

Agenda and Papers

for the

Kent Community Health NHS
Foundation Trust

Council of Governors

in Public

to be held at 1pm on

Wednesday 31 July 2019

In

Astor Pavilion
Kent Event Centre
Detling
Maidstone
Kent
ME14 3JF

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*Reports included under separate cover due to size

**Meeting of the Kent Community Health NHS Foundation Trust
Council of Governors
to be held in Public at 1.00 pm on 31 July 2019
in the Astor Pavilion, Kent Event Centre, Detling, Maidstone,
Kent, ME14 3JF**

AGENDA

1. STANDARD ITEMS

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|-----|--|-------|--------|
| 1.1 | Introduction by Chair | Chair | |
| 1.2 | Apologies for Absence | Chair | |
| 1.3 | Declarations of Interest | Chair | |
| 1.4 | Minutes of the Kent Community Health NHS Foundation Trust Council of Governors meeting held on 30 May 2019 | Chair | Att. 1 |
| 1.5 | Matters Arising of the Kent Community Health NHS Foundation Trust Council of Governors meeting | Chair | Att. 2 |
| 1.6 | Chair's Report <ul style="list-style-type: none"> • Report on Service Visits by the Chair and Non-Executive Directors | Chair | Att. 3 |
| 1.7 | Trust Quarterly Report | CEO | Att. 4 |

2. REPORTS TO THE COUNCIL

- | | | | |
|-----|--|--|--------|
| 2.1 | Governor feedback from each of the constituencies | Full Council | Verbal |
| 2.2 | Report from Communication and Engagement Committee | Chair of Committee | Verbal |
| 2.3 | Feedback from Charitable Funds Committee | Public Governor, Dover and Deal | Verbal |
| 2.4 | Report on Patient Experience and Complaints | Chief Nurse (interim) | Att. 5 |
| 2.5 | Report on Patient and Public Engagement | Director of Workforce, OD and Communications | Att. 6 |

2.6	Annual Report and Accounts	Corporate Services Director	Att. 7
2.7	Governors Annual Report	Lead Governor	Att. 8
2.8	CQC Inspection Report	Chief Executive	Att. 9

3. ITEMS FOR APPROVAL

3.1	Nomination Committee Report	Lead Governor	Att. 10
3.2	Amendments to the Constitution <ul style="list-style-type: none"> Appointed Governors Removal of NED responsible for Security 	Corporate Services Director	Att. 11

4. PAPERS AVAILABLE FOR GOVERNORS

4.1	The following papers are shared for Governor information and are available on Flo:	For noting only
	<ul style="list-style-type: none"> Formal Board Agenda – 25 July 2019 Confirmed Board Minutes – 23 May 2019 Chief Executive's Report Committee Assurance Reports Integrated Performance Report 	

5. ANY OTHER BUSINESS

5.1	Any other items of business previously notified to the Chair.
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6. QUESTIONS FROM MEMBERS OF THE PUBLIC RELATING TO THE AGENDA

7 DATE AND VENUE OF NEXT MEETING

The next meeting of the Kent Community Health NHS Foundation Trust Council of Governors will take place in public at 1pm on Thursday 31 October 2019 in the Astor Pavilion at the Kent Event Centre, Detling, Maidstone, Kent, ME14 3JF

UNCONFIRMED Minutes
of the Kent Community Health NHS Foundation Trust Council of Governor's Meeting
Held at 13.00 on Thursday 30 May 2019
In the Clive Emson Suite, Kent Event Centre, Kent Showground,
Detling, Maidstone, Kent, ME14 3JF

Meeting held in Public

Present:	John Goulston, Chair Sonja Bigg, Staff Governor, AHPs Claire Buckingham, Staff Governor, Health and Wellbeing Carol Coleman, Public Governor, Dover and Deal Ruth Davies, Public Governor, Tonbridge and Malling John Harris, Public Governor, Sevenoaks Miles Lemon, Public Governor, Swale David Price, Public Governor, Maidstone Tony Quigley, Public Governor, Tunbridge Wells Andrew Scott-Clark, Appointed Governor, Kent County Council Nigel Stratton, Appointed Governor, Age UK Mary Straker, Public Governor, Canterbury John Woolgrove, Public Governor, Rest of England
In Attendance:	Pippa Barber, Non-Executive Director Paul Bentley, Chief Executive Martin Cook, Non-Executive Director Natalie Davies, Corporate Services Director Nigel Turner, Non-Executive Director Louise Norris, Director of Workforce, Organisational Development and Communications Lisa Scobbie, Deputy Medical Director Bridget Skelton, Non-Executive Director Mercia Spare, Chief Nurse Joy Fuller, Governor Lead (Minute Taker)

30/05/18 Introduction by Chair

Mr Goulston welcomed everyone present to the meeting of the Council of Governors (the Council).

