

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

**9 SEPTEMBER 2020**

**15:30 – 17:00**

**Microsoft Teams**

<b>Present</b>	
Peter Horn (PH)	Trust Chair
Siobhan Melia (SM)	Chief Executive
Diarmaid Crean (DC)	Chief Digital and Technology Officer
Caroline Haynes (CH)	Director of Human Resources and Organisational Development
Mike Jennings (MJ)	Chief Financial Officer
Donna Lamb (DL)	Chief Nurse
Sara Lightowlers (SL)	Medical Director
Kate Pilcher (KP)	Chief Operating Officer
Maggie Ioannou (MI)	Non-Executive Director
Stephen Lightfoot (SLi)	Non-Executive Director
Janice Needham (JN)	Non-Executive Director
David Parfitt (DP)	Non-Executive Director
Elizabeth Woodman (EW)	Non-Executive Director
Zoe Smith (ZS)	Trust Secretary
Paul Somerville (PS)	Deputy Trust Secretary
Rosie Hemming (RH)	Community Fundraising Manager
Kathryn Howell (KH)	Executive Assistant
David McGill (DMG)	Lead and Public Governor
Martin Ensom (ME)	Deputy Lead and Public Governor
Ann Barlow (AB)	Appointed Governor
Tara Dean (TD)	Appointed Governor
Joy Dennis (JD)	Appointed Governor
Pennie Ford (PF)	Appointed Governor
Elaine Foster-Page (EFP)	Appointed Governor
Rob Persey (RP)	Appointed Governor
Grainne Saunders (GS)	Appointed Governor
Janet Baah (JB)	Public Governor
Stella Benson (SB)	Public Governor
Lilian Bold (LB)	Public Governor
Christine Hearn (CH)	Public Governor
Richard Norrie (RN)	Public Governor
Martin Osment (MO)	Public Governor
Anne Walder (AW)	Public Governor
Ngaire Cox (NC)	Staff Governor
Jessica Poulton (JP)	Staff Governor
Griselda Wireko-Brobby (GWB)	Staff Governor
<b>Apologies</b>	
Jacob Bayliss	Appointed Governor
Caroline Costello	Public Governor
Stan Pearce	Public Governor
Tanya Procter	Public Governor
Anita Sturdey	Staff Governor
Emma Swarbrick	Staff Governor
<b>In attendance via the live stream</b>	
Members of the public, staff and stakeholders	

<b>AMM20/001</b>	<b>Welcome, apologies, declaration of interest</b>
	The Chair welcomed members of the Council of Governors, Trust Board, members, staff and guests. Apologies are noted on page 1. There were no declarations of interest.
<b>AMM20/002</b>	<b>Minutes of the previous meeting 11 September 2019</b>
	The draft minutes of the Annual Members Meeting held on 11 September 2019 were held as a true and accurate record.
<b>AMM20/003</b>	<b>Matters arising</b>
	There were no matters arising from the previous meeting.
<b>AMM20/004</b>	<b>Annual Report and Accounts 2019-2020</b>
	<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, 96% of patients said they were likely to recommend its services and 97% of patients had been treated within 18 weeks of referral.</p> <p>In relation to staff, 71% would recommend the Trust as a place to work compared with 69% in 2018, and 79% would recommend the care the Trust provides to their family and friends. It was noted that the Trust is a growing organisation and now has more than 5,700 substantive and temporary staff.</p> <p>The outstanding efforts of everyone's response to the COVID-19 pandemic was recognised. A heartfelt 'thank you' went to all colleagues who skills, commitment and care makes such a positive difference to local communities across Sussex.</p> <p>The Trust's response to the pandemic was provided. It included the role of the 320 community beds, the people who had been caring for patients with COVID-19 and a team of 16 redeployed nurses who worked with the local ambulance service to provide COVID-19 testing for frail and vulnerable people at home or in residential and nursing homes.</p> <p>A summary infographic was provided highlighting the impact of the workforce response to COVID-19. It included 483 staff who were redeployed over a seven-week period, over 14,800 attendances on e-learning training sessions were undertaken with 34 new training videos created. Three helplines were set up and the Human Resources Advice line received over 240 calls. Over 100 colleagues attended a virtual drop-in session for black, Asian and ethnic minority (BAME) staff.</p> <p>Many achievements were highlighted including the launch of the Workforce Strategy. The strategy focuses on nurturing and developing people so that they can thrive and to ensure that the Trust is a great place to work. There has been a real focus on celebrating diversity across the Trust. The Staff Networks continue to develop. They organised a range of inclusive events including Black History Month, Disability Pride, Gay Prides and a cathedral service at Christmas in Chichester for people of all religions and beliefs.</p> <p>Staff Survey results in 2019 have continued to improve. 66% of staff (3,145 people) had their say which is an increase of 9% in 2018. 79% feel able to make suggestions to improve the work of</p>

