

MINUTES

TRUST BOARD PUBLIC MEETING

Wednesday 18th November 2020

10.20 – 13:20

Microsoft Teams

Members:

Mary Elford	Chair
Geoff Lambert	Non-Executive Director
Gary Tubb	Non-Executive Director
Dr Anne McConville	Non-Executive Director
Fazilet Hadi	Non-Executive Director
Anna Gill	Non-Executive Director
Judith Glashen	Associate Non-Executive Director
Matthew Winn	Chief Executive
Anita Pisani	Deputy Chief Executive
Mark Robbins	Director of Finance and Resources
Dr David Vickers	Medical Director
Rachel Hawkins	Director of Governance
Kate Howard	Chief Nurse

In Attendance:

Karen Mason	Head of Communications
Mercy Kusotera	Assistant Director of Corporate Governance
Lisa Wright	Patient Experience Manager (<i>Item 3</i>)
Sarah Hodge-Bruce	Locality Lead - Healthy Children Programme South (<i>Item 3</i>)

Apologies:

Oliver Judges	Non-Executive Director
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Minutes:

1.	Chair's welcome, apologies and additional declarations
1.1	The Chair welcomed Kate Howard to her first Public Board meeting with the Trust.
1.2	Apologies were received from Oliver Judges.
1.3	Dr Anne McConville declared that she continued to work for Public Health England.
2.0	Minutes of previous meeting and matters arising
2.1	The minutes of the meeting held on 16 th September 2020 were approved as a correct record of the meeting.
2.2	An update on 12.2 was provided; the minute should read as follows: <ul style="list-style-type: none"> A review of the Winter Plan was taking place and would be presented at the November Board meeting.
2.3	The following update for the Action Log was noted: <ul style="list-style-type: none"> <i>Action 7.3</i>: More information was needed to clarify the action. To check the minutes from July Board meeting for reference. Action: Mercy Kusotera
2.4	The Board thanked Dr Anne McConville for volunteering to be the Non-Executive Trust Well-being Champion.
3.	Patient Story - Children and Young People's Health Services in Cambridgeshire
3.1	Lisa Wright and Sarah Hodge-Bruce joined the meeting.

3.2	The Board was informed that the patient (Mum) had not been able to attend the Board meeting. Mum had contacted PALs who were able to support her and giving her feedback to the service.
3.3	Mum's story was filmed and shared with the Board
3.4	<p>The following points were noted from the film:</p> <ul style="list-style-type: none"> • Mum requested help for her daughter's eating issues in summer 2019. • The school nursing team assessed Mum's daughter and had no concerns about her. They referred her to a dietician. • Mum did not agree with the assessment and believed that more help was needed for her daughter but she was not listened to. • Mum was frustrated about: <ul style="list-style-type: none"> - Delayed support for her daughter; worried that her daughter might develop anxiety related eating issues. - Not being listened to; no in-depth assessment given. - Poor communication; no outcome received about the dietician application. - Struggling with her older child with bowel problems for the whole year without being referred to the school nurse earlier. - It took Mum a long time to get the support her family needed. • School nursing team now supporting Mum with both children.
3.5	<p>In discussion the Board noted the following:</p> <ul style="list-style-type: none"> • The story was an important one for the board to hear and highlighted a number of issues. • The Trust would explore ways of helping and signposting service users to navigate the NHS and where they could get help. Action: Kate Howard • Value of partnership working; a joined up approach could help parents and children get speedier responses. • School nurses were a great resource and could be involved more to resolve some of the issues which are usually referred to other pathways. • The Healthy Child programme 5-19 pathway in Cambridgeshire & Peterborough was currently undergoing a process of service redesign to define more clearly the service offer. • service aspired to work holistically with families with children who had different needs to provide a rounded and preventative service to families • Importance of escalating and communicating to avoid a delay in responding to service users. • A Board Development session would help in: <ul style="list-style-type: none"> - Exploring solutions to get clarity on the pathway - Understanding roles and responsibilities for example school nurses, counselling services and emotional health and well-being - Working collectively as a system.
3.6	On behalf of the Board, the Chair thanked Mum, Lisa Wright and Sarah Hodge-Bruce for sharing such a valuable story. She acknowledged how frustrating it was for Mum, trying to get the help her family needed. The Chair thanked the services for handling the issue in a productive way. She invited Sarah to join a future Board Development session mentioned above. Action: Mercy Kusotera to schedule for a Board development session in 2021 and invite Sara Hodge-Bruce
4.0	Chief Executive Report
4.1	<p>Matthew Winn briefed the Board on progress and key issues, events and activities since the last Board meeting. The following key headlines were noted:</p> <ul style="list-style-type: none"> • The Trust continued to respond to the COVID-19 pandemic. • Services had reviewed and updated winter plans to reflect the key pressures

