

**MINUTES OF THE ANNUAL MEMBERS MEETING OF
SUSSEX COMMUNITY NHS FOUNDATION TRUST**

11 SEPTEMBER 2019

Clair Hall, Perrymount Road, Haywards Heath, RH16 3DN

Present	
Peter Horn	Trust Chair
Siobhan Melia	Chief Executive
Mike Jennings	Director of Finance and Estates (DoF)
Susan Marshall	Chief Nurse
Sara Lightowlers	Medical Director
David Parfitt	Non-Executive Director
Elizabeth Woodman	Non-Executive Director
Stephen Lightfoot	Non-Executive Director
Maggie Ioannou	Non-Executive Director
Janice Needham	Non-Executive Director
Kate Pilcher	Director of Operations
Caroline Haynes	Director of HR and OD
Diarmaid Crean	Chief Digital and Technology Officer
Zoe Smith	Trust Secretary
Paul Somerville	Senior Communications Manager
David McGill	Lead and Public Governor
Tara Dean	Appointed Governor
Joy Dennis	Appointed Governor
Elaine Foster-Page	Appointed Governor
Colin Lyall	Appointed Governor
Rob Persey	Appointed Governor
Grainne Saunders	Appointed Governor
Lilian Bold	Public Governor
Martin Ensom	Public Governor
Christine Hearn	Public Governor
Richard Norrie	Public Governor
Martin Osment	Public Governor
Stan Pearce	Public Governor
Jane Richardson	Public Governor
Tim Sayers	Public Governor
Anne Walder	Public Governor
Ngairé Cox	Staff Governor
Richard Gorf	Staff Governor
Anita Sturdey	Staff Governor
Emma Swarbrick	Staff Governor
In Attendance	
Members of the public and stakeholders	
AMM19/001	Welcome, apologies, declaration of interest
	The Chair welcomed members of the Council of Governors, Trust Board member and guests. No apologies were received. There were no declarations of interest.
AMM19/002	Minutes of the previous meeting 18 September 2018
	The draft minutes of the Annual Members Meeting held on 18 September 2018 were held as a true

	and accurate record.
AMM19/003	Matters arising
	There were no matters arising from the previous meeting.
AMM19/004	Annual Report, Accounts and Quality Report 2018-2019
	<p>Siobhan Melia, Chief Executive, introduced the Annual Report with a summary of the year in numbers noting the Trust's strong quality of care and staff experience statistics.</p> <p>Although Sussex Community NHS Foundation Trust (SCFT) is a large and complex organisation, 97% of patients said they were likely to recommend its services and 98% of patients had been treated within 18 weeks of referral.</p> <p>In relation to staff, there had been a significant improvement in the flu vaccination rate with over 75% of staff having been vaccinated. Over 150 colleagues had attended the Leadership Conference and apprenticeships were proving successful. Staff networks were a particular source of pride and supported staff in bringing their whole selves to work. There had been a record number of nominations for the year's staff awards and an unprecedented response to the staff survey. 69% of SCFT staff would recommend the Trust as a place to work, compared to a national average of 59%.</p> <p>2018/19 had been a pivotal year for the 'Be the Change' initiative, delivered in partnership with Love Local Jobs, supporting students who may have become disengaged with school or lacked confidence in their own abilities. SCFT staff mentors would be sharing their experiences later in the meeting.</p> <p>Particular successes in the past year were highlighted including the highest rate of flu vaccination in the region, the award of the £1.2m annual contract to provide school and community immunisation services across Sussex and the Trust's achievement of Cyber Essentials accreditation. Other highlights had included the NHS70 showcase, the sell-out staff awards and ball and the Trust's application for Stonewall accreditation in relation to workplace equality and diversity.</p> <p>The award of Best Educational Programme for the NHS at the HSJ Partnership Awards for the Putting Patients in Control of Decision-Making project marked a paradigm shift in relation to MSK and SCFT had been one of only five NHS trusts to win national Flu Fighter Award for the #ProtectingTogether campaign.</p> <p>Mike Jennings, Chief Financial Officer, presented highlights of the Annual Accounts for 2018/19. The Trust had achieved its control total in 2018/19, making it eligible for Provider Sustainability Funding. This had enabled investment in infrastructure and digital to improve both services to patients and the working lives of staff. In addition, the Trust had achieved efficiencies of just over £9m, as well as gaining additional income from new services including funding from West Sussex County Council for work to reduce the risk of falls and the expansion of the school and community immunisation service as previously mentioned. No new loans had been taken out during the year.</p> <p>The Provider Sustainability Funding (PSF) recognised the Trust's strong financial performance. More PSF had been received than initially allocated and further announcements would be made about the Trust's plans to invest this in improving the quality of its services and infrastructure.</p> <p>Major achievements over the year had included the Care without Carbon initiative, reflecting the Trust's aspiration to deliver healthcare in a way which is sustainable both environmentally and financially, and the launch of Sussex Primary Care Limited, a wholly-owned subsidiary of Sussex Community NHS Foundation Trust. Sussex Primary Care was looking to support GPs in Sussex</p>

