

## ROYAL DEVON AND EXETER NHS FOUNDATION TRUST ANNUAL MEMBERS MEETING

**Wednesday 29 September 2021**

**Via MS teams**

**17.00 – 19.00**

### MINUTES

<b>BOARD MEMBERS PRESENT:</b>	Mr J Brent	Chairman
	Mrs C Burgoyne	Non-Executive Director
	Mr P Dillon	Vice Chair
	Mrs H Foster	Chief People Officer
	Professor A Harris	Chief Medical Officer
	Mrs A Hibbard	Chief Financial Officer
	Professor J Kay	Senior Independent Director
	Mr S Kirby	Non-Executive Director
	Mr J Palmer	Chief Operating Officer
	Mr A Matthews	Non-Executive Director
	Mrs C Mills	Chief Nursing Officer
	Mr C Tidman	Deputy Chief Executive
	Mrs S Tracey	Chief Executive
<b>APOLOGIES:</b>	Professor B Kent	Non-Executive Director
	Mr K Orford	Non-Executive Director
<b>GOVERNORS PRESENT:</b>	Mrs A Adcock	Mrs J Bush
	Mr J Bradley	Mrs M Checconi
	Miss F Doris	Mr P Flatters
	Miss K Foster	Dr P Foxall
	Mr I Hall	Mrs H Hedicker
	Mrs M Herpoldt-Bright	Mr D Kumar
	Mr S Leepile	Mr B Maskell
	Mrs R Noar	Mrs H Penwarden
	Professor A Shore	Mrs A Shuja
	Mrs B Sweeney	Mr H Wilkins
	Mrs E Witt	
<b>APOLOGIES:</b>	Mr R Biggar	Dr T Ducker
	Mrs C Geddes	Mrs O Goodall
	Mr D Hazell	Mr M Pipe
	Mr T Wilkinson	
<b>IN ATTENDANCE:</b>	Mr R Andrews	KPMG (minutes 01.21-03.21)
	Mr J Chinnock	Stakeholder Communications and Engagement Director
	Mrs M Holley	Director of Governance
	Miss B Coates	Governance Coordinator (minute taker)
	Tim Griffin	British Sign Language interpreters
	Lynn Jordan	British Sign Language interpreters

AGENDA ITEM	MINUTE		ACTION
1.	01.21	<p><b>CHAIRMAN’S WELCOME, APPROVAL OF THE MINUTES OF THE PREVIOUS MEETING</b></p>	
		<p>Mr Brent introduced himself to the meeting and welcomed Trust Members, Governors, Board members and Staff. He said that, like in 2020, the Trust had, as a result of the pandemic, reluctantly taken the decision to host the meeting online but that he looked forward to meeting in person again when it was safe to do so. Mr Brent said that the Annual Members Meeting was an opportunity to provide a clear and honest assessment of the Trust’s performance over the 2020/21 financial year – a year unlike any experienced before. He said the meeting would hear from Suzanne Tracey, Chief Executive, Rob Andrews from KPMG, the Trust’s External Auditors, and from Peta Foxall, the Lead Governor.</p> <p>Mr Brent presented the minutes of the 2020 meeting for approval. There being no amendments to the minutes, they were unanimously approved as accurate.</p> <p>Mr Brent said following a year like no other, he was in awe of how NHS staff and volunteers had worked together to respond to the pandemic and of how amazing local people had been in supporting the NHS to do its very best. On behalf of the Board of Directors, the Council of Governors and communities the Trust served, Mr Brent said he wanted to put on record a huge thank you to everybody who was part of the RD&amp;E team and those that support it. He said the commitment, compassion and flexibility seen was nothing short of extraordinary.</p> <p>Mr Brent said it was very important to take learning from the pandemic. This challenging period had shown the Trust more than ever how crucial it was to recognise and value the incredible work health and care staff do. Mr Brent said the pandemic had shown what was possible by working together as communities. He said there was also huge learning to be taken as a Devon health and care system from how it established the Nightingale Hospital Exeter, which provided care to patients across the county, including North Devon and Torridge. The can-do attitude staff showed in getting things done efficiently and safely redefined the art of the possible.</p> <p>Mr Brent said that the Trust’s response to the pandemic had inevitably meant that its waiting lists were longer than the Trust would like and addressing this is of utmost importance. He added that the Trust had seen a concerning fall in referrals and the Trust continued to work with its partners to ensure people were encouraged to use their health services in the right way and to get any concerning symptoms checked out.</p> <p>Mr Brent said there was also much to be excited about in Devon, with a number of significant opportunities coming along. This included investing in a shared electronic health record from Eastern Devon to Northern Devon, and funding for estates and technology and working together to transform as part of the Devon Integrated Care System. Mr Brent said the proposed integration of the RD&amp;E and Northern Devon Healthcare Trust (NDHT) was a huge part of this and it was recognised that the two Trust would be stronger together.</p> <p>Mr Brent presented an overview of the Board of Directors, including some information as to its role. Noting some changes during 2020/21 and the current financial year, he thanked outgoing Directors Jane Ashman, Chris</p>	