Mr Goulston advised that this was a formal meeting of the Council held in public, rather than a public meeting, and as such there would be an opportunity for questions from members of the public at the end of the meeting.

30/05/19 Apologies for Absence

Apologies were received from Janet Allen - Staff Governor, Maria-Loukia Bratsou - Staff Governor, Jo Clifford - Public Governor for Shepway, John Fletcher - Public Governor for Ashford, Dr Amy Heskett - Staff Governor, Matthew Wright - Appointed Governor for Head Teachers Association and Dr Susan Plummer - Appointed Governor for Kent Universities.

The meeting was quorate.

30/05/20 Declarations of Interest

Mr Scott-Clark confirmed that he was an employee of Kent County Council.

No other conflicts of interest were declared.

30/05/21 Minutes of the Kent Community Health NHS Foundation Trust (the Trust) Council of Governors meeting held on 7 February 2019

The minutes were reviewed for accuracy.

The Council **APPROVED** the minutes.

30/05/22 Matters Arising

It was agreed that the item relating to Gravesham Minor Injuries Unit would remain open. Mr Bentley confirmed that he was still in contact with the CCG, but no further updates had been received.

All other items were confirmed and closed.

The Council **RECEIVED** the Matters Arising.

30/05/23 Chair's Report

Mr Goulston presented the report to the Council. Mr Goulston explained that the report detailed all visits and meetings attended by the Chair and Non-Executive Directors since the previous meeting.

Mr Goulston referred the Council to page one of the report under Other meetings / events, 12th March was the date of the Leaders Conference not KCH Council of Governors. It was agreed that the report would be amended.

Action – Mr Goulston

Mr Goulston formally recorded his thanks to Mr Field and Mr Howe who both

stood down as Non-Executive Directors on 30 April 2019. Mr Goulston thanked Mr Field and Mr Howe for their hard work and efforts over the last few years in supporting the Trust.

Ms Bigg, on behalf of all governors, also recorded their thanks to Mr Field and Mr Howe.

The Council **RECEIVED** the Chair's Report.

30/05/24 Trust Quarterly Report

Mr Bentley presented the report to the Council.

The Care Quality Commission (CQC) had completed its inspection. Mr Bentley expressed his thanks to the governors and all staff interviewed as part of the process. It was confirmed that the outcome of the inspection was expected in early July, and would be shared with the Council at the July meeting.

Action – Mr Bentley

Mr Bentley thanked the Council for their input into the strategic and qualities priorities, and confirmed that they were now ratified.

In response to a question from Ms Straker, Mr Bentley confirmed that for Canterbury to be recognised as Makaton Friendly city, a minimum of 40 organisations would need to commit to that approach. The Trust would need to train staff in the use of Makaton, and explained that the Speech and Language Team were already providing some training and raising the awareness within the Trust. Mr Bentley was very supportive of the initiative to make Canterbury the first city in Europe to become Makaton Friendly. Mr Bentley also highlighted the film to support Roma women to breastfeed, explaining that both initiatives targeted hard to reach groups.

In response to a question from Ms Bigg regarding why Makaton was used rather than British Sign Language, Mr Bentley confirmed that there was an encouragement to use Makaton, as it is used in other parts of the world. Ms Spare continued that there were a number of clients that did not use British Sign Language, or who chose to use both. Ms Spare confirmed that there was also a Makaton sign of the week placed on FLO for staff to learn.

Mr Stratton thanked Mr Bentley for the new format of the financial tables in Appendix 1. In response to a question from Mr Stratton, Mr Bentley confirmed that the removal of the Kent and Medway Care Record (KMCR) project under Capital Expenditure during 2019/20, had been pushed back to 2020/21 when the work would be taking place. The Agresso upgrade project would be taking place during 2019/20.

In response to a question from Mr Stratton, Mr Bentley agreed to provide more detail about the background of the delay referenced in the report regarding the Buurtzorg pilot in Edenbridge.

Action – Mr Bentley



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In response to a question from Ms Coleman, Mr Bentley was supportive of a Lets Discuss Dementia event in Thanet and agreed to take this back to explore the possibility of holding another event.

Action – Mr Bentley

The Council **RECEIVED** the Chief Executive's Report.