	<p>their teams. The overall staff engagement score has increased since last year from 7.2 to 7.3 against a national backdrop where this score has been decreasing. The Trust has the joint top score in Sussex along with an acute provider that has been a leader for some time.</p> <p>Siobhan concluded that 2020-21 will have a continued focus on the pandemic. The wellbeing of staff will continue to be a top priority, as well as restoring access to clinical services with patient safety and experience at its heart. Also, embedding and sustaining long lasting improvements and innovation, including the adoption of digital approaches, will be key.</p> <p>Mike Jennings, Chief Financial Officer, presented highlights of the Annual Accounts for 2019-20. The Trust had achieved its control total surplus of £2.333 million. Making a surplus is important as it enables the Trust to invest in improving the quality of its services and its infrastructure. £6.6 million capital investment was made in the year, including £3.7 million digital investment, to improve services. In addition, the Trust had achieved efficiencies of £8.738 million, as well as gaining additional income for a range of new and developing services to the value of £2.877 million, demonstrating confidence in the Trust with its commissioners.</p> <p>At last year's Annual Members' Meeting the Council of Governors asked a question to see if there were a small number of metrics that the Trust could provide to give a high-level overview of performance. Mike presented seven Key Performance Metrics (KPIs) across its services with target, actual and variance figures to provide assurance.</p> <p>Donna Lamb, Chief Nurse, presented information about how the Trust had managed quality during the pandemic. Donna said that a lot of the work had already been put in place when she joined the Trust in early June and this was down to the collective hard work of the Executive Team, the outgoing Chief Nurse and other teams involved. The pandemic is unprecedented but the Trust had an emergency planning framework in place which had been tested. An Incident Management Control approach was put in place with a clear framework to deliver safe care. It included silver and gold command with access to Executive Directors, as well as a Sussex-wide system approach which included the management of Personal Protective Equipment (PPE) to all services. It was also noted the importance to be flexible and to work in different ways, and to provide clarity of communication to staff, patients and the public.</p> <p>Donna shared how different patients and services were prioritised to meet the needs during the height of the pandemic, including redeploying staff and delivering services in different ways to create capacity to respond. High standards of Infection Prevention and Control will ensure safe, effective care throughout the pandemic and for the future.</p> <p>Assurance was provided that patient safety and experience continues to be prioritised with data collection and review for exceptions across Sussex and internally within the Trust. Donna concluded by providing reflections, including how the pandemic had affected many lives, how impressed she has been in the Trust's response to manage the crisis with care and compassion, and effective partnership and team working.</p> <p>Peter thanked Siobhan, Mike and Donna for their presentations and invited questions.</p> <p>Rob Persey said the presentations were informative and encouraging, and that there was still a lot to do, especially as COVID-19 will be around for some time.</p> <p>Maggie Ioannou said it was timely to stop and reflect, and that the focus on staff wellbeing will be crucial going forward, especially as the Trust supports its staff as the pandemic sustains over the longer-term.</p>
<b>AMM20/005</b>	<b>Lead Governors' Report</b>
	<p>David McGill presented the Lead Governors report, stating how pleased and proud he was of the work of the Trust in the past few months, and that he was proud to be a governor.</p> <p>David commented on the development of the Council during the last year and the increased diversity as the Council is now made up of 28 governors across Sussex.</p>

