

DRAFT MINUTES OF AWP Mental Health Partnership Trust

Held on 11 September 2013 at Jenner House, Langley Park, Chippenham. SN15 1GG

These Minutes are presented for **Approval**

Board members present

Tony Gallagher (Chairman)
Ruth Brunt (Associate Non Executive Director)
Peaches Golding (Non Executive Director)
Alison Paine (Non Executive Director)
Susan Thompson (Non Executive Director)

Iain Tulley (Chief Executive)
Kristin Dominy (Executive Director of Operations)
Sue Hall (Executive Director of Business Development)
Paul Miller (Executive Director of Finance and Deputy Chief Executive)
Hayley Richards (Medical Director)
Hazel Watson (Executive Director of Nursing)

AGM/13/1 - Welcome and Introduction

- 1.1 Tony Gallagher, the Chairman, welcomed everyone to the first AGM of AWP and thanked all Trust Directors for their work especially the Non-Executive Directors who have been the main catalyst behind the recent change in direction.

AGM/13/2 – Minutes of Previous Meeting

- 2.1 There were no previous minutes to be approved

AGM/13/3 Presentation of Review for the Year

- 3.1 Tony, the Chairman indicated in his presentation that the Board is currently focused on five elements which are:
- Changes in leadership team: appointment of a Medical director and an Associate Non-Executive Director
 - Involvement of Service Users and Carers
 - Decentralising control: A switch from strategic business unit to clinically led local management teams
 - Clinical leadership and
 - Openness and transparency

Presentation can be accessed at www.awp.nhs.uk

AGM/13/4 Presentation of Finance Review

- 4.1 Paul Miller, the Director of Finance and Deputy Chief Executive shared a presentation of the Financial Report for 2012/13. He indicated that our focus is about accountability and services we provide. Paul pointed out a retained surplus of £648k which in line with target

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and an adjusted surplus of £2.9m. His presentation also covered:

- Achievement of financial targets
- Performance 2012/13: Monitor metrics and Break even duty
- 2012/13: where the money came from
- 2012/13: where the money was spent

4.2 Looking ahead: 2014 and beyond:

- Deliver consistently safe, effective, quality services
- Compete for existing and new contracts within an open market for mental health service providers
- Continue the implementation of Mental Health Payments by Results (PbR)
- Implement new locality budget a reporting from April 2013 onwards
- Continue to deliver Cost Improvement Plan savings in line with government and commissioner efficiency targets

Presentation can be accessed at www.awp.nhs.uk

AGM/13/5 Presentation of AWP Quality Review

5.1 The quality review was presented by Hayley Richards, the Medical Director. Hayley stated that AWP is committed to change from 2012 onwards, which is being achieved through:

- Consistent service improvement
- Putting service users and carers at the heart of what we do
- Making performance management more effective
- Staff support and engagement

5.2 Further, Hayley also indicated that AWP's quality priorities are safety, effectiveness and best patient experience. Her presentation also discussed quality in relation to reports published during the year by Berwick and Keogh, and how AWP has learned from and responded to these, and monitored outcomes locally.

5.3 Quality: our strategy

- We will deliver the best care
- We will support and develop our staff
- We will continually improve what we do
- We will use our resources wisely
- We will be future focused

Presentation can be accessed at www.awp.nhs.uk

AGM/13/6 Moving Forward – our strategy 2013-18

6.1 AWP strategy 2013 onwards was presented by Iain Tully, Chief Executive. Iain considered changes in the past 18 months, he stated that planning has been critical and is still driving AWP now. His presentation covered the four components of AWP's strategy:

- Our purpose – what we are here to do
- Our values – guide the way we do things
- Our vision – where we want to be in five years
- Our priorities – what we care about and what will focus our time, energy and resources

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to achieve our vision

6.2 Our strategic priorities

- We will deliver the best care
- We will support and develop our staff
- We will continually improve what we do
- We will use our resources wisely
- We will be future focused

Presentation can be accessed at www.awp.nhs.uk

AGM/13/7 Questions from the Public

Questions were submitted via email using the Ask the Chair email address published on the website, and taken from attendees of the AGM

Q1. A member of the public asked if Wiltshire’s report on data quality will ever be made public

Tony Gallagher indicated that it has previously been discussed at an open Board meeting, but that the decision to publish rests with the Safeguarding Board, not the Trust. He also confirmed that the matter has been closed and all actions have been published through Board papers.

Q2. A member of the public asked about the public nature of the Trust’s Committee meetings

Tony Gallagher answered that all Committee meetings are as open as far as possible, excepting of the Quality and Standards Committee which is open only in part as the Committee sometimes deal with matters of specific and personal nature.

Q3. A member of the public suggested that AGMs should be more clearly advertised in the future.

It was resolved as noted by the Chair.

Q4. A member of the public asked about how AWP involves Service Users in its governance processes, through Committee meetings, and in engagement activities.

Tony Gallagher answered that during 2012/13 there were 21 Service User/carer events which had over 300 attendees in total. Further, there are acute forums, public Board meetings and other Committee meetings which can all be attended by the public and third sector organisations

Further, Emma Roberts, the Company Secretary also indicated that the Quality and Safety Committee usually sends invitation to all Foundation Trust members in the area where the meeting will be held,

Q5 & Q6. Does AWP review cases with regards to specific service user harm?

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Tony Gallagher responded that reviews can be sought through an external organisation. Furthermore, Hayley Richards added that AWP undertakes Root Cause Analysis (RCA) and investigations in regards to work done. Nonetheless, investigations will be conducted if the Service User makes a complaint of unsatisfactory service.

Q7. A member of the public queried if the Trust motto 'you matter, we care' will be published in leaflet form to explain how service users matter to the Trust.

Iain Tully answered in the affirmation, and stated further that management will support staff at every level to deliver 'you matter, we care' as a motto.

Q8. A member of the public asked how do Service Users who have had bad experiences with AWP report back to the Board.

Iain Tully replied that AWP's focus is not only on good news as we recognise we also need bad news in order to improve on services delivered. Further, Iain Tully stated that he endeavours to read every complaint received and all responses that are sent out to complainant

Q9. A staff representative asked what directors' expectations are with regard to staff attitude and improvement as the recent organisational change has left some members of staff demoralised.

Iain Tully responded that management is working alongside staff to improve morale through engagement and celebration events . Further, Iain stated that he was at a staff meeting last week where it became apparent that some members of staff were upset as a result of feeling that the impact of the redundancies has been undermined. He thinks the Trust needs to acknowledge how hard the changes have affected staff morale and find ways to respond to their feelings.

Moreover, Iain asserted that there will be uncertainties, as recent changes in NHS commissioning makes it hard. However integrity and transparency need to be maintained, and perhaps an honest dialogue will support delivery.

He stated that he will not be expecting improvement in staff survey yet, and the sickness rate is a good indicator of how happy staff feel to come to work.

AGM/13/8 Closing Statement

- 8.1 Tony Gallagher stated that he recognises staff morale needs to be rebuilt, as the recent changes have been challenging and he hopes that the change will move at a faster pace and involve more communication going forward. However there is a long way to go and much more improvement to be made.
- 8.2 Nonetheless, Tony finally asserted that the Executive Directors appreciate Non-executive and stakeholder participation over the past year, and thanked everyone for attending the AGM.

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