30/05/25 Governor Feedback from each of the Constituencies

Mr Price mentioned that he had recently attended a governor focus conference organised by NHS Providers. The event was well attended with over 200 governors from across the country. Some of the presentations included NHS policy, HealthWatch, ethnicity on NHS Boards, holding Non-Executive Directors to account, and the role of the governor. Mr Price encouraged other governors to attend the annual conference next year.

Mr Price added that he sat on the judging panel for the Staff Awards, where he was fortunate to read about the dedication of staff and the work that they were doing, and also the appreciation of their colleagues who put them forward for an award.

Ms R Davies attended the bands 1-4 development day, which she found interesting. She met with Tonbridge Community Hospital League of Friends, and went to one of their committee meetings. She will also be joining Ms Barber on a visit to Tonbridge Cottage Hospital.

Ms R Davies attended a recent Heads of Service/Governor meeting at Sevenoaks Hospital.

Mr Stratton attended the recent Heads of Service/Governor meeting at Sevenoaks Hospital.

Mr Woolgrove attended two trust sites; the dental clinic in New Romney and urgent care centre in Sevenoaks. Mr Woolgrove recently met with Ms Bratsou at Coxheath and was able to see the services operated from that site. He also participated in the 'Leading a Full Life' academic session run by the Learning Disabilities team.

Mr Lemon attended the formal board meeting in March, visited a day centre for dementia sufferers in Sittingbourne, and visited a hospice in Medway which gave him an insight into end of life care. He also participated in the experience of care week at Faversham Cottage Hospital which he had enjoyed and had fed back some observations to the event organisers.

Mr Scott-Clark updated that Claire Bell had been named as the new lead for Adult Social Care and Public Health at Kent County Council.

Mr Harris mentioned that he was involved with a number of organisations that dealt with public and patient engagement. A patient participation group in west

Kent had met and reported that they were very pleased to see the reintroduction of the falls service.

Mr Harris reported two concerns from Healthwatch relating to the number of GP practice closures, and vulnerable elderly people being referred into community services.

Mr Harris also attended the recent Heads of Service/Governor meeting at Sevenoaks Hospital.

Ms Coleman confirmed that she had shadowed Violet Ng at Deal Hospital.

Ms Coleman had given a talk to the Dover senior citizens forum, and confirmed that she had been asked to give two more talks to other groups. She accompanied the Communications team to undertake a care survey at Deal Hospital and had also visited the clinic building.

Ms Coleman had participated in a We Care visit to Dover Health Visitors.

Ms Buckingham confirmed that she continued to sit on the staff health and wellbeing group. Most recently, the group had been looking at the work environment to make it more comfortable and user friendly for staff. She also confirmed that she was a Time to Change Champion and had attended one of the workshops in May, as well as contributing to the production of the staff wellbeing passport which would be a useful tool for both staff and managers.

Ms Buckingham mentioned that she had participated in the one day QI fundamentals course, and encouraged other governors to attend. She also confirmed that she had now signed up to the 5 day practitioners' course. Ms Buckingham added that she had signed up to a number of We Care visits.

Mr Quigley attended a formal board meeting, as well as the recent Heads of Service/Governor meeting at Sevenoaks Hospital. He reported that he would be participating in a future We Care visit.

Ms Bigg confirmed that she had attended a Heads of Service/Governor meeting at Dover Health Centre. She had attended a meeting of the Nomination Committee, and had participated in the recent CQC interviews.

Ms Hetherington attended the Let's Discuss Dementia event in Canterbury, and reiterated that she would be keen for a similar event to be held in Thanet.

Ms Hetherington confirmed that she had a positive experience of using a community van for a health check. She also attended some SONK (Save Our NHS Kent) events, talked to local community groups about the activities of the Trust, and visited Deal Hospital which she found a very positive experience.

30/05/26 Feedback from Communications and Engagement Committee

Ms Coleman provided a verbal report to the Council.

The main topic for the Communications and Engagement Committee (the Committee) had been the disappointing turnout for the governor elections held in January, and how this might be improved next year.

The Committee also discussed the Let's Discuss Dementia event.

Ms Coleman encouraged new governors to join the Committee, which would take place immediately following the Council meeting.

30/05/27 Feedback from Charitable Funds Committee

Ms Coleman confirmed that the Charitable Funds Committee had not met since the last Council meeting. The Committee would be meeting in July, with feedback shared at the next Council meeting.

30/05/28 Quarterly Report on Patient Experience and Complaints

Dr Spare presented the annual report to the Council highlighting key points.

Dr Spare reported that the Trust had sustained a satisfaction score of 96.9% with a 3,000 responses increase since 2017/18. Similarly, the friends and family test maintained a score of 96.8% with a 4,000 increase in responses.

