

**2008/09 ANNUAL MEMBERS MEETING and  
ANNUAL GENERAL MEETING  
MINUTES**

Minutes of the Annual Members Meeting and Annual General Meeting of the Dorset County Hospital NHS Foundation Trust held on Tuesday, 22nd September 2009 at 6pm in the Dorford Centre, Bridport Road, Dorchester, Dorset.

**1. Introduction by the Chairman**

Robin SeQuiera, Chairman, welcomed the audience to this year's AMM/AGM, which included representatives from the Council of Governors, Health Stakeholders and Partnerships and voluntary agencies.

2008/09 was the first full year of Foundation Trust status for Dorset County Hospital. It was a year in which the Trust consolidated its positive beginning from the previous year and has further developed its services to meet the ever increasing demand for acute hospital care.

In the spring of 2008 the Healthcare Commission's Inpatient Survey placed Dorset County Hospital in the top 20% of Trusts over a range of quality indicators including good care, choice of admission dates, and trust in nursing staff. The hospital was rated fifth best in the country for the quality of its food and was the top District hospital.

Further accolades were received in the summer.

- Our Maternity services were rated as 'best performing' in the Healthcare Commission Review.
- The Health Protection Agency rated the Trust as one of the best hospitals in the country for cutting MRSA rates.

Dorset County Hospital became one of only six hospitals in the country using new clinical technology which allows patients to stay awake during operations. This technique known as 'Ultrasound Guided Regional Anaesthesia' promotes patient recovery and is used primarily in Orthopaedic operations. Dorset County Hospital is acting as an International training centre for this practice.

In the autumn the Healthcare Commission ratings for hospitals gave DCH an 'excellent' for the quality of services and 'good' for the use of resources. Also of note were the patient's view that the A&E Department was excellent and the best in the South West.

Sustaining this performance has not been without its challenges, particularly in meeting the rising demands for hospital care, coping with infection outbreaks and meeting Government targets.

The Hospital is one of the best in the country for the overall quality of care and is a reflection of the dedication and efforts, not only of the Trust's excellent staff, but also the many other health and care agencies and volunteers who assist the Hospital. To them all our sincere thanks.

He also thanked the Council of Governors, who has the task of assessing the performance of the Trust and its strategy and contributing to the Hospital's progress. Governors are also closely involved in assessing the Hospital's care of patients through visiting wards and hospital departments and participating in a

number of key business committees. Their individual and collective contributions have been invaluable.

The Trust's key aims remain to retain public confidence in the hospital by, for example, keeping infection rates low and providing swift access to treatment coupled with good clinical standards.

## **2. Apologies**

The apologies were noted.

## **3. Minutes of the AGM held on 30 September 2008**

The minutes were agreed.

## **4. Chief Executive – Presentation of Annual Report**

Derek Smith, Interim Chief Executive presented the 2008//09 annual report and gave an overview of the last twelve months for Dorset County Hospital which is the first full year as a Foundation Trust.

2008/2009 was a year in which patients, through independent surveys, voted the Trust as one of the most improved and best in offering a positive patient experience.

He reported there have been improvements in the reduction of mortality rates, length of stay and re-admission rates. A number of other indicators measuring clinical performance and clinical outcome measurements for our patients have also improved.

The hospital has also faced problems over the last year, particularly arising from a very difficult winter, which saw record increases in emergency admissions to Dorset County Hospital. It was a winter where the Trust struggled and, as a result, we needed to open additional beds, more facilities and were required to use excessive agency staff. The hospital recorded a deficit of £1.83M which included £0.77M devaluation of property as a result of the general downturn in property values. Even with this financial pressure however, hospital staff worked tirelessly throughout the winter to ensure that their first commitment was always providing good quality care.

Hospital staff, are motivated in continually improving standards in the hospital, not only in providing excellent clinical standards but also treating our patients with dignity, respect and courtesy in a top class environment.

During last year, Matrons have been placed in strong positions as leaders of quality and infection control. Developing clinical roles and responsibilities was equally important as the best hospitals are those that have strong clinical leadership.

