

**MINUTES OF A SPECIAL MEETING OF THE COUNCIL OF GOVERNORS RE
QUALITY ACCOUNTS HELD ON 23 MARCH 2011 AT 6 PM IN THE BOARDROOM,
TRUST HQ, RAEI**

	18 01	02 03	23 03	13 04	11 05	29 06	10 08	22 09	02 11	14 12
Mr L Higgins, Chairman	✓	✓	✓							
Dr K Ardern, Appointed – NHS ALW	A	A	✓							
Mr T Ashton, Staff, Nursing & Midwifery	✓	A	✓							
Ms J Atherton, Public Leigh	✓	✓	✓							
Mr T Barton, Public England & Wales	A	A	A							
Mrs R Cowburn, Appointed - UCLAN	✓	✓	✓							
Cllr K Cunliffe, Appointed – Wigan Council	A	A	A							
Mr A Foster, Chief Executive	✓	A	A							
Mr V France, Public Worsley	✓	✓	✓							
Mr T Frost, Deputy Chairman/Lead Governor	✓	✓	✓							
Miss K Fussell, Public Makerfield	✓	A	✓							
Mr A Gallagher, Public Worsley	A	A	✓							
Mr R G Ghaly, Appointed – Medical & Dental	✓	A	A							
Mr B Greenwood, Public Wigan	✓	✓	✓							
Mrs P F Gregory, Public Wigan	✓	A	A							
Ms A Heaton, Appointed - LINK	✓	✓	A							
Mrs J Heyes, Appointed – Staff Side	✓	A	A							
Ms M Hughes, Public Makerfield	✓	A	A							
Mrs J Irvine, Staff Nursing & Midwifery	✓	A	✓							
Mr G Jackson, Public Leigh	✓	✓	✓							
Mr F W Lever, Public Ashton	✓	✓	✓							
Mr J Maloney, Appointed – Age Concern	A	✓	A							
Mrs C Martindale, Public Wigan	✓	✓	✓							
Mr D Oultram, Public Leigh	✓	✓	✓							
Dr A Sutton – Appointed – NHS ALW	A	A	A							
Mrs C Swann, Staff, All Other	✓	✓	✓							
Ms A Vernengo, Public Leigh	✓	✓	A							
Mr J Walls, Public Wigan	✓	✓	✓							
Mr R Walker, Appointed – 5 Boroughs	A	✓	A							
Ms R Webster, Public Makerfield	✓	✓	A							
Dr G Young, Appointed - CVS	A	A								
IN ATTENDANCE										
Mrs A Arkwright, Head of Engagement	✓	✓	A							
Mrs J Berry, Corporate Services Administrator	✓	✓	✓							
Mrs H Hand, Trust Board Secretary	✓	✓	✓							
Mr S Hand, Membership & Engagement Officer	A	✓	✓							
Mr R Sachs, Head of Quality & Safety	-	-	✓							

1. APOLOGIES

Apologies were received as detailed in the above table.

2. GOVERNORS' INTERESTS

No declarations were made.

3. PRESENTATION ON QUALITY ACCOUNTS

Resolved:

- That the Governors' sponsored measures to be included as priorities for improvement in 2011/12 should be:
 - (a) readmissions/discharge
 - (b) staff morale

RS had been invited to attend a meeting which had been convened specifically to look at the Trust's Quality Accounts. He explained that the draft which had been circulated prior to the meeting was a very early draft and that it would be considerably updated prior to publication. RS added that the Quality Accounts would be approved via various Committees of the Trust before being signed off by Trust Board. RS then gave a brief presentation (attached) which outlined the role of the Quality Accounts which provided evidence that quality is given the highest priority within the Trust. He informed Governors that a copy of the draft Quality Accounts had also been sent to key stakeholders so that their comments could be included.



Quality Accounts and
Quality Strategy for C

In particular, RS had been invited to the meeting in order to obtain Governors' views on which specific areas they would like priority to be given to in 2011/12 in the collation of quality accounts. He outlined a number of suggestions but stressed that Governors were at liberty to choose other areas if they so wished.

One of the areas suggested to be included was the topic of readmissions. Clarity was requested on the difference between transfers/readmission and KA supplied this information. RS added that the Trust recognised that there was room for improvement in its performance around readmissions and stated that it was included in the Trust's Quality Strategy. LH added that, whilst recognising that readmissions adversely affected patient experience, it should also be noted that, in future, the Trust would also be penalised financially for readmissions.

Discussions then took place around the need for timely discharges to take place and it was agreed that readmissions and discharges should be reviewed at the same time. KA stated that data could be accessed via the Healthy Hospital programme on this issue.

One of the other topics suggested for further focus was the improvement of staff morale in the light of the current and future financial climate. It was queried how the Governors would be able to find out about current staff morale and they were informed that a staff survey had been undertaken, the report of which is available. Governors were also informed that there is a section on the intranet whereby concerned staff could ask questions and were guaranteed an answer within 48 hours. The very good relationship between Staff Side and the HR Department was also highlighted. LH reminded Governors that Jay Bevington from Deloitte had recently held some staff focus groups from which positive feedback had been given. RS added that, within the Quality Accounts, there were also good news stories regarding staff who had achieved national awards as a consequence of working jointly between Divisions. KA reminded Governors that the public sector was the largest employer within the Borough and that low morale may also extend outside of the Trust with cuts being made across the whole community.

HH stressed the fact that the document circulated was a very early draft and informed Governors that final guidance on the completion of the quality accounts had not been

released. She informed Governors that, the Quality Accounts document would also be incorporated into the Annual Report and Accounts, the production of which also had very tight deadlines. She reported that the Quality Accounts had to be published on the Care Quality Commission website in the first week of June 2011. HH stated that an updated version of the Quality Accounts would be brought to the next meeting of Council of Governors on 13 April 2011.

Action: Governors who would like to be part of focus groups looking at the priorities for improvement in 2011/12 to inform HH.

4. OTHER MATTERS TO REPORT

Serious Untoward Incidents

KF drew Governors' attention to the recent article in a local newspaper regarding the sad story of a lady who had died as a consequence of contracting a Strep A infection. She expressed concern that Governors had not been notified of this sort of incident. Whilst recognising that due to confidentiality constraints only limited information could be given, it was agreed that it would be helpful for Governors to receive regular updates on incidents of this nature. RS stated that when serious incidents took place, a full investigation was always undertaken and lessons were learned. Quarterly reports were sent to Monitor, a summary of which could be made available to Governors. RS also stated that he would be happy to attend future Council of Governors meetings if required in order to clarify any queries. KF asked for clarification on the expression "Never Events" and RS stated that he would be happy to send her some further information on this topic. In summary, however, he stated that these were events which should never happen within a healthcare organisation eg wrong site surgery.

Action: A summary of the quarterly report sent to Monitor on Serious Untoward Incidents to be provided regularly to Governors. (HH)

Action: RS to provide information regarding "Never Events" to KF.

Discussion took place around the fact that some Governors were aware of information due to the fact that they attended internal meetings at the Trust, whilst others were unaware. HH stated that there were always opportunities at meetings for Governors to report from the committees they attended. It was agreed that a review should be undertaken of the membership of Governors on various committees of the Trust.

Action: A review should be undertaken of the membership of Governors on the various committees of the Trust. (HH)

5. DATE OF NEXT MEETING

HH asked if Governors were happy for the meeting on 13 April 2011 to go ahead as she was conscious that the meeting held that evening was in addition to those previously scheduled. It was agreed that the meeting on 13 April 2011 would go ahead.