		<p>Bones, Hisham Khalil, Pete Adey and David Thomas and welcomed Bridie Kent, Carole Burgoyne, Kevin Orford, John Palmer, Carolyn Mills and Angela Hibbard. He added that Chris Tidman, the Trust's former Chief Financial Officer, had become Deputy Chief Executive in January 2021. Mr Brent said it was also important for members and the public to be aware of these senior members of staff as they were responsible for the day to day running of the Trust. To support the joint executive team and to provide strong leadership presence at our Northern and Eastern sites, the Trusts had appointed Trust Directors for NDHT and RD&amp;E. For RD&amp;E these were Anthony Hemsley, Medical Director and Tracey Reeves, Director of Nursing. Mr Brent said the appointment process for a new Trust Director of Operations was on-going.</p> <p>Mr Brent finished by saying that it was his last Annual Members Meeting as Chairman as he was stepping down at the end of March 2022. He said he would do so feeling really proud of everything that had been achieved by the Trust. Despite the challenges, Mr Brent said the Trust had the most incredible people working for it and he was optimistic for the future. He said his experience over the last 9 years had been deeply rewarding and he had learned an enormous amount about the NHS but also about what makes a good organisation. Mr Brent said he would continue to watch with huge interest how the future pans out for the RD&amp;E, a truly amazing organisation that he had been proud to be part of.</p> <p>Mr Brent invited Mrs Tracey to present her report.</p>	
2.	02.21	<p><b>PRESENTATION OF THE ANNUAL REPORT AND ACCOUNTS 2020/21</b></p>	
		<p>Mrs Tracey introduced herself to the meeting. As Chief Executive, she said she would provide an overview of some of the highlights of the Trust's work over the previous financial year, its performance and a look ahead. As a membership organisation and as an organisation that uses public money to provide health care services, she said it was important to be able to account for the Trust's work and answer any questions people have.</p> <p>Mrs Tracey provided an overview of the RD&amp;E, the number of staff it employed plus the number of people it provided a full range of health and care services to in Eastern and Mid-Devon. She outlined the Trust's strategic vision and the three corporate objectives that drove its work, underpinned by its set of values.</p> <p>In terms of the key highlights from 2020/21, Mrs Tracey said the year was significantly impacted by the COVID-19 pandemic. In the face of great adversity, innovation thrived, partnerships flourished, and the Trust's staff went above and beyond to ensure the continued safety of their colleagues, patients and local communities. She outlined some of the achievements, including the increase in digital outpatient appointments, the development of a Family Liaison Service and other initiatives to keep patients connected with their friends and family, the building of the Nightingale Hospital Exeter (NHE), the redeployment of hundreds of staff to respond to the pandemic, and a rapid staff testing regime and the unprecedented vaccination programme for our staff and the public. Mrs Tracey said it was also important to note the support put in place for staff and to recognise and celebrate the overwhelming support the Trust had received from its local communities. Mrs Tracey took a moment to thank all her colleagues at the RD&amp;E for their extraordinary commitment,</p>	