	<p>to continue providing the best possible primary care.</p> <p>Susan Marshall, Chief Nurse, presented the Quality Report highlighting the Trust's quality improvements in 2018/19, noting that the examples given were just the tip of the iceberg in terms of the improvements delivered by SCFT staff on a day-to-day basis through the Trust's quality improvement approach.</p> <p>Despite an increase in complex patients and diabetes, there had been a significant reduction in the insulin administration incident rate. A standardised approach to pain management had been introduced to enable patients' pain to be better managed and an audit had shown better utilisation of the pain assessment tool.</p> <p>It was noted that SCFT had been the first community trust to achieve the Investors in Volunteers award.</p> <p>Fair and equitable service provision for mental health continued to be an area of focus. A shared care approach with specialist mental health input had worked well in in-patient units, Minor Injury Units and the Urgent Treatment Centre for patients in mental health crisis. However, skills development was needed to enable more staff across the Trust to work effectively with patients with dementia.</p> <p>Quality improvement goals for 2019/20 included the implementation of shared learning following a Serious Incident (SI) investigation through the Patient Safety Leads, utilising the Children and Young People's Safety Thermometer to enable the appropriate level of care and following the national frailty pathway and other research evidence to enhance care for the local elderly population working with partners locally to prevent admissions and promote self-management. There would also be a focus on increasing patient feedback, not just through the Friends and Family Test but also other local surveys and other initiatives.</p> <p>A key five year achievement had been the reduction in avoidable harm by 56.5% since 2014. This was in excess of the 50% expectation believed to be a stretch target at the time it was set. There had been particular achievements in the reduction of pressure damage, falls and medication errors and staff had been thanked by the Chief Nurse using #ProudofEachandEveryoneofYou.</p> <p>There were two questions from members.</p> <ul style="list-style-type: none"> • Mike Jennings responded to a question regarding the relationship between Sussex Primary Care and CCGs stating that Sussex Primary Care had been created for GPs who want a different business model to the usual GP partnership working under contract with the CCG. This new model will help promote resilience in primary care and looks to join up primary and community services in a more integrated approach. • Susan Marshall responded to a question about Dementia Care training for the public confirming that there was some training available through Carers Support and the Living Well Programme (formerly Expert Patient Programme) but it was not ordinarily provided by the Trust for members of the public. Easy read written guides were available and the Trust would consider training for the public going forward. <p>The Chair thanked members for their questions.</p>
<p>AMM19/005</p>	<p>Lead Governors' Report</p>
	<p>David McGill presented the Lead Governors report, noting that the role was still developing with the Trust only having had Foundation Trust (FT) status for just over three years.</p> <p>There had recently been some changes in governors with newly appointed governors for volunteers and for children and young people. David reported that while he had been delighted at his own reappointment, he had been disappointed by the lack of other candidates. He noted the need for governors to have both a listening role within the Trust and a champion role externally</p>

	<p>and the need to undertake both informal and formal interactions. Governors needed to be switched on to national developments and, above all, to act with integrity.</p> <p>David remarked on the positive interaction between governors and the Trust's staff networks and the general level of governor involvement in Trust Groups. He asked those present to encourage their friends to become members as a way of showing support for the Trust.</p> <p>A key part of the governor's role was in helping to shape the future and governors were actively listening and feeding in local views on the Brighton General Hospital redevelopment and championing the project locally as well as being involved in discussions around Midhurst Community Hospital. In addition to this, links were being forged with other FT governors across Sussex and consideration was being given as to how to work better together.</p>
AMM19/006	Be the Change - experiences shared from staff
	<p>The Chair introduced 'Be the Change', a programme delivered in partnership with Love Local Jobs for Year 9/10 students who had become disengaged at school or who were lacking in confidence. With mentoring from SCFT staff, the programme aimed to help these students to identify and overcome barriers to success. Two cohorts had been supported to date and there were 18 students signed up to cohort three.</p> <p>Present at the meeting from Be the Change/LoveLocalJobs.com were Paul Scrivens, Nastassija Kolakovic and Katie Cabbage. Also present were three members of SCFT staff (Lee Balcombe, Laura Rogers and Michelle Asbury) who had acted as mentors on the programme and who shared their reflections, recommending mentoring to other members of SCFT staff and thanking the Trust for the opportunity to participate.</p> <p>The SCFT mentors praised the courage and articulateness of the teens on the programme. For the mentors, 'Be the Change' had provided a different lens with which to look at colleagues; encouraging them to see the 'whole person'. The mentors had been taken out of their comfort zone and had found it emotional to hear about the often challenging circumstances which had led to disengagement. The students needed support to overcome constraints. Kindness and compassion from the mentors helped them to make better choices and build resilience and even the fact of being nominated for the programme made the young people feel more valued.</p> <p>For the next cohort, there could be more thought given to the various paths to change that Trust staff could demonstrate. There might also be potential for young people on the programme to look to pursue apprenticeships with SCFT.</p>
AMM19/007	Questions from the Floor
	<p>The Chair encouraged questions from the floor.</p> <ul style="list-style-type: none"> • Siobhan Melia responded to the first question about what happens after the Be the Change programme, noting that although the SCFT mentors have offered to stay in touch with the young people this has not been pursued by the school. Paul Scrivens, Commercial Director, LoveLocalJobs.com, added that the programme also tries to create continuity by inviting back previous participants in Year 10. There would be more formal evaluation of the Be the Change programme by Love Local Jobs which could be shared with the Trust. • In response to a question about the relationship between the programme and the school. Members heard that Crawley schools are now four years into the programme and so have some experience nominating the student participants according to guidance provided. • Answering a question about the availability of similar programmes for older young people, Paul Scrivens, Commercial Director, LoveLocalJobs.com confirmed that the Love Local Jobs Foundation which runs Be the Change also has 33 Sussex students on its Take the Lead programme and is launching a Dare to Dream programme facilitating engagement with a broader cross section of young people in schools. There was however nothing yet

	<p>designed for young people in their early 20s.</p> <p>Siobhan Melia reflected on how the partnership between SCFT and Be the Change had been born informally but had done great things. She had been inspired by the feedback from the mentors and was really proud of what had been achieved. She thanked the mentors for their time and commitment and Love Local Jobs for being great partners, and looked forward to the next phase of the programme.</p> <p>The Chair echoed Siobhan's pride in the programme and thanks to the SCFT mentors and closed the 2019 Annual Members Meeting at 18.43.</p>
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