

Minutes of the Annual Members' Meeting held at 3pm on Wednesday 12 November 2025, Conference Centre, Kesgrave Community Centre, Twelve Acre Approach, Kesgrave, Suffolk, IP5 1JF

Presenters

Mark Millar, Interim Chair
Nick Hulme, Chief Executive
Catherine Morgan, Chief Nurse
Adrian Marr, Director of Finance and Deputy Chief Executive
Helen Rose, Lead Governor to 31 October 2025
Lauren Filby, Consultant Paediatrician
Mandy Jordan, Associate Director, Charity

Attendees – Board of Directors

George Chalkias, Director of Governance
Mike Gogarty, Non-Executive Director
John Humpston, Non-Executive Director
Karen Livingstone, Associate Non-Executive Director
Karen Lough, Director of Operations - Elective Care
Kate Read, Chief People Officer
Karen Sinnott, Non-Executive Director

Attendees – Council of Governors

David Guest, Interim Lead Governor
Tony Dutch, Public Governor
Paul Gaffney, Public Governor
Sam Glover, Appointed Governor
Verity Jolly, Public Governor
Tim Newton, Public Governor
Shazia Sharif, Staff Governor
Donna Webster, Public Governor

15 further attendees were present.

1. Welcome and Apologies for Absence

Mark Millar, Interim Chair, welcomed attendees to the meeting, the purpose of which was to present the Annual Report and Annual Accounts for 2024/25.

2. Declarations of Interest

There were no declarations.

3. Chair's Address

Mark Millar, the Interim Chair, illustrated the healthcare provided from a variety of locations for c800,000 people, the Trust's strategy and objectives and a focus on the best care and experience for patients. The investments in new facilities were described and the benefits for both patients and staff, some of which were supported by the Trust's charity. This was one of the advantages of the merger enabling national funding and investment. The services provided are not just focussed on the acute hospital sites, and the Board has been keen to develop services for people in the Clacton, Tendring and Jaywick areas as an anchor organisation, ensuring wider engagement with our community. We want staff and volunteers to be proud of their contribution and to work at ESNEFT. In closing his presentation, staff, volunteers, the Board, the previous Chair, the Chief

Executive, at his last Annual Members Meeting, and governors were thanked for supporting the Trust.

4. Annual Report

Chief Executive Nick Hulme reflected the Trust's ambition for its communities and the provision of the best possible healthcare. The Trust's financial success for many years enabled investment in the Epic Electronic Patient Record on 2 October to transform and improve the experience of every patient and member of staff. The benefits, patient and staff feedback were described and. The focus on our staff, their health and wellbeing and the support we provide, the staff networks helping people who have been marginalised in the workplace, and the royal visit were highlighted. At his last Annual Members' Meeting, he reflected on his first meeting 13 years ago, and always being aspirational, not always to save life but every day we give life, with patients waiting for care, for a diagnosis, with an injury, and seeking to support them as illness stops people living the lives they want to live.

5. Quality Account

Catherine Morgan, Chief Nurse, set out how quality is improved and how it is measured as we strive to make a difference and to improve care experience, clinical outcomes and the quality and safety of care. Each year ambitions are set, and we hold ourselves to account to review our performance. Our priority areas over the last year were to keep people in control of their health, making every contact count (MECC), shared decision making to ensure patients are part of decisions about their health, and supporting patients with dementia. For the future, as we don't always get it right and in seeking to standardise care, an Accrediting Care at ESNEFT programme is a focus for our 2025/26 ambitions. We also want to improve care to those at the end of their life and to continue to extend our health inequalities programme and MECC to provide a more holistic approach. The quality improvement approach was described, seeking to resolve the current variation in care, with a Fundamentals of Care Board set up to focus on the root causes to ensure that quality of care is at the heart of everything we do.