The Trust had seen a reduction of approximately 500 calls that had gone to the Patient Advice and Liaison (PALs) team.

The Trust had seen a decrease of 12% in complaints in the past year. However, the complexity of complaints had increased by 17%. The first annual audit of complaints handling had been completed, which showed very positive results.

In response to a query from Mr Quigley regarding the lower and upper control limits, it was confirmed that governors would be undertaking the statistical process control reporting training at the next governor development session.

In response to a question from Mr Quigley, Ms Spare confirmed that Level 4 complaints were complex and required a multi-agency response. Each organisation responded to their element of the complaint, with one organisation taking the lead to co-ordinate all responses into one.

Ms Barber provided an overview of some of the items that the Quality Committee had sought assurance on over the past year. Friends and Family had been reviewed regularly by the Quality Committee, and Ms Barber and Mr Howe undertook a deep dive at the Podiatric service at Queen Victoria Memorial Hospital to see the service changes that had been made. The Quality Committee had also followed through some of the learning from patient feedback.

In response to a question from Mr Harris regarding capacity issues at the

podiatry service, Ms Barber confirmed that additional resource had been put in place, as well as looking at the telephone system to ensure that calls were answered.

The Council **RECEIVED** the Report.

30/05/29 Quarterly Report on Patient and Public Engagement

Ms Norris presented the quarterly report to the Council and confirmed that this report had been reformatted in line with the Communication, Engagement and Patient Experience Strategy.

Ms Norris thanked the governors that were able to attend and support the “Let’s Discuss Dementia” event in Canterbury.

Ms Norris was pleased to report that there had been an increase in Trust membership, with 69 new members during the past quarter. Another key activity over recent months had been to look at engagement with patients and service users, particular those with mental health issues.

Ms Norris confirmed that the Trust had awarded a new translation contract, and an announcement of the new provider would be made in due course.

In response to a question from Ms Coleman regarding the review of the hospital patient participation groups, Ms Norris agreed to find out the timeline of the roll-out of the groups.

The Council **RECEIVED** the Report.

30/05/30 2019/20 Operating Plan Report

Ms N Davies presented the report highlighting key points.

In response to a comment from Mr Stratton regarding the number of acronyms used in the report (as well as other reports), Ms N Davies agreed to take this back.

Action- Ms N Davies

In response to a question from Ms R Davies regarding scoping and expansion of the nursing academy, Ms Norris confirmed that the Trust would be expanding the number of nurses in the academy, with another 20 nurses in September. The Trust would be expanding across the workforce with an arm of the academy focussed on career pathways of administrative and clerical staff. The Trust would also be looking at apprenticeships for allied health professionals.

In response to a comment from Mr Scott-Clark regarding the content of the report, Ms N Davies confirmed that the Trust would look to incorporate more detail on prevention, health of the population and public health in the report next year.

Action – Ms N Davies



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In response to a question from Mr Stratton, Mr Goulston confirmed that the capital plan for 2019/20 should read £7.2million, and not £2.7million as stated in the report. It was agreed that this should be amended.

Action – Mr Goulston

In response to a question from Ms Coleman, Ms N Davies and Ms Norris agreed that the percentage increase in membership should not be shown in the report, as it was previously agreed that this was not a goal, rather the better engagement of members and the public was sought.

Action – Ms N Davies

In response to a question from Mr Price regarding increasing the workforce figure of 199wte, Ms Norris stated that each service has a recruitment and retention trajectory, and confirmed that 199wte would be to fill vacancies, not an increase in the establishment. Ms Norris added that it was felt that this was a realistic target and plans were in place to achieve it.

The Council **RECEIVED** the Report.

30/05/31 Kent and Medway Care Record (KMCR) Update

Mr Bentley presented the report highlighting key points:

Mr Bentley confirmed that this report provided an update on the KMCR, and not the replacement of the Trust's Electronic Patient Record (EPR) system.

Mr Bentley added that the Trust had committed to take the lead in finding a system that allowed all health and social care systems to collaborate. He added that the system would only be successful if it worked across the whole of the provision and commissioning networks.

In response to a question from Ms Straker regarding the availability of WiFi across the county, Mr Bentley stated that this would be an issue in the replacement of the EPR, as it is with the present EPR. Coverage across the county remained an issue for the Trust, but the Trust would be working to ensure that the right infrastructure was in place so that all devices could be accessed anywhere.

In response to a question from Mr Quigley, Mr Bentley confirmed that the Trust, as the contracting authority, would not sign an agreement unless the roles, responsibilities and accountability were clearly defined.

