

**Minutes of the Council of Governors' meeting  
held at 2pm on Thursday 20 June 2024,  
Kingsland Church Community Centre, Colchester**

**Present:**

Helen Taylor	Chair
Helen Rose	Public Governor, Lead Governor
John Alborough	Public Governor, Rest of Suffolk
Caroline Bowden	Public Governor, Colchester
Peter Coleman	Public Governor, Rest of Suffolk
David Guest	Public Governor, Colchester
Sam Glover	Stakeholder Governor, Healthwatch Essex
Rebecca Hopfensperger	Stakeholder Governor, Suffolk County Council
Tim Newton	Public Governor, Ipswich
Martin Nixon	Public Governor, Rest of Essex
Elizabeth Smith	Public Governor, Rest of Essex
Jane Young	Public Governor, Rest of Essex
Allison Weston	Staff Governor, Ipswich

**In attendance:**

Nick Hulme	Chief Executive
Eddie Bloomfield	Non-Executive Director
George Chalkias	Director of Governance
Ann Filby	Trust Secretary
Mike Gogarty	Non-Executive Director
John Humpston	Non-Executive Director
Mark Millar	Non-Executive Director/Deputy Chair
Kate Read	Director of People and Organisational Development
Richard Spencer	Non-Executive Director/Senior Independent Director
Jonathan Baker	Committee and Membership Secretary (Minutes)

**Apologies for absence:**

Abhijit Bose	Staff Governor, Ipswich
Gemma Bourne	Staff Governor, Ipswich
Isaac Ferneyhough	Staff Governor, Colchester
Pride Mukungurutse	Staff Governor, Colchester
Mike Ninnmey	Stakeholder Governor, East Suffolk Council
Gillian Orves	Public Governor, Rest of Suffolk
Jude Ominyi	Stakeholder Governor, University of Suffolk
Carlo Guglielmi	Stakeholder Governor, Essex County Council
Gina Placey	Stakeholder Governor, Tendring District Council
Alison Ruffell	Public Governor, Colchester
Sara Smith	Stakeholder Governor, Anglia Ruskin University
Daniel Tweed	Stakeholder Governor, Colchester Garrison
Tammy Shepherd	Head of Patient Experience – item 15
Sas Lynch	Patient Experience Engagement Officer – item 15
Yvonne Bathgate	Project Coordinator – item 15

Para no		Action
<b>Section 1 – Chair's Business</b>		
1/24	<b>1. Welcome and Apologies for Absence</b> The Chair welcomed those in attendance and the apologies as received were noted.	
2/24	<b>2. Declarations of Interest</b> Peter Coleman, Public Governor, Rest of Suffolk, declared an interest in that he	<b>PC/JB</b>

	was now a member of the Suffolk Lived Experience Group, as part of the Mental Health Collaborative.	
3/24	<b>3. Minutes of the meeting held on 13 March 2024</b> The minutes of the meeting were confirmed as a correct record.	
4/24	<b>4. Matters Arising from the minutes and action log</b> No matters from the minutes were raised, and all actions on the log had been closed.	
5/24	<b>5. Report from the Trust Chair</b> The Trust Chair thanked a number of governors who were due to be standing down at the next election following the end of their term, and referred to the lunch provided prior to the meeting, enabling governors and Board members to meet informally.  The Chair reported on the following matters: <ul style="list-style-type: none"> <li>- Attended an event at Ipswich at the critical care unit, which included the unveiling of a large glass heart art installation which lights up at night and was commissioned by the Organ Donation Charity. Funds were raised by a number of families whose relatives had passed away.</li> <li>- D-Day ceremonies took place across Colchester and Ipswich, with beacons lit across the country. This also sought to recognise those unsung members of staff and a film marking this would be created soon.</li> <li>- There is a significant piece of work underway to renew each of the three lifts in the maternity tower block.</li> <li>- The Staff Women's Network had recently been launched with an event taking place at the football stadium.</li> <li>- Further activity is taking place to support the charity with a 21-mile walk taking place between Ipswich and Colchester.</li> <li>- The RHS Garden is progressing and will formally be opened in July.</li> <li>- International Day of Nursing recently took place and both matrons and Associate Directors of Nursing visited nurses to thank them for their hard work and commitment.</li> <li>- A new community clinic opened in Woodbridge, near to the East Suffolk Council Offices.</li> </ul> <p>There were no questions.</p>	