6. Annual Accounts

Adrian Marr, Director of Finance and Deputy Chief Executive, provided a summary of the income and expenditure for 2024/25 and the surplus of £3.5m. Since 2018/19 a total of over £20m of surpluses had enabled the success mentioned earlier and c£400m external capital investment to be secured for the benefit of patients. The accounts were unqualified and gave a true and fair view of the financial position, as confirmed by the external auditors Ernst and Young. £22.7m of efficiency savings were made, with all proposals considered through a quality assurance process to confirm there is no harm to patients and to ensure the right decisions are made. A look ahead to further improvements covered an elective endoscopy and training facility at Colchester, Clacton Hospital transformation, a community diagnostic centre in Ipswich and significant investment in clinical equipment. Looking ahead, it is the most challenging position we have seen since the merger, and financially we are currently behind plan. Despite this, confidence was expressed that the plan will be achieved, and the medium-term outlook is positive. Epic brings a range of opportunities, and our infrastructure sets us up well to maximise these.

7. The Council of Governors

Helen Rose, Lead Governor until 31 October 2025, reported on the legal requirement to present the annual report and accounts. There had been no changes to the powers or duties of the Council in this reporting year. Outgoing governors were thanked for their time and effort, and new governors were welcomed. Governors are passionate about the NHS and ESNEFT, their statutory duties were described and the Non-Executive Director appointments made in 2024/25. The publicly elected governors form a majority on the Council as the main conduit with staff and the community, and governors take their role of representing members and the public seriously. The Council meetings, engagement, health talks, department visits and the training provided were described. Over the past year governors have been mindful of the challenges the Trust faces, of the strategic direction, and are grateful for the relationships that had been built. The Trust was thanked for enabling the Council to fulfil its statutory role on behalf of the communities that governors represent.

8. Charity Annual Report 2024/25

Mandy Jordan, Associate Director of the Charity, advised that the official charity of ESNEFT is intrinsically linked with the Trust as the Board acts as corporate trustee. The mission is to raise money to support ESNEFT's ability to enhance the care provided to the people we serve. Using the incredible generosity of local people the charity has made a difference through £2.29m of grants provided. Mandy described the support to neonatal and children's services, those living with cancer, those at the end of life, and for staff and their wellbeing. The partnership work with the Royal Horticultural Society was benefiting both staff and patients and supports our work as an anchor organisation. No NHS money is spent on the charity, and we inspire people to get involved. Over 2,000 requests had been received for support and granting these smaller requests can make a huge difference. The ambition is to share £3.2m this year, and the plans were set out. This included the launch of the Time Garden Appeal on the Ipswich Hospital site. Everyone who had supported the charity was thanked for their continued support.

9. Ipswich Hospital – Child Health Development and the services provided to children and young people

Dr Lauren Filby talked about the responsibility of looking after someone's child and described the new development. Because of the building and the layout, it was not possible to take forward innovative care. Patients and their families were asked to tell us about our services – we didn't have the right facilities – and this was established as the core of the project, ensuring it was future proofed with significant horizon scanning. This supported a crystal-clear vision of how we wanted children and families to feel, that they are important to us. The new build was shown in pictures, with clear zoning, enabling delivery of care from neonatal up to 16 years old, and support to their families. The £1m charity money provided the extras, with schools coming up with fantastic design ideas which were incorporated in the garden. Management of viruses was also included in the design, and the provision of high dependency care.

A large proportion of our patients have mental health difficulties, and an area is available including a sanctuary room. We have had to use far less restraint than previously, and to call on support from our mental health services, and Lauren was very proud to report that. A relentless approach over a number of years had enabled this development, providing a clear vision that speaks to your patients, the Board and the public. The three shifts in the 10-year health plan – digital, community and preventative care – were referenced and how these are being taken forward to make real change across our communities. Donors were thanked for their support to enable the department to be built.

A member of the public reflected on what a fantastic improvement this was to the service provided. The Chief Executive thanked Lauren for her resilience and determination on behalf of the Board.

10. Public questions and answers

There were no questions.

9. Any Other Urgent Business

There was no further business.

10. Meeting Close

The Chair thanked everyone for attending.

The meeting closed at 4.45pm.

Minutes of the meeting approved at Council of Governors held on 10 December 2025. TBC