Mr Bentley agreed to provide an update on KMCR at a future council meeting, date to be confirmed.

Action – Mr Bentley

The Council **RECEIVED** the report.

30/05/32 Quality Improvement (QI) Update

Dr Scobbie presented the report highlighting key points.

Dr Scobbie confirmed that the programme had been running since 2018, with a range of training options. There had been a good response to the one-day training course. Two of the 5-day cohorts had also been completed.

Dr Scobbie explained that they had expanded on the communications regarding QI initiatives. The public facing website had been improved, and the Communications Team had included 5 case studies on FLO, with another 2 in the pipeline to keep the profile of QI high within the Trust.

Dr Scobbie reported that there had been a good response to the QI conference on 15 July, with 260 attendees to date and reiterated to governors that they would be very welcome to attend.

Ms Bigg stated that she had completed the 5 day practitioner course, and wished to convey that it was a fantastic course.

The Council **RECEIVED** the report.

30/05/33 External Audit Quality Report Review

Ms N Davies provided an overview of the report, which supplemented the presented that morning by Sarah Ironmonger from Grant Thornton during the Governor Development Session.

Ms N Davies confirmed that the final report would be presented at the Annual Members Meeting in September.

The Council **RECEIVED** the report.

30/05/34 Nomination Committee Report

Ms Bigg presented the report to the Council for approval.

Following consideration, the Council **APPROVED** the recommendations of the Nomination Committee as follows:

- The agreed appraisal process had been carried out for the Chair and NEDs.
- The Chair and NEDs performed satisfactorily and individual objectives and personal development had been agreed.
- The current remuneration for the Chair and NEDs should remain static, until reconsidered by the Committee following the publication of the NHS Providers Remuneration Survey.

The Council was asked to note that should a NED vacancy arise, a NED with the qualifications for the role of Chair of Audit and Risk Committee would be sought.

The Council was asked to note that the Nomination Committee would meet again in July to consider the reappointment of Ms Barber and Ms Tippin as Non-Executive Directors.

30/05/35 Any Other Business

Mr Goulston formally notified the Council that Pete Sutton, Public Governor for Gravesham, had resigned.

There was no further business to discuss.

30/05/36 Questions from members of the public

No questions were asked.

30/05/37 Date and Time of Next Meeting

31 July 2019 at 13.00.

The Astor Pavilion, Kent Event Centre, Detling, Maidstone, ME14 3JF.

The meeting closed.



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MATTERS ARISING FROM THE COUNCIL OF GOVERNORS MEETINGS
OPEN ACTIONS

Meeting Date	Agenda Item	Action Agreed	By Whom	Current Status/Update
7 Feb 2019	07/02/9 – Governor Feedback	To obtain information from the CCG regarding the plans for the local Walk-In Centre and MIU at Gravesham.	Mr Bentley	30/5/19 - Mr Bentley contacted Dartford, Gravesham and Swale CCG as agreed. The CCG thanked Mr Bentley for the contact and confirmed more information would be produced in due course. Item to remain open.
30 May 2019	30/05/23 – Chair's report	To amend the service visit report on page one to amend meeting on 12 March from KCH Council of Governors to Leaders Conference	Mr Goulston	31.7.19 - Report amended.
30 May 2019	30/05/24 – Trust Quarterly Report	To share the outcome of the CQC Inspection at the July Council of Governors meeting.	Mr Bentley	31.7.19 - on agenda.
30 May 2019	30/05/24 – Trust Quarterly Report	To provide more detail about the background of the delay referenced in the report regarding the Buurtzorg pilot in Edenbridge.	Mr Bentley	31.7.19 – to be updated verbally.

Meeting Date	Agenda Item	Action Agreed	By Whom	Current Status/Update
30 May 2019	30/05/24 – Trust Quarterly Report	To explore the possibility of holding another Lets Discuss Dementia event in Thanet.	Mr Bentley	31.7.19 – discussed at Communications and Engagement Committee.
30 May 2019	30/05/30 – Operating Plan Report	To ensure that the trust avoids the use of acronyms wherever possible in future reports.	Ms Davies	31.7.19 - Reported back to trust.
30 May 2019	30/05/30 – Operating Plan Report	To incorporate more detail on prevention, health of the population and public health in the operating report next year.	Ms Davies	31.7.19 - Reported back to trust.
30 May 2019	30/05/30 – Operating Plan Report	To amend the Operating Plan; section on Capital Planning to read as £7.7 million, not £2.7 million.	Mr Goulston	31.7.19 - Operating Plan amended.
30 May 2019	30/05/30 – Operating Plan Report	To remove the reference to percentage increase in membership from the Operating Plan.	Mr Bentley	31.7.19 - Operating Plan amended.
30 May 2019	30/05/31 – Kent and Medway Care Record Update	To provide an update on the Kent and Medway Care Record (KMCR) at a future Council meeting.	Mr Bentley	31.7.19 - Update to Governor Development Session in October