**Assurance and Accountability**

6/24	<b>6. Chief Executive's Briefing on Trust Activities</b> The Chief Executive provided the Council with detail of Trust activities, which included the following: <ul style="list-style-type: none"> <li>- Reflections on the last financial year, with the Trust performing well both locally and nationally, leading to the award of an additional £3m for being in the top 10 performing emergency departments in the country. The Trust hit over 76% in terms of performance, which is not where we want to be.</li> <li>- There were no patients waiting over 78 weeks in the financial year. This is a significant improvement, with only a small number of patients waiting over 65 weeks.</li> <li>- Financially the Trust had a successful year, delivering its control total. The improved performance allows for additional capital and revenue next year. The Trust ended the year in a better position than others.</li> <li>- The vacancy rate, with recruitment and retention, is the best in the region.</li> <li>- With regard to 2024/25, the Council was informed that there will be both challenges and opportunities, and a change in the landscape locally for MPs.</li> <li>- The elective programme is on track to deliver no 65 week waits by the end of September, with cancer also improving its performance levels.</li> <li>- From a building perspective the next year is an interesting time, as there will be new theatres in Ipswich in July, which will be able to drive the elective waits. The new A&amp;E department will open in Ipswich and the Elective</li> </ul>	
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	<p>Orthopaedic Centre will open in October.</p> <ul style="list-style-type: none"> <li>- During the first few months of the year the Trust has seen the financial position tighten, with the aim of getting a grip on this at an early stage, with the position at month 2 expected to improve. The Council also heard that the finances are part of a wider system, which is also facing bigger financial challenges. The Trust is delivering against its control total.</li> </ul> <p>The Chair highlighted the work with West Suffolk Hospital and advised that in the autumn they would be looking for an event for governors to advise on the work that is taking place.</p> <p>David Guest, Public Governor, Colchester, questioned the outlook for industrial action. In response the Chief Executive stated that the British Medical Association will be taking industrial action between 27 June and 3 July. The Trust has put in place a range of contingencies and the focus is on ensuring that patients are kept safe. It is expected that elective work will be lost in favour of supporting emergency pathways.</p>	
7/24	<p><b>7. Board Proceedings Report</b></p> <p>The Director of Governance introduced the report, which provided a summary of the Board meetings that took place in March and in May. The Director highlighted that the Women's and Children's Division attended the March Board meeting detailing the perinatal review tool, and the Board received detail on the Trust strategy from the Director of Strategy, Research and Innovation. The Director of People and Organisational Development presented the gender pay gap report.</p> <p>For the May meeting, the Board received a clinical presentation on haematology, and information on CNST (Clinical Negligence Scheme for Trusts) compliance for maternity, with detail on how this is going to be maintained.</p> <p>The Council <b>noted</b> the Board Proceedings report.</p>	
8/24	<p><b>8. Verbal Reports from Board Committees</b></p>	
	<p>a) Performance and Finance Committee</p> <p>Caroline Bowden, Public Governor, Colchester, advised that she had attended two meetings, both packed with information from various sections of the hospital. The Chair allows everyone to contribute, and they were both good meetings.</p>	
	<p>b) Quality and Patient Safety Committee</p> <p>Due to governor apologies received, no verbal updates were available.</p>	
	<p>c) People and Organisational Development Committee</p> <p>Helen Rose, Lead Governor, provided detail on behalf of Pride Mukungurutse, stating that it is a good committee to observe with rich conversations. Executives were challenged on issues and provided assurance. Those issues raised were dealt with. Due to the timescale at which papers were circulated there was insufficient time to read through the informaiton.</p> <p>Tim Newton, Public Governor, Ipswich, agreed with the points raised, and highlighted that John Humpston had followed on from Richard Spencer as Chair and had put their own stamp on the committee. Tim also highlighted that the leadership and the structure of the meeting was good and that there had also been positive changes made to the workforce report. The Chair of the committee was governor friendly during and after the meeting, and attendees asked pertinent questions.</p> <p>Sam Glover, Appointed Governor, Essex Healthwatch also noted that the meeting is well run and had been honed and refined.</p>	
	<p>d) Audit and Risk Committee</p> <p>David Guest, Public Governor, Colchester, stated that the meeting is superbly</p>	