	<p>compassion and flexibility over the last year.</p> <p>Mrs Tracey said that, in response to the pandemic, the decision was taken in June 2020 to pause the launch of MY CARE, the Trust's new electronic patient record (EPR) system. The programme resumed in the Autumn and MY CARE went live in October 2020. Following its successful rollout of at the RD&amp;E, in March 2021, approval was received of national funding to rollout the electronic health record from Eastern Devon to Northern Devon as part of the continued partnership and proposed integration of NDHT and RD&amp;E.</p> <p>Mrs Tracey provided an overview of the research and development work undertaken during the year, adding that the pandemic underlined the fundamental role research and clinical trials have in keeping the local communities healthy, safe and well. The Trust had made a significant contribution to research; in total, 6649 participants have been recruited into RD&amp;E trials, and thanks to the hard work of the research and development team, all COVID-19 studies and trials were recruited to.</p> <p>Turning to the proposed integration with NDHT, Mrs Tracey said the two Trusts were given the green light by the Regulators NHS England/NHS Improvement (NHSE/I) in December 2020 to take the next steps towards a formal integration. Work was on-going to develop an Integration Business Case which describes in more detail how the two organisations become a single integrated organisation working across Northern and Eastern Devon for the benefit of both communities. In addition to this, as part of the Trust's further partnership work with other organisations in the NHS, in March 2021, it was announced that NDHT, RD&amp;E and Torbay and South Devon NHS Foundation Trust (TSDFT) had agreed to form a Strategic Alliance (known as South East North Devon (SEND)). Mrs Tracey outlined to the meeting the benefits from partnership working and how this would improve patient care.</p> <p>Mrs Tracey reported on the Annual Care Quality Commission (CQC) NHS Inpatient Survey. The Trust had 659 people respond to the survey on the care experienced during an inpatient stay and it found that 99% of inpatients reported that they were treated with dignity and respect, that they had confidence and trust in nurses and doctors and that they felt well looked after by non-clinical staff. Mrs Tracey said that the impressive findings showed that - even during a pandemic - staff continued to provide high quality, safe care in a compassionate and caring way.</p> <p>Mrs Tracey provided an overview of news highlights during 2020/21 including the Trust's Neo-Natal Unit achieving the UNICEF UK Baby Friendly Initiative Gold award; the launch of a new public website, and the opening of a brand new helipad at Wonford funded by a £1m donation from the HELP Appeal and which meant the helipad could now receive night landings. In terms of the Trust's operational performance, Mrs Tracey said the year had been a significant period of challenge and there had been an inevitable deterioration in performance. In keeping with other NHS providers nationwide, she said it was necessary that available NHS capacity was prioritised for delivery of emergency care, including to those with COVID-19. Due to the need for social distancing and strict infection prevention and control requirements, there was a continued reduction in capacity regardless of the number of COVID-19 patients, with waiting times for both diagnostics and for treatment including elective surgery increasing considerably during the course of the pandemic. In relation to delivery of the 4-hour A&amp;E target, the impact of Coronavirus in</p>	
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3.	03.21	<b>AUDITORS' STATEMENT</b>	