MATTERS ARISING FROM THE COUNCIL OF GOVERNORS MEETINGS
CLOSED ACTIONS

Meeting Date	Agenda Item	Action Agreed	By Whom	Current Status/Update
14 Nov 2018	14/11/18 – Trust Quarterly Report	To confirm to Mr Fletcher the numbers of staff between the current sickness rate against the Trust target of 3.9%.	Ms Norris	7/2/19 - Information be re-sent. 30/5/19 – Information shared with Mr Fletcher. Closed
14 Nov 2018	14/11/18 – Trust Quarterly Report	Dr Sarah Phillips, Medical Director, to be invited to attend a future Council meeting to discuss Quality Improvement.	Ms Davies	30/5/19 – On agenda. Lisa Scobbie, Deputy Medical Director attending May Council meeting. Closed
7 Feb 2019	07/02/5 – Matters Arising	It add a new standard agenda item to highlight the service visits made by the Chairman and Non-Executive Directors.	Mr Goulston	30/5/19 – On agenda. Closed.
7 Feb 2019	07/02/7 – Trust Quarterly Report	To present the financial tables under Appendix 1 in an easy to read format.	Mr Bentley	30/5/19 – Report reformatted. Closed.
7 Feb 2019	07/02/13 – Quarterly Report on Patient Experience	To arrange for governors to receive training on reporting methods.	Ms Davies	30/5/19 – Added to Forward Plan for July Development Session. Closed.

7 Feb 2019	07/02/17 – Any other business	To investigate whether Treat Me Well folders had been distributed within community hospitals for patients with learning disabilities.	Mr Bentley	30/5/19 – The trust routinely uses a Hospital Passport for service users with Learning Disabilities. The passport contains details of their condition, their communication needs and how they should be supported whilst in hospital. The service user will take this into hospital with them. Closed.
7 Feb 2019	07/02/17 – Any other business	To circulate Governors Terms of Office	Ms Davies	30/5/19 – Terms of Office circulated. Closed.
14 Nov 2018	14/11/6 - Matters Arising	To bring the paper on Brexit to the next Council meeting.	Ms Allen	7/2/19 - Discussed at February meeting. Closed.
14 Nov 2018	14/11/18 - Trust Quarterly Report	The financial position to be written as a narrative in the main report, with the table included as an appendix.	Mr Bentley	7/2/19 - Changes reflected in report. Closed.
14 Nov 2018	14/11/19 - Governor Feedback	A structure of services to be shared with all Governors.	Ms Davies	7/2/19 - Services brochure emailed to all governors. Closed.

14 Nov 2018	14/11/19 - Governor Feedback	To raise the matter of the potential increase of RTT resources by 36 wte staff at the A&E delivery board.	Mr Bentley	7/2/19 - Mr Bentley added that the A&E Delivery Board for East Kent was supportive of the Integrated Discharge Team (IDT). Closed.
14 Nov 2018	14/11/14 - Election of Public Governors	To look into whether the date for publication of notice of elections could be brought forward.	Ms Fuller	7/2/19 - Unfortunately, the date could not be moved. Closed.
14 Nov 2018	14/11/15 - Any Other Business	To escalate the issues at Victoria Memorial Hospital in Deal. No disabled access ramp at the main entrance and the temporary hand written signs to direct patients to the new MIU facility.	Ms Davies	7/2/19 - NHSPS informed KCHFT that they are meeting legal requirements with regards to the building. Closed.
27 July 2018	27/07/25 - Trust Quarterly Report	It was agreed that the graph on Friends and Family feedback would include the comparison with other trusts to give context.	Ms Carruth	14/11/18 - Will be included in future reports to the Council. Closed
27 July 2018	27/07/30 - Quarterly Report on Public Engagement	Mr Price commented that they had been seeking the breakdown of membership by age, sex, ethnicity for some time and he was not aware it had been received. He received assurance that they had now been sent out and he highlighted the importance of being able to compare engagement across the whole population. It was agreed that this would be provided.	Ms Norris	14/11/18 - Membership Data sent to Governor Support Office before each meeting. Data is then circulated to all Governors. Closed