	<p>that would arise during the winter period.</p> <ul style="list-style-type: none"> • The Trust was currently revisiting and updating EU work; Rachel Hawkins, the Trust EU Exit Senior Responsible Owner (SRO) was leading the work. • The Trust's Board Assurance framework was regularly reviewed and updated as a key part of the Well Led Improvement priorities. • Freedom to Speak Up (FTSU) benchmarking data for 2019/20 showed how the Trust FTSU data compared with the National Guardian's Annual report. The Trust encouraged staff to speak up openly; during 2019/20, only one concern was raised anonymously. • Luton adult services won the Health Service Journal improving care for older people patient safety award for its population health management tool in November 2020. • The Trust was currently planning for covid-19 mass vaccinations: <ul style="list-style-type: none"> - The Trust was the lead provider coordinating responses across Cambridgeshire & Peterborough and Norfolk & Waveney. - Kate Howard was taking the lead re – Trust staff vaccination. - Mobilisation plans were being developed.
4.2	<p>Board members were urged to focus on confirmed information when discussing mass vaccination. In discussion, the Board noted that:</p> <ul style="list-style-type: none"> • Messaging re- mass vaccination was led nationally; the Trust would follow national guidance. • The National Committee responsible for vaccination prioritisation set the parameters for clinically vulnerable people; the Trust would follow the agreed route. • The Board to be kept updated on Mass vaccination when more detail became available. Action: Matthew Winn
4.3	<p>Rachel Hawkins briefed the Board on Brexit:</p> <ul style="list-style-type: none"> • A task and finish group for EU exit had been reinstated. • The group would ensure that plans were up to date and all outstanding actions had been addressed. • All workstreams were advised to follow business as usual routes for escalation of workstream issues. • The EU exit risk on the risk register had been updated. • Supply chain issues - the Trust was assured by product suppliers that there were currently no concerns.
4.4	<p>On behalf of the Board, the Chair asked Matthew to convey their congratulation to Luton Adults team on their achievement.</p>
4.5	<p>The Board received, discussed and noted the Chief Executive report.</p>
5.0	Integrated Governance Report
5.1	<p>Kate Howard introduced the Integrated Governance Report for the reporting period August 2020 and September 2020.</p>
5.2	<p>The key highlights from providing outstanding care section included the following:</p> <ul style="list-style-type: none"> • There were four internal root cause analysis (RCA) investigations in August 2020 and a further four in September 2020. • No never events or serious incidents during the reporting period. • A never event was reported in October; details would be included in the next report. • An additional band 7 Safeguarding Lead role had been established to support the Luton and Bedfordshire services • Heads of Safeguarding were working on a training package for all staff re-crying babies. • Infection Prevention and Control Board Assurance Framework (BAF) had been updated and would be presented to the Board in January 2021.