	<p>chaired by Mike Millar, and well run. David provided further detail around those subjects covered including the timeliness of the annual accounts and the fact that the meeting also includes internal audit and the risk framework review.</p>	
	<p>e) Charitable Funds Committee Peter Coleman advised that the Committee continues to manage the charitable funds effectively, with matters around finances, the plan for the charity, audit report and investment all covered. The business cases that are presented are always subject to discussion. The Committee is well run.</p>	
9/24	<p><b>9. Report from Lead Governor</b> Helen Rose, Lead Governor, provided her report which included detail of a Lead Governor meeting with other Trusts in the local area. The potential for the Trust to have a Deputy Lead Governor had been discussed and Helen hoped that further discussions would take place at ESNEFT as we are one of only two Trusts not to have a deputy in place. The Trust Secretary advised that she had surveyed the Company Secretaries Network to seek further information on how this was operating elsewhere.</p> <p>Informal meetings are now taking place with the Chair, the Senior Independent Director and the Lead Governor to discuss a range of matters. This includes discussions around the Chair's appraisal.</p> <p>Helen advised that governors continue to attend Board meetings to see Non-Executive Directors in their roles. In addition, the Lead Governor recently attended an Accessible3 Information Group, as well as a meeting regarding PLACE visits and further detail about these was provided. It was recommended that these could be used as a way for new governors to find out more about the hospital.</p> <p>A meeting had also taken place between the Lead Governor, the Trust Chair and Trust Secretary to discuss the format of the upcoming Council induction.</p> <p>The Council <b>noted</b> the report from the Lead Governor.</p>	
10/24	<p><b>10. Council of Governors Elections</b> The Trust Secretary introduced the report on elections which had concluded in the previous week. The results for each constituency were provided and the Trust Secretary had held positive calls with those successful, all of whom seemed pleased to be joining the Council. She would be meeting with each new governor and writing to them, the induction process has been improved, as referenced by the Lead Governor, and there will be an event taking place on 9 July. The election outcome will be published on the Trust website during the week.</p> <p>The Trust Secretary highlighted that four vacancies remain despite the extensive work undertaken to secure maximum nominations. This was disappointing, and further consideration will be required to review whether another election would be prudent given the costs associated, and what would be different and enable additional members of the public to put themselves forward. The Trust could reconsider the boundaries of the constituencies given that there were a higher number of nominations compared to seats in some constituencies, and therefore some local people were not successful despite their interest.</p> <p>The Trust Chair acknowledged the point around the constituencies, and whether it would make sense to have single constituencies for Essex and for Suffolk.</p> <p>Tim Newton, Public Governor, Ipswich, raised some concerns with regard to the potential amalgamation of constituencies given the differences between Ipswich and Rural Suffolk, and that this could reduce representation of different communities. It was acknowledged that there were concerns with regard to quoracy at meetings. The Trust Secretary responded on the detail, and a candidate who</p>	

	<p>judged themselves to be within the Ipswich constituency, was moved to Rest of Suffolk during validation.</p> <p>The Committee <b>noted</b> the report.</p>	
11/24	<p><b>11. Committee Appointments: Interim arrangement</b></p> <p>The Trust Secretary sought approval for an interim arrangement for Committees, with the induction process including a request for preferences from new governors. Interim arrangements would enable committees to continue and would be in place until further conversations have taken place.</p> <p>The Council <b>approved</b> the Committee Appointments: Interim Arrangement.</p>	
12/24	<p><b>12. Annual Review of Effectiveness</b></p> <p>The Trust Secretary introduced the report, highlighting that the annual review of effectiveness is part of good practice, and that the process for this had just taken place with the Board Assurance Committees. Views from those long-standing Governors would be welcome.</p> <p>This would be reported to a future Council meeting, with revised terms of reference.</p> <p>The Council <b>approved</b> the Annual Review of Effectiveness.</p>	
<b>Appointments and Performance</b>		
13/24	There were no items for consideration.	
<b>Membership and engagement</b>		
14/24	<p><b>13. Membership and Engagement Working Group Update</b></p> <p>The Chair of the Working Group, Martin Nixon, provided detail of the most recent meeting. The next meeting is currently scheduled for the first week of August.</p> <p>The Trust Chair highlighted that the group is an important part of the role of the Council, which could be emphasised at the upcoming induction event. The Lead Governor suggested that further discussions need to take place regarding how governors are engaging with the local community and that an informal face to face meeting of the working group may be beneficial.</p> <p>The Trust Secretary advised that the Membership and Engagement Plan was approved by the Council in September 2023. There had been positive discussions regarding the Ask 3 questions element, and further conversations regarding how the Trust can support governors with engagement were required to ensure progress was made.</p> <p>John Alborough, Public Governor, Rest of Suffolk, commented that he hoped governors feel that they can put themselves forward for voluntary activities, as this provided an opportunity to provide a view of the hospital, and there are a range of activities that can provide assistance. The Trust Chair highlighted her recent attendance at an afternoon tea with volunteers and Long Service Awards, and noted the large number of volunteers who give their time to the Trust.</p> <p>Allison Weston, Staff Governor, questioned whether it may be useful for public or appointed governors to meet with a staff governor and spend some time with them understanding their role.</p> <p>The Council <b>noted</b> the Membership and Engagement Working Group Update.</p>	
15/24	<p><b>14. Governor Activities Update</b></p> <p>Elizabeth Smith, Public Governor, Rest of Essex, echoed the comments made by John Alborough. She had provided feedback on the recent 15 steps visit undertaken at the Colchester mortuary. The viewing room was not as nice as Ipswich and</p>	