9 May 2018	08/05/11 – Quality Report on Patient Experience	Regarding the complaints recorded concerning the lack of night cover within the Rapid Response Team, Ms Heskett asked if the effect on patient experience was being captured and whether there would be an opportunity to present case studies to the End of Life Strategy Group, to see how overnight work is structured going forward.	Ms Strowman	27/07/18 - The EOL Nurse Consultant is undertaking a review of the incidents of concern regarding patient experience at night and this will include recommendations on appropriate actions. Closed
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Title of Meeting	Council of Governors
Date of Meeting:	31 July 2019
Agenda Item:	1.6
Subject:	Service Visits and Partnership Meetings attended by the Chair and Non-Executive Directors
Presenting Officer:	John Goulston, Chair

Period covered – 23 May to 25 July

Name	Service visits	Stakeholder/ Partnership meetings / events	Other meetings / events
John Goulston	<p>5 June - Community Dental Service, Outer North East London with John Woolgrove, Governor</p> <p>10 June - Learning Disabilities, West Kent Occupational Therapy Team</p> <p>18 June - Paediatric Audiology, Coxheath Clinic</p> <p>Children's Services,</p> <p>21 June - Dolphin Centre with Greg Clark, MP</p> <p>8 July - Sittingbourne Minor Injuries Unit - We Care visit</p> <p>16 July - West View Integrated Care Centre</p>	<p>10 June - Kent and Medway Chair's and CEO's</p> <p>11 June - West Kent Integrated Care Partnership, Development Board</p> <p>13 June - Community Network</p> <p>10 July - KCC meeting</p> <p>12 July - West Kent Integrated Care Partnership, Development Board</p> <p>22 July - Kent & Medway Non Executive Oversight Group</p>	<p>23 May –Board of Directors</p> <p>23 May – Remuneration committee meeting.</p> <p>30 May – Council of Governors and Development Meeting</p> <p>11 June – Team Leaders Conference</p> <p>14 June – Governors Meeting</p> <p>21 June – Staff Awards</p> <p>27 June - Board of Directors and Remuneration Committee</p> <p>15 July – Quality Improvement conference</p> <p>19 July – Nominations Committee</p> <p>25 July - Board of Directors</p>
Pippa Barber	<p>29 May - Operations Quality Improvement Network</p> <p>10 June - We Care Visit Deal Hospital</p>	<p>4 June - NHS Providers Quality Conference</p>	<p>23 May – Board of Directors</p> <p>23 May – Remuneration committee meeting.</p>

Name	Service visits	Stakeholder/ Partnership meetings / events	Other meetings / events
Pippa Barber (Cont.)	21 June – Staff Awards 24 June - Tonbridge Hospital Wards		23 May – NED Meeting 30 May – Council of Governors 3 June – Mortality Review Group 17 June - Meeting with Chief Nurse and Medical Director Re Quality Committee 18 June – Quality Committee 2 July - LD Mortality Review academic session 15 July – Quality Improvement conference 16 July - Quality committee 19 July - Strategic Workforce Committee 25 July - Board of Directors
Peter Conway	24 June – Tonbridge Cottage Hospital 4 July - Posture Management Clinic	6 June - South-East Region ARC Chairs' Network Meeting	23 May – Board of Directors 30 May – Council of Governors 18 June - Chaired Clinical Excellence Awards Panel 24 July – FBI Committee 25 July - Board of Directors
Martin Cook			23 May – Board of Directors 30 May – Council of Governors and Development Meeting 16 July - Quality committee 27 June - Board of Directors 15 July – Quality

Name	Service visits	Stakeholder/ Partnership meetings / events	Other meetings / events
Martin Cook (Cont.)			Improvement conference 23 July – Management Committee 24 July – FBI Committee 25 July - Board of Directors
Professor Francis Drobniowski			15 July – Quality Improvement conference
Bridget Skelton		13 June – Meet with EY to develop Board Development Programme 18 June – Dinner at NHS Confederation Conference	23 May – Board of Directors 23 May – Remuneration committee meeting. 30 May – Council of Governors and Development Meeting 11 June – Team Leaders Conference 11 June - Meeting to discuss Board Development Programme 1 July – meeting with director of Workforce and Communications 19 July – Chair Strategic Workforce Committee 24 July – FBI Committee 25 July - Board of Directors
Jen Tippen			23 May –Board of Directors 23 May – Remuneration committee meeting. 13 June - Gerard Sammon 1:1 re. Trust strategy

Name	Service visits	Stakeholder/ Partnership meetings / events	Other meetings / events
Jen Tippen (Cont.)			18 June – Quality Committee 24 June – Freedom to Speak Up Interviews x3, Interview Prep and post interview discussions with Natalie Davies 26 June – 1:1 with John Goulston 12 July – Freedom to Speak Up Interviews x3, Interview Prep and post interview discussions with Natalie Davies 25 July - Board of Directors
Nigel Turner	Information not available.		