		<p>Mr Andrews from KPMG presented the statement of the Auditors to the meeting. He outlined KPMG's responsibilities as Auditors, the audit highlights and the forward look. The Auditor's responsibilities were to review the Trust's financial statements, to review the Trust's arrangements for achieving value for money, to confirm that the Trust's submission for the production of the whole of government accounts matched the financial statements and confirming that the Trust's Annual Report included all the requirements of the national guidance.</p> <p>Mr Andrews presented the audit highlights, saying that the audit was completed in line with the plan. The scope of the audit was adapted due to COVID-19, the NHE and MY CARE implementation. Mr Andrews confirmed that all deadlines were met and no significant issues raised. In terms of the financial statements, Mr Andrews said an unqualified opinion had been issued. This meant that the Trust's accounts gave a true and fair view of its financial performance. There had been one immaterial adjustment raised on the MY CARE additions and there were three recommendations raised in relation to income processes and IT controls. Mr Andrews said that as Auditors, they selected significant areas of risk to test in detail.</p> <p>Turning to value for money, Mr Andrews outlined the Auditors' responsibilities and said they did not identify any significant weakness with regards to the Trust's arrangements. In terms of the whole of Government accounts, Mr Andrews said that the RD&amp;E was a sampled Trust for 2020/21 which meant additional procedures were completed. An unqualified consistency certificate had been issued, which meant that the Auditors did not identify any inconsistencies. Mr Andrews confirmed that the Trust's Annual Report 2020/21 had been prepared in line with the requirements and the Auditors had not identified any material inconsistencies with its knowledge of the Trust. Mr Andrews added that for 2020/21 there was no requirement for assurance to be provided over information included within the Quality Report as a result of the pandemic.</p> <p>Looking forward, Mr Andrews acknowledged the challenging times and said there was lots of change. Challenge came in the form of management capacity, elective service recovery, the potential merger with NDHT and system sustainability. Mr Andrews said KPMG would adapt its audit approach to reflect this.</p> <p>Mr Brent thanked Mr Andrews for the report. Noting that he had to leave the meeting, he invited questions for Mr Andrews. There being none, Mr Andrews left the meeting.</p>	
4.	04.21	<p><b>GOVERNOR'S ANNUAL REPORT 2020/21 AND 2021/22 LOOK FORWARD</b></p>	
		<p>Dr Foxall, Lead Governor, presented the Governors' annual report for 2020/21 and the look forward to 2021/22. She said the theme for her presentation was the collective spirit of Trust and said she would outline how Governors had worked together, what the Governors' priorities were and providing a reminder of the Governors statutory responsibilities.</p> <p>In terms of working together, Dr Foxall said Governors had adapted well to meeting virtually during the pandemic. She highlighted the core business of the Council of Governors, its committees and working groups. She advised the meeting that an overview of the Governors' year was also contained within the Annual Report 2020/21. Dr Foxall provided an overview of the support and training provided to Governors.</p>	

		<p>This included development days, some with the Board of Directors, and training provided by NHS Providers on the Governor roles in significant transactions.</p> <p>Dr Foxall outlined the issues that had mattered to the Governors over the year. This included communications, car parking and travel, the Trust's COVID-19 response, patient experience, transfers of care, values and behaviours and wellbeing as well as the development of Integrated Care Systems. The Governors' quality priorities for 2021/22 were MY CARE and Waiting Times and Dr Foxall signposted to the Quality Report for more details.</p> <p>Dr Foxall outlined the role of the Governors in the potential integration with NDHT and how it was necessary for the Council to seek assurance throughout the process and to take a vote towards the end as to whether or not to approve the transaction.</p> <p>Dr Foxall said there had been significant work for the Nominations Committee over the last few months. This included the re-appointment of Non-Executive Directors (NEDs), appointment of new NEDs and the recruitment and selection of the new Chair.</p> <p>Dr Foxall said there would be more opportunities to thank Mr Brent as Chairman but it was important to take the opportunity to say a public thank you to him for his commitment and dedication to the Trust.</p> <p>Mr Brent thanked Dr Foxall for her report. He said he would like to recognise the contribution of departing Governors and to welcome newly and re-elected Governors. He said Tony Ducker, Marcus Pipe, Bob Maskell, Catherine Geddes and Dominic Hazell were standing down and he thanked them for their time and dedication to the role. He noted other Governors who had left during the course of the year. Mr Brent said the Council welcomed Ian Hall in June 2021 as the new Appointed Governor for Devon County Council. The recent election had seen Kay Foster, Barbara Sweeney, Anum Shuja and Hazel Hedicker re-elected, with Heather Penwarden, Annie Adcock, Janet Bush, Hugh Wilkins, Elizabeth Witt, Mascia Checconi and Simon Leepile newly elected. Mr Brent gave his thanks to the Council, adding that he knew it would be hugely supportive to his successor.</p>	
<b>5.</b>	<b>05.21</b>	<b>SUBMISSION OF A MOTION BY MEMBERS</b>	
		<p>Mr Brent said that a Members Motion had been received from Simon Timms and supported by four other Trust Members. This had been shared along with the agenda and he invited Mr Timms to speak to it and propose it to the meeting. Mr Timms said the Motion had one single purpose, to register thanks to everyone who works for the RD&amp;E. He said that staff and volunteers had worked so hard to help patients and families during the pandemic and the Motion of thanks was for all teams, across all the locations. Mr Timms said he would commend the meeting to support his Motion. Mr Stephen Hudson seconded the Motion. The meeting was asked for any votes against the Motion and then for any abstentions. There were none. The members present at the meeting voted unanimously in favour of the Motion.</p> <p>Mr Brent thanked Mr Timms and the other members who had signed the Motion and said the vote of thanks would be shared with the Trust's staff and volunteers.</p>	
<b>6.</b>	<b>06.21</b>	<b>QUESTIONS</b>	

