

Summary report of the meeting of the Board of Directors held on Friday 5 July 2013

This report presents a brief summary of the issues discussed at the July 2013 meeting of Liverpool Women's NHS Foundation Trust Board of Directors. Its meeting was held in two parts, the first part in private and the second part in public. The formal minutes of the meeting held in public will be issued with the agenda for the Board's next meeting in October 2013.

A copy of the agenda and supporting reports for this meeting is available on the Trust's website.

1. Patient story

The Board listened to the story of a patient in the Trust's care. It focused on the administrative and clerical aspects of the patient's journey and the difficulties she had experienced in respect of appointment scheduling and investigation and treatment reports. The patient had described her clinical care as excellent but had felt let down by some of the processes which supported it. A range of measures were in place to address the issues described by the patient.

2. Infection Prevention and Control Annual Report 2012/13

Dr Tim Neal, the Trust's Director of Infection Prevention and Control, presented the Trust's annual report for 2012/13. It reported that there had been no MRSA bacteraemias at the Trust for the third consecutive year, there had been no major outbreaks of infection and the Trust was compliant with standards relating to MRSA elective and emergency screening. Work in respect of wound surveillance had been less successful however and a plan of action was in place to improve this without delay.

The infection prevention and control team had completed 154 audits but the ward audit process needed to be improved.

The infection prevention and control annual report will be published shortly on the Trust's website.

3. Complaints, Litigation, Incidents and Patient Advice & Liaison Service (PALS) reports for Q3 and Q4

The Board received details of complaints, litigation, incidents and PALS contacts for the period October – December 2012 (Q3) and January – March 2013 (Q4). There had been an increase in complaints about the Trust's maternity services between Qs 3 and 4 though analysis had not revealed any trends. Medication errors and incidents had reduced as had complaints about communication and perceptions of unprofessional behaviour.

4. Staff pulse survey

The findings of the first quarter (April – June 2013) of the staff pulse survey were received. The survey was an in-house tool to seek and respond to staff views and was in addition to the national annual staff survey. It reflected the Trust's values and was modelled on the national survey.

Some 40% of staff had completed the survey in Q1. From a maximum score of 5 the overall engagement score was just above 3. The question which asked staff how likely they were to recommend the Trust for care and treatment was 3.82. The majority of respondents indicated their belief that patient care was the Trust's priority, that they knew how to make a difference and that they were trusted to do their job. However not all respondents felt the Trust always learned from mistakes, and nor did they always feel proud of the standard of care they felt able to offer.

The survey results would be considered alongside patient feedback, and displayed in ward areas.

The Board welcomed the continued focus on staff views facilitated by the Introduction of Pulse surveys and noted the ongoing efforts of the Executive in trying to understand and address the issues raised.

5. Compromise Agreements

A report in respect of Compromise Agreements (CA) was received. The Trust had signed three CAs in the previous year. It was noted that they were used in rare circumstances and did not in any way act as a gag to the staff concerned.

The Board confirmed its satisfaction that the Trust's processes with respect to contracts of employment and CAs were commensurate with the requirements of the Public Interest Disclosure Act 1998 and subsequent guidance.

6. Financial plan update 2013/14, 2014/15 and 2015/16

The Board learned that the Trust's level of expenditure was currently greater than its income and Directors were reminded that the approved cost improvement programme (CIP) was £3.5m in 2012/13, £6m in 2014/15 and £4m in 2015/16. A wide range of CIP projects were either in place or were being developed and the Trust's capital programme would be reviewed by the Board's Finance, Performance and Business Development Committee.

7. Performance report

The Board received details of the Trust's service and financial performance as at May 2013. There had been a number of breaches of cancer targets which had been the subject of detailed analysis and now underwent enhanced weekly scrutiny. Income recovery in maternity services was of concern and the number of births for the first quarter of the financial year was lower than projected. Plans were in place to further market the Trust's services.

8. Risk Management Strategy

The Board approved the Trust's Risk Management and Strategy.

9. Board Register of Interests

A review of interests declared by Board members was undertaken. The Register of Interests is available on the Trust's website.

A note about Liverpool Women's Board of Directors

Liverpool Women's Board of Directors currently comprises six Non-Executive Directors (including the Chair) and five Executive Directors. The Board is responsible for determining the Trust's strategy and business plans, budgets, policy determination, audit and monitoring arrangements, regulations and control arrangements, senior appointment and dismissal arrangements and approval of the Trust's annual report and accounts. It acts in accordance with the requirements of its licence. This is available on Monitor's website at <http://www.monitor-nhsft.gov.uk/>.

Members of the Board are:

<i>Non-Executive Directors</i>	<i>Executive Directors</i>
Mr Ken Morris (Chair)	Mrs Kathy Thomson (Chief Executive)
Mr Allan Bickerstaffe	Mrs Vanessa Harris (Director of Finance)
Mr Steve Burnett (Senior Independent Director)	Mr Jonathan Herod (Medical Director)
Ms Liz Cross (Vice Chair)	Mrs Gail Naylor (Director of Nursing, Midwifery & Operations)
Mr Ian Haythornthwaite	Mrs Michelle Turner (Director of Human Resources & Organisational Development)
Dr Pauleen Lane	

There is currently a vacancy for a Non-Executive Director (NED), to be considered by the Trust's Council of Governors which is responsible for appointing the Chair and NEDs of the Board.

If you have any queries on this summary report, please contact in the first instance Julie McMorran, Trust Secretary, at julie.mcmorran@lwh.nhs.uk / 0151 702 4033.