated in the assessment for ED and Robin Smith Ward. He confirmed that it is a powerful process both for the team that is doing it and for Non- Execs. He added that for the Non-Execs it gives them a real understanding of what is going on. Helen asked the Council of Governors if they would like to participate in a Ward visit. The Chairman added that one feedback from the Governors Away Day was for the Governors to visit a Ward with a NED and to see how the NED gets the assurances and first-hand experiences as well. The Chairman asked Janet Adeyemi, Membership and Governance Manager to make note of that and link the Governors into the Ward accreditation programme alongside a NED.

Anne Martin, Public Governors stated all of these are very clinical; from a patient point of view having a good night sleep is very important. She added that sometimes it was a matter of luck if patients could get a good night's sleep in the hospital. She sought to clarify whether this does not matter anymore and wanted to see if it is included in the accreditation ward programme. Jeremey Boss, NED, stated that one of the ward accreditation processes is about night time experiences.

The Council of Governors noted the update.

**Update on C.Diff and RCAs highlighted:**

- Year end trajectory is 22 cases
- 30 cases reported year to date
- 9 cases successfully appealed with CCG approval
- A further 2 cases are waiting review by the CCG *C.diff* panels
- RCAs for February cases are to be completed: these may also be sent for appeal

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Ian Orpen, Stakeholder Governor, stated that he is impressed by the *C.diff* performance. Cllr Johnny Kidney, Stakeholder Governor, asked how hand hygiene is measured. Helen confirmed that it is by observation; wards undertake peer reviews every month.

The Council of Governors noted the update report.

**CG/18/03/23            Items for future work plan**

The Chairman asked all Governors to think about future agenda items.

**CG/18/03/24            Meeting Review**

The Council of Governors felt that the meeting had run well.

**CG/18/03/25            Resolution into private meeting**

The Chairman resolved that the Council of Governors would now meet in private due to the confidential nature of the business needed to be transacted. The following items were discussed in private:

- Appointment of a Non-Executive Director

*The meeting closed at 12:35*

The next Council of Governors meeting is due to be held on 7<sup>th</sup> June 2018.

Signed .....Date .....