	<p>Mr Brent invited questions.</p> <p>Mrs Pike, a Trust member, asked about a long wait for results from a scan in relation to a family member. Mr Palmer said he would pick up the exact details outside the meeting but said, generally, there had been some delays in diagnostic tests and reporting but the position was improving.</p> <p>Mrs Frost, a Trust member, recounted an experience of attending her GP surgery for a blood test and being told to attend a community hospital in future. She said she had been told this was due to the arrangements around the payment for blood tests between the RD&amp;E and the GPs. She asked if this was a significant issue. Mr Palmer again said he would pick up the exact details outside of the meeting but said generally there are rules about where money sits and there are local arrangements which can vary.</p> <p><b>ACTION: Mr Palmer to follow up with Mrs Pike and Mrs Frost in terms of the queries raised at the 2021 Annual Members Meeting.</b></p> <p>Mrs Pike asked how the NHE was currently being used. Mr Tidman said that the facility was being re-purposed for waiting list backlog work. There were plans for two theatres and a ward and for increasing diagnostics, eye screening and cataract procedures. Mr Tidman reiterated that NHE was a system facility and the work was being done on behalf of the whole of Devon.</p> <p>Mr Bradley, a public Governor, asked when the Council of Governors would start to meet face to face again. Mrs Holley said given the current position and the guidance to the NHS, the recommendation was to continue meetings virtually but as soon as it was safe to do so, the Trust would start meeting in person again. Mrs Mills added that the guidance around meeting in person was kept under constant review. Mr Brent said that everyone missed meeting in person. He encouraged Governors to keep asking the question but added that it was important to keep people's safety at the top of the list.</p> <p>Mr Kirby, a NED, said, as it was Mr Brent's last Annual Members Meeting, he would like to thank him on behalf of the NEDs for his leadership. Mr Brent thanked his NED colleagues.</p> <p>There being no further questions, the meeting was closed.</p>	
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**ROYAL DEVON AND EXETER NHS FOUNDATION TRUST  
ANNUAL MEMBERS MEETING  
Held on 29 September 2021  
ACTIONS SUMMARY**

This checklist provides a status of those actions placed on Board members in the Annual Members Meeting, and will be updated and attached to the minutes.

Minute No.	Month raised	Description	By	Target date	Remarks
06.21	September 2021	Mr Palmer to follow up with Mrs Pike and Mrs Frost in terms of the queries raised at the 2021 Annual Members Meeting.	JP	September 2021	JP's email was provided to both Trust members, who emailed more details to JP for him to investigate and respond to. Responses have been provided to both. Action completed.