

Annual Members' Meeting and Trust's Annual General Meeting

Minutes of the Meeting of Tuesday 11 September 2018
West Annex Hall (former Damers School site), Dorset County Hospital

AMM18/001

Welcome

Mark Addison, the Trust Chairman, welcomed everyone present to the meeting.

He reported that shortly after the last AGM the outcome of the Clinical Commissioning Group's Clinical Services Review had been announced, which confirmed that Dorset County Hospital would continue to offer planned and emergency care services. He said the Trust was pleased with this outcome and with the decision by Dorset Clinical Commissioning Group (CCG) to retain paediatric and maternity services at the hospital.

He said that despite challenges relating to weather, staffing and finances, the hospital's emergency department had continued to perform exceptionally well. He highlighted the hospital's excellent record in relation to infection control and noted that the Trust had ended the year with a small surplus. He noted the contribution of every member of staff to the success of the hospital and to the hospital's reputation. He explained that with this in mind, the Trust had refreshed its People Strategy; strengthening the hospital's approach to its workforce and its focus on the Trust values.

He thanked both the non-executive and executive teams for their hard work and dedication to the hospital, stating that the Chief Executive and her team offered strong, values-based leadership that put patient first.

He confirmed that Governor elections had recently taken place and welcomed the new Governors and thanked those who have served the hospital selflessly over many years. He noted especially the contribution over many years of Governor Michel Hooper-Immins before his sad death during the year.

He reported that it had been an important year for the hospital's charity and for the appeal to raise funds towards the new cancer centre. He thanked those organisations and members of staff who had been extraordinarily generous. He also thanked the Friends of DCH and the hospital volunteers for their vital contribution.

AMM18/002

Declarations of Interest

The Chairman reminded those present that they were free to raise declarations of interest at any point in the meeting should it be required.

- AMM18/003** **Minutes of the Previous Meeting held on 11 July 2017**
The minutes of the previous meeting held on 11 July 2017 were accepted as a true and accurate record.
- AMM18/004** **Annual Report 2017/18**
The meeting received a presentation from the Chief Executive giving an overview of the annual report for 2017/18 and the hospital's achievements during this period.
- AMM18/005** **Quality Report 2017/18**
The meeting received a presentation from the Director of Nursing and Quality giving an overview of the quality report for 2017/18 and the hospital's quality priorities for the 2018/19 financial year.
- A member of the public asked for clarification on the measurement of bed days, which was given by the Chief Operating Officer.
- A member of the public asked if the hospital had put all the necessary steps in place with regard to the GDPR regulations. The Chief Executive provided assurance that the Trust was compliant.
- AMM18/006** **Annual Accounts 2017/18**
The meeting received a presentation from the Deputy Director of Finance giving an overview of the annual accounts for 2017/18 and confirmation of the auditors' statement on the accounts.
- AMM18/007** **Update on Strategic Direction**
The meeting received a presentation from the Director of Strategy and Business Development giving an overview of the Trust's progress against its strategic objectives and its plans for future developments.
- A member of the Dorchester Labour Party asked what services would be provided at the hospital following the outcome of Dorset Clinical Commissioning Group's Clinical Services Review (CSR). The Director of Strategy and Business Development stated that the outcome of the CSR was clear that Dorset County Hospital would remain a 24/7 emergency and planned care centre, retaining its consultant-led emergency department and trauma unit status.
- A member of the public raised concerns about the booking service for appointments at the hospital. The Chief Operating Officer apologised for the negative experience of the appointments service, and explained the national rules around booking appointments in order of referral date and according to clinical priority.
- AMM18/008** **Lead Governor's Report**
David Cove, Lead Governor and elected Public Governor for West Dorset, gave the meeting an update on the Governors' activities during the year.
- He said that the hospital had an outstanding reputation, and was strongly

supported by the local community. He said the impact that local opinion could have was demonstrated by the success of the campaign to keep Kingfisher Ward open at the hospital.

He noted Governors' involvement in Board sub-committees as observers, as part of their role to hold the non-executives to account. He stated that since his involvement with the hospital since 1981, the current Board was one of the strongest he had seen at the Trust.

He reported that there had been Governor elections in summer 2018, and congratulated the new and re-elected Governors and offered thanks for their service to those who had left.

He closed by thanking all his Governor colleagues for their dedication to the hospital.

AMM18/009

Questions from the Floor

A member of the public asked for assurance regarding the auditor's comment in the Annual Accounts that "The deficit forecast for 2018/19 is evidence of weaknesses in proper arrangements to ensure it deployed resources to achieve planned and sustainable outcomes for taxpayers and local people". The Deputy Director of Finance confirmed that the auditors were obliged to comment on the accounts based on the standard wording provided in the annual accounts reporting manual, and that the wording provided here was the standard response when a surplus was not forecast and was not a reflection of concerns that the auditors had about the Trust specifically.

A governor commented that when hospital consultants referred patients to primary care clinics, such as the chronic pain service, there was often a lack of communication from the service providers. The Chief Operating Officer thanked the Governor for their feedback and said she would raise this with Dorset HealthCare who provided the chronic pain service locally.

A member of the public raised concerns about ORS who compiled the CSR report for the CCG. The Chief Executive said she was unable to comment on these concerns as they did not relate to the hospital, but reassured the meeting that the Trust was strongly committed to listening to the local population.

There were no further questions from the floor. The Chairman reported that Julie Pearce, Chief Operating Officer would shortly be leaving the Trust for a new role and thanked her on behalf of the Board, saying she had been a huge asset and a great support.

The Chairman thanked everyone for their attendance, and closed the meeting.