

Annual Public & Members' Meeting

26th September 2014

**Rodber Suite, Northampton Saints, Franklin's Garden,
Northampton**

Prior to the start of the meeting, attendees were invited to look around the Market Stalls which featured many of the Trust's services.

Introduction and Welcome

Paul Bertin, Trust Chairman, welcomed everyone to the meeting.

Paul Bertin explained the themes raised at last year's Annual Public and Members meeting have been addressed, details in which were available on the tables for Members to read. The minutes from the 2013 Annual Public and Members' meeting were approved.

The Chairman's commented that it was his first full year in the role and he was proud of the Trust's successes but aware there are still many challenges and opportunities facing the organisation.

Annual Accounts 2013/2014

Bill McFarland, Finance Director, gave a presentation of the Trust's Annual Accounts for 2013/2014. Bill took the attendees through the previous year's financial targets, the performance in 2013/2014 and also looked ahead to the future. Bill highlighted there were no performance concerns raised by Monitor, the Trust's regulator.

KPMG audited the accounts and a risk rating of 3 was delivered as planned. It was noted the trust was asked to make 5% cost savings each year, 92.5% of planned cost efficiencies were achieved. Overall it was noted that 2013/2014 was a year of sound operational and budgetary performance.

Review of 2013/2014 and vision for the future

Angela Hillery, Chief Executive thanked everyone for attending the meeting and noted it had been a privilege to lead the organisation for the past 12 months

The Trust had developed a vision around quality care and there was a real intent to deliver compassionate quality care. Quality improvement included reducing the number of pressure ulcers and the Friends and Family test was to be rolled out into the community settings. Medication incidents reporting had increased, although harm had reduced.

Patient stories were now regularly featured at Board meetings and integrated working will aim to reduce hospital admissions. In 2014/15 existing themes will be built on and the Trust was committed to listening and responding to patient needs.

It was confirmed that Julie Shepherd, Interim Director of Nursing and Quality would be leading on the Safe Staffing work.

In regards to staff, there were no significant changes in the staff survey results. Angela noted her regular staff newsletters and forums were designed to allow her to directly engage with and be visible to staff. The 2014/2015 priorities included a focus on staff health and wellbeing and to improve job satisfaction.

Angela highlighted service developments from 2014/2015 including the Breastfeeding support service, Frail and elderly crisis hub and the new inpatient unit (Forest centre) at the St Mary's Hospital Site.

Angela explained the background to and the purpose of Healthier Northamptonshire and this dovetailed with the Trust's own strategy.

Lessons learned by the trust included engaging with stakeholders/patients/carers as early as possible, responding to stakeholders views that the trust should make better use of social media and committing to increase partnership working.

A video was shown highlighting some patient stories, including the Green Patch Project.

Finally, Angela, highlighted I Want Great Care which provides real-time feedback from patients. This was being deployed throughout the trust.

Questions and Answers

Questions were then asked from the floor, including:

Q: What does growing beyond Northamptonshire mean?

A: The trust already delivers some services out of county. It will continue to explore new opportunities beyond the county boundaries but will only do this when this is consistent with the Trust's overall objectives, not growing for growth sake.

Q. How might the Trust be working towards closer partnerships regarding health and wellbeing with social care and housing?

A. The county council are also looking at a new approach on health and wellbeing to reach those harder to reach people. The Trust has a desire to develop in this area and is exploring opportunities to do so.

Q Why weren't the Parkinson's support group at the meeting?

A. We will take this on board for next year and open up to partner organisations.

Q Why is there only one dietician for Northampton and Wellingborough?

A. The trust is only contracted for one dietician but is working with commissioners on the contract.

The meeting closed and the Chairman thanked everyone for attending.