	<p>Action: Kate Howard</p> <ul style="list-style-type: none"> • There had been no staff outbreaks of covid-19 in August and September. However in October, there was one outbreak reported in iCaSH; this had been reviewed and reported appropriately. • 75% of staff had received the flu vaccine. • Some informal complaints relating to Covid-19, linked to changes made to the service offering were reported. These had been investigated and were resolved. • There was an increase in mandatory training compliance.
5.3	<p>In discussion the Board noted that:</p> <ul style="list-style-type: none"> • There were concerns about access to Dental services; <ul style="list-style-type: none"> - The Clinical Operational Board discussed the issues in detail – options were being explored. - To support the team in being able to manage conflict and aggressive situations, the workforce team had provided some additional training for our dentistry front of house staff. • The Board to reflect how concerns about provision of dental services could form part of system level discussions. • Future IGR reports to include a section on dental. Action: Kate Howard/David Vickers • Cambridgeshire and Peterborough health and inequality board had agreed to pause the work on system review of inequalities associated with Covid-19. This would be picked up in the New Year. • There were ongoing local systems discussions about putting in place proactive preventative work re-safeguarding. An update on progress to be provided in the next report. Action: Kate Howard/David Vickers • A lot of mitigation was in place re- how the Trust was reaching out to patients who were waiting. A summary note would be added in January 2021 report for the Board for assurance. Action: Kate Howard/David Vickers • The upcoming Infrastructure Committee would discuss some of the threats to Digital Transformation and how they could be monitored to add further assurance to the Board. Cyber Security was one of the key threats. • There was a risk (scored at 12) for Bedfordshire Community Paediatric services– this was discussed in detail at the Clinical Operational Board. David Vickers provided clinical leadership to the service. • Initial draft on Equality Impact Assessment on Digital was shared with the Executive Team; an update would be provided to the People Participation Committee.
5.4	Anita Pisani briefed the Board on the level of assurance regarding the strategic objective to 'Be an excellent employer.'
5.5	The 2020 NHS Annual Staff Survey was currently underway and would close on 27 th November 2020. Trust-wide response rate was currently 52%.
5.6	The Board received and noted the 'collaborate with others' section of the report.
5.7	<p>Mark Robbins briefed the Board on 'sustainable organisation' section of the report. The following points were noted:</p> <ul style="list-style-type: none"> • Overall financial performance for half year showed a favourable position against the original plan. • Cash position had increased. The Trust had improved its receivables position over the period to increase the cash balance • Use of resource metric was currently not being reported on due to Covid 19 and the emergency financial measures in place.
5.8	<p>In discussion the Board noted that:</p> <ul style="list-style-type: none"> • The Trust always kept an eye on procurement opportunities.

	<ul style="list-style-type: none"> The Trust was currently working on a pre-qualification questionnaire (PQQ) for another service in a different system. The Board commended the Trust for the clarity on financial reporting.
5.9	The Board noted the Integrated Governance Report.
	Key issues from other Board Sub-Committees
6.	Audit Committee key issues
6.1	The Board received and noted the report from the last Audit Committee meeting held on 12 th October 2020.
7.	People Participation Committee key issues
7.1	Fazilet Hadi briefed the Board on the last People Participation Committee meeting highlighting the following: <ul style="list-style-type: none"> The Committee had received a video on the work of Young Voices of Luton. The video was then shared with Luton MPs. An issue from the story re- toilet accessibility in Luton had been followed up after the meeting and was being addressed. Co-production work was on track.
8.	CCS & CPFT Joint Children's Partnership Board
8.1	Anna Gill provided an overview of the last CCS & CPFT Joint Children's Partnership Board Meeting, held on 21 st October 2020: <ul style="list-style-type: none"> The Board received and discussed challenges experienced by staff during the pandemic. Work on aligning clinical templates was progressing. The Board reviewed and approved the Partnership's terms of reference.
8.3	The Board received and noted the Board Sub-Committees reports.
9.0	CQC Statement of Purpose
9.1	Two changes had been made since the last Statement of purpose to the Board in March 2020.
9.2	The Board approved the revised Statement of Purpose.
10.	Winter Planning Assurance 2020/21
10.1	Rachel Hawkins presented. The following points were noted: <ul style="list-style-type: none"> Services had updated their templates setting out the Trust's actions to cope with winter, Covid-19 and EU Exit pressures during 2020/2021. The plan provided the Board with reasonable assurance of the work being done. Business continuity plans and the testing of the plans would further inform the assurance process around the winter plan. Feedback on further work would be provided to the Quality Improvement and Safety Committee in December 2020. Action: Rachel Hawkins
10.2	In discussion the Board noted that: <ul style="list-style-type: none"> The plan was comprehensive and easy to read. There were currently no concerns or additional risks around PPE supply; staff were being fit-tested. Incident Management Team (IMT) managed risks relating to Covid-19; the team met twice a week. Trust risk analysis was live taking into account all issues and emerging risks. The BAF and the risk analysis covered by the Clinical Operational Boards reflected the mitigations and actions needed.
10.3	The Board approved the Winter Planning Assurance Report
	Annual Reports

11.	<u>Quality Accounts 2019/20</u>
11.1	The Board noted positive feedback received from the stakeholders regarding the quality of the Trust's services and how patient centred they were. Action: To formally thank the teams involved in compiling the Quality Account
11.2	The Board received and noted the Quality Account 2019/20
12.	Any other Business
12.1	There was no other business discussed.
13.	Questions from members of the public
13.1	There were no questions received from members of the public.

Date of next Public Trust Board Meeting: 20th January 2021
Venue: Microsoft Teams