	<p>David encouraged more people to get involved and join as a member. The new three-year Membership and Engagement Strategy was approved by the Council and Board during the summer and work had already started to deliver against the three objectives.</p> <p>David said that he will be standing down as Lead Governor when his term comes to an end at the end of January 2021. He said he will have served four years by then and felt that it was appropriate to hand over the baton to another governor to build on recent developments. David confirmed that the Council of Governors will be communicated with shortly about the Lead Governor role and that governors could contact him, Peter or Paul directly if they had any questions or would welcome a discussion about the role.</p> <p>Peter thanked David for all his efforts and work with the Council as Lead Governor and confirmed that David will remain on the Council of Governors under his separate term as Public Governor for Arun.</p>
<b>AMM20/006</b>	<p><b>Sussex Community NHS Foundation Trust Charitable Funds – development of the Trust’s charity</b></p> <p>Peter introduced Janice Needham, Non-Executive Director and Chair of the Charitable Funds Committee, and Rosie Hemming, Community Fundraising Manager, to give a presentation about the work of the Trust’s charity.</p> <p>2020 marks 25 years since the charity was established. Over the last quarter of a century, the charity has provided grants to NHS staff to pay for upgrades and improvements to facilities that have benefitted both teams and patients, thanks to generous legacies and cash donations.</p> <p>Despite existing for 25 years, the Trust has never fundraised or publicly promoted the charity, so at the end of 2019, the Trust appointed a Community Fundraising Manager, Rosie, to engage with local communities. Since the pandemic, community fundraising and the donation of vital funds has significantly gathered pace.</p> <p>Janice started by sharing the purpose of the charity, confirming that it is in addition to NHS core funding and the that the aims are to enhance the experience and care for patients and the local community, and to improve the health and wellbeing of staff.</p> <p>Since April almost £230,000 has been raised through:</p> <ul style="list-style-type: none"> <li>• Community gifts in kind e.g. donated Easter eggs, fresh fruit juice from Starbucks, Salvation Army visiting Trust sites and providing lunch to staff etc.</li> <li>• Community fundraising e.g. sponsored walks and over 750 donations received.</li> <li>• NHS Charities Together who have granted £120,000.</li> </ul> <p>Some of the money from NHS Charities Together had already been spent on improving the health and wellbeing of staff including:</p> <ul style="list-style-type: none"> <li>• Every member of staff received a ‘Thank you’ bag which included a number of items such as a reusable water bottle, Nivea cream, lip balm etc.</li> <li>• International Nurses Day was celebrated with cake.</li> <li>• A new COVID-19 Urgent Response Fund had been set up where teams are encouraged to submit an application to improve and support the wellbeing of their team and/or patients. Requests for funding can be up to £5,000 and over £41,000 had been granted so far including Makaton training and standing desks for staff, multi-faith packs and patient activities to reduce isolation.</li> </ul> <p>Janice said the response to the pandemic had reinforced the work to build local relationships within the community. The presentation concluded by emphasising the continuing need to raise funds for the charity and provided information on how people can make contact with Rosie about a fundraising idea or how to make a donation to the charity.</p> <p>Peter thanked Janice and Rosie for their presentation and invited final questions/reflections.</p> <p>David McGill asked if items gifted had been shared fairly across the Trust. Rosie confirmed that all</p>

	<p>gifts donated where managed centrally and their dispatch was coordinated to ensure teams received items fairly.</p> <p>Peter thanked all presenters and people who asked questions or provided their reflections. The meeting closed.</p>
--	--