	<p>subsequently changes had been made This was a good example of how governors can be involved. PLACE visits were also highlighted. As her term of office comes to an end Elizabeth had signed up to volunteer for the Trust.</p> <p>Caroline Bowden provided further detail of a recent visit to the children’s department, and noted that following the visit, Hussien Khatib would be looking further into the time taken for autism diagnosis. Caroline added that staff in the department were cheerful and welcoming, and she was impressed with the department.</p> <p>Peter Coleman informed the Council that they had joined the lived experience group of the Suffolk Mental Health collaborative and raised a question around the mental health strategy for the Trust. The Chief Executive highlighted that the Trust has mental health first aiders in place. The Trust Chair suggested that an update be provided to Peter Coleman to support that work. There is also work underway to plan a visit between the Non-Executives of the Norfolk and Suffolk NHS Foundation Trust and ESNEFT to include Woodlands at Ipswich Hospital.</p>	<b>JB</b>
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**Briefing**

16/24	<p><b>15. Patient Experience</b></p> <p>The Council received a presentation from Tammy Shepherd, Head of Patient Experience, Sas Lynch, Patient Experience Engagement Officer, and Yvonne Bathgate, Project Coordinator. This provided further detail on what the Trust has done to improve those services delivered to patients and included the following information:</p> <ul style="list-style-type: none"> <li>- All patient experience documents are now available in easy read.</li> <li>- Patient representatives are working with teams to redesign services such as the Rosemary suite at Colchester Hospital, Endoscopy, Facilities Management Services, Transformation and Time Matters.</li> <li>- The patient property box pilot, as well as the patient and carer co-production strategy for 2023-27 and the 15 Steps programme.</li> </ul> <p>Further work that is underway includes:</p> <ul style="list-style-type: none"> <li>- The Patient Experience Team looking to work more closely with volunteers to support patients, carers and loved ones.</li> <li>- The introduction of the new Patient Experience, Coproduction and Carers Council meeting.</li> <li>- Improved access to patient information, working towards accessible information for all.</li> <li>- Patient representatives involved with policies, projects and strategies.</li> <li>- A listening event in the Emergency Assessment Unit, Emergency Department and Urgent Treatment Centre.</li> <li>- Mystery shoppers</li> <li>- Continuation of the 15 steps programme.</li> <li>- A new patient and carers centre being operational by the end of 2024 to ensure all patients and their loved ones have a safe environment to discuss their concerns or provide feedback.</li> <li>- Continuing to collaborate and listen to patient panel members, being involved in future service design and projects.</li> </ul> <p>The Chair thanked those presenting and the detail provided.</p> <p>The Council <b>noted</b> the Patient Experience presentation.</p>	
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**Public Questions**

17/24	<p><b>16. Questions from members of the public present</b></p> <p>Jane Dabbs raised a question regarding their concerns about the potential outsourcing taking place at Colchester Hospital, and how this links with the ambitions and responsibilities of the Trust with regard to the provision of quality services for the local population alongside equality, diversity and inclusion. Further points were raised regarding the patient experience and cleanliness, alongside</p>	
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	<p>likelihood of hospital acquired infections.</p> <p>The Trust Chair thanked Jane Dabbs for the comments received and stated that the Trust had not made a decision as yet regarding outsourcing of services. A discussion with governors would take place in the near future. The Chief Executive added that with regard to the full business case this would ensure that equality, diversity and inclusion and effective cleaning standards were embedded going forward.</p> <p>Jane Dabbs made a further comment with regards to outsourcing the responsibility, and how a company delivering a service such as this would make a profit and additional concerns regarding standards. The Chief Executive responded that this would not be outsourcing the responsibility of the Trust. The Director of People and Organisational Development stated that as part of this process, staff terms and conditions and social value were all part of the responsibility of an anchor institution such as ESNEFT.</p> <p>Janet Brazier expressed her thanks for the treatment that she and her husband had received from the Trust.</p>	
18/24	<p><b>17. Date of next meeting</b> The next meeting will be held at 2pm on Thursday 26 September 2024, Kesgrave Community Centre.</p>	

Signed ..... Date .....

Name  
Chair

Disclaimer: The minutes do not necessarily reflect the order of business as it was considered.