

Annual Public & Members' Meeting

18th September 2015

Main Hall, Corn Market Hall, London Road, Kettering

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. He thanked the Trust's staff for their hard work and also announced that Angela Hillery, Chief Executive had been nominated for the Health Service Journal's Chief Executive of the Year.

The themes which were raised at last year's meeting were highlighted by Paul Bertin which included partnership working, integrated working and patient engagement.

I Want Great Care was highlighted, the Trust had received 24,000 responses and had been rated at 4.5 out of 5.

Annual Accounts 2014/2015

Bill McFarland, Finance Director, gave a presentation of the Trust's Annual Accounts for 2014/2015. Bill noted the trust had a small deficit plan however this was not a material amount in terms of the running of the Trust. Bill explained the Trust's financial risk rating had been planned to be a 3 but had outturned as a 4. (4 is low risk). Bill thanked the Trust staff for helping achieve this rating.

Bill noted 89% of planned cost efficiencies had been achieved and Monitor (the Trust's regulator) had no concerns with the Trust's overall performance.

In terms of estate, the money received from selling Princess Marina hospital and the Rushden Hospital site will be used to invest in the capital programme.

Bill outlined the anticipated future requirements in respect of efficiency targets and advised that the Trust plans for a risk rating of 3. It was noted the trust would have to re-submit its operational plan for future years and this work had already started.

Review of 2014/2015 and vision for the future

Angela Hillery, Chief Executive reported it had been a challenging year and highlighted the Trust's CQC inspection in February 2015. Angela noted the Trust had received a Green governance rating in 14/15.

Angela explained the Trust has many services and these are split into adult services, children's services, mental health and ambulatory

The Trust has set itself a target of 80%, where patients and staff are asked how they would rate the Trust as a place to receive care.

Some of the developments and success of 14/15 were then highlighted by Angela. These included the Children's and Young People's Referral Management Centre, changes in the mental health and wellbeing pathways and the Trust's growth in prisons and offender health services.

Angela highlighted the Trust's commitment to the quality agenda, in particular noting the work on safe staffing. The 15/16 priorities will be informed by the CQC inspection report.

An update was then given on the CQC inspection. The Trust had an inspection which involved over 100 inspectors visiting Trust services. The Trust received an overall rating of Requires Improvement; however there were a number of very positive results including some outstanding areas within this. It was noted the Trust had no inadequate areas.

A quality summit was held in August 2015 on the CQC inspection report which was attended by many partners and was a positive discussion.

Angela assured areas of improvement would be worked on and much has already been progressed since the inspection in February 2015.

The staff survey results were then highlighted, there had been significant organisational change since the previous year. Staff health and wellbeing is a focus and staff have been encouraged to take part in many activities such as walking challenges and fitness classes. One area of focus will be on staff appraisals to ensure they are meaningful and valued appraisals.

Finally, Angela noted the road ahead would be for the Trust to look at transformation and partnership working.

Members were then shown a patient story from a learning disabilities patient (Oti), who was also in attendance at the meeting. Another story was also shown from children's services (CATCH team).

Angela thanked everyone for their work and support in 14/15 including trust staff, governors, members and volunteers. She also thanked Bill McFarland, who would be retiring from the Trust shortly, for his significant contribution to the Trust over many years.

Questions and Answers: This was led by Chris Oakes, Director of HR and OD

The following questions were asked from attendees:

Q: A question was asked in regards to charitable income and ensuring trust balances are minimised.

A: It was noted the accounts are not shown as there is an arrangement with Northampton General Hospital. The 1.2 million shown is mainly Cransley Hospice.

Q. A question was asked on how the Trust intends to address the issues of a shortage of mental health doctors?

A: Alex O'Neill-Kerr, Medical Director noted there had been recruitment challenges with psychiatrists however the Trust is working on addressing this issue. Richard McKendrick, Chief Operating Officer noted the Trust Governors had been kept informed of the mental health redesign which is designed to be more community focussed.

Q. A member raised an issue on the CAMHS waiting lists, as they seem quite long. (Linked to the above question)

A: It was noted recruitment is difficult for doctors, particularly within the East Midlands. However, solutions are being looked at which include physician associates (a grade of doctor). It was noted the Deanery is also having difficulty filling training posts.

Q: A member queried the waiting times for Physiotherapy services and noted this could lead to more falls.

A: Richard McKendrick noted the physiotherapy service had seen a lot of demand. However, recently a number of physiotherapy vacancies had been appointed to. Richard highlighted the Integrated Care Closer to Home Project which is aiming to bring together the Trust, Kettering and Northampton General Hospitals and Social Care.

Q Anthony Bagot-Webb (a trust Governor) commented there were a number of positive aspects to the Trust's CQC report. However, he queried if the Trust was ensuring community and mental health services were delivered consistently across the county, particularly in Brackley and South Northants?

A: Richard McKendrick explained the Trust delivers services across many sites and in people's homes. The Trust's primary focus is quality, every patient, carer, service user should have the same standard across county. It was noted the Trust is working on developments in Brackley and Richard has met with the GPs in Daventry and South Northants.

Q A member highlighted that support groups are not promoted enough.

A Julie Shepherd, Director of Nursing, Quality and AHPs explained the Trust is increasing work with the voluntary sector. The Trust is also working with the communications team. The Trust's Patient Experience Group are working alongside patients to understand what they want and support groups could be part of this.

Q A member queried if there was a shortage of district nurses and if the Trust is prepared for the winter period?

A: It was noted there has been success in recruiting community nurses and a recruitment day had been held with 30 staff being recruited. Richard McKendrick noted there has been more general working together of all the agencies. The level of activity of the winter period has not reduced so it is presumed there will be an increase again in the winter. There is a level of confidence the Trust is prepared for winter but is looking at on-going pressures.

The meeting closed and the Chairman thanked everyone for attending.