The Foundation Trust's Key Performance Targets for 2008/09 that were met are as follows

- Access targets
- Cancer waiting times
- Accident & Emergency waiting time
- Infection Control
- Health commission ratings

However the Foundation Trust did not meet its financial performance

The Trust has to be mindful of the economic challenges facing it next year as a result of the global recession. This will not be easy but will not deter the hospital in its pursuit of excellence in health care and meeting the expected targets and standards.

The Trust will have to balance its books and become more productive and efficient

Tribute was paid to the staff who have worked professionally and tirelessly throughout the year to provide the best possible care to our patients and also thanked everyone who had helped in our successes including volunteers, fundraisers, and the Council of Governors.

## **5. Director of Nursing and Operations**

Alison Tong, presented a summary of the year's highlights:

- State of the art cleaning 'daleks' which are being used to enhance the cleaning of wards
- 5th best Trust in the UK for Food
- Top 20% for Quality (as voted by patients)
- In the Top 20 for low MRSA rates
- Introduction of ultrasound guided regional anaesthesia
- Maternity Unit in the top 25% of the Healthcare Commission review
- Party in the Park to celebrate 60 years of the NHS
- Productive ward initiative to provide more time between patient and nurse
- A&E voted 4th best in the country and best in the South West
- The new Chemotherapy unit was opened by Martin Clunes and provides a light airy ambiance for patients as well as improving the working environment
- Introduction of the Tervia blood tracking system

The Quality priorities for the Foundation Trust have been:

- Reduction of MRSA bacteraemias's against previous years
- Reduction in the incidence of Clostridium Difficile (C.Diff)
- Improvement in national inpatient survey results

## **6. Deputy Director of Finance – Presentation of Annual Accounts**

Terry Tonks, Interim Finance Director gave an overview of the Trusts annual accounts for 2008/09.

The end of year resulted in a deficit of £1.8m and this has been a challenging year regarding financial governance.

Staff numbers had increased and this cost severely impacts on the Foundation Trust since staff costs represent over 70% of the expenditure costs. This area of spend will require examination in order to address the deficit.

Monitor the Independent Regulator for Foundation Trust's has now rated the Trust with a rating of 1, the lowest rating for financial governance.

The Trust is under review by Monitor and the Trust will have to develop a recovery plan which requires agreement from Monitor and the Trust's stakeholders

The performance year to date and the forecast outturn is significantly adverse to plan

## **7. Dr Rob Torok – Consultant & Clinical Director Emergency Medicine presentation**

Dr Torok provided an overview and update on current developments

- The DCHFT A&E department had received regional recognition of its performance targets and ambulance access
- Since 1997 the number of staff have increased and besides support staff, there are now four Consultants that can provide 24/7 cover
- A&E has seen an increased workload and the fact that the Heli pad is on the doorstep, the Ambulance service favour DCH for patient transfers.
- Road Trauma is the highest single cause of loss of life due to lack of safety margins, Distraction
- The ongoing challenges are
  - increased attendance numbers which could be alleviated if members of the public can attend GP surgeries for minor incidents
  - Increasing population and age of the population
  - Increased expectations by the population placed on the health care system
  - Obtaining high calibre staff
  - 2010 Water Para Olympics and the 2012 Water Olympics
- The public can help by
  - supporting the Trust, choosing it for their care but not abusing it where minor conditions can be dealt with by their GP
  - providing feed back of the service
  - encouraging responsible driving
  - not delaying seeking medical help in the case of chest pains and strokes with early consideration of dialling 999
  - Sensible and responsible consumption of alcohol

## **8. Questions from the audience**

A number of questions were asked by the audience touching on the following subjects that were answered by the Board of Directors.

- Infection control
- Car parking
- Long term plans to address the current deficit and forecast position
- Reasoning behind the purchase of land and buildings at the Old Fire Station and Damers School

## **9. Annual General Meeting 2010**

The next Annual General Meeting will be held on 08 September 2010 at the Brownsword Hall, Pummery Square, Poundbury, Dorchester Dorset DT1 3GW.