Key -

Acronym	Full name
ARC	Audit and Risk Committee
FBI	Finance, Business and Investment Committee
KCC	Kent County Council
KCHFT	Kent Community Health NHS Foundation Trust
NED	Non-Executive Director

Title of Meeting	Council of Governors
Date of Meeting:	31 July 2019
Agenda Item:	1.7
Subject:	Trust Quarterly Report
Presenting Officer:	Paul Bentley, Chief Executive

1. Performance

1.1 Quality

The Quality indicators continue to report a strong position and provide assurance that we are delivering high quality care.

Patient experience continues to be high with 97.3% of patients saying they were satisfied with their care.

The year to date sickness absence figure for June is 3.95%, which is 0.05% above the target of 3.9% but benchmarks favourably with our sector. I am pleased to report that both turnover and stress-related absence have continued to reduce (16.5% and 1% respectively) with a fall in vacancy rate to just over 9%.

During May 2019, two category 2 pressure ulcers were reported. A category 4 pressure ulcer and an ungradable pressure ulcer were also reported and are currently under investigation.

There were 47 falls reported in May, two of which were found to be avoidable. The number of avoidable falls has reduced since March and the number of falls per month has consistently remained below 4.

1.2 Financial Position

The Trust continues to deliver a strong financial position as shown in the tables in Appendix 1.

Capital Constraint

The NHS is facing significant challenges relating to the availability of money to invest in capital projects; these are distinct from projects which are funded by revenue. Across the country the NHS is seeking to reduce its expenditure on capital schemes by an average of 20% this year, KCHFT have reshaped our capital programme and achieving the necessary reduction whilst still committing to invest £7.3m. The Capital Plan supports investment in areas such as Information Technology and Estates and a large proportion of next year's plan is linked to the new Community Electronic Patient Record.

2. Patients

2.1 Learning Disability Awareness Week

Supporting people with learning disabilities to live fulfilling lives is at the heart of our community learning disabilities services. As part of the national learning disability awareness week we asked staff team members from across the Trust to become learning disability champion's, a large number volunteered which will increase awareness of the issues faced by people with learning difficulties each day.

During the week our learning disability team organised a range of events across Kent and Medway including a cycling event using specially adapted bikes, a Makaton flash mob, a tea party, information stands and training sessions for relatives, carers and professionals.

2.2 MP visit to the children's therapy centre

The Chair and I were delighted to welcome Greg Clark, MP for Tunbridge Wells, at the Dolphin Centre in Tunbridge Wells to understand more about support given to children and young people, Greg has been an effective and powerful advocate for families. Greg spent time learning more about the help given to those with autism and autism spectrum disorder (ASD).

3. Our people

3.1 Quality Improvement Conference

I was delighted to open our first quality improvement conference, attended by 260 colleagues, including colleagues from KCHFT, clinical commissioning groups, health trusts in Kent and Medway, Kent County Council, patient representatives and others.

Quality improvement is about using tools and methodologies to make improvements in healthcare, with ideas coming from and led by those on the frontline making healthcare safe, effective, patient-centred, timely, efficient and accessible to all.

The Quality Improvement Conference included workshops and presentations with a session delivered by video from Don Berwick, President of the Institute for Healthcare Improvement. Workshops were led by Sam Riley, Head of Improvement Analytics at NHS Improvement, whose talk was called Making Data Count and Trevor Dale, Managing Director of Atrainability, who spoke about safe and effective teams.

There was a handprint wall where delegates pledged their support for quality improvement and stands to let visitors know more about the services offered by KCHFT and partner organisations.

At KCHFT more than 70 quality improvement projects are under way.

The new Quality Improvement website was launched at the conference. Please visit the site at: <https://qi.kentcht.nhs.uk/>

3.3 The BIG Feedback

One year on from the BIG Listen, we used the BIG Feedback to update colleagues of the actions taken based upon their views during the last 12 months since the BIG Listen event took place. We also used it as an opportunity to look at what still had to be done and explore cultural change

From the themes of the BIG Listen, the Executive Team developed an action plan to address the issues, centred on cultural change.

3.4 Staff Awards

This year's staff awards took place on 21 June 2019 at the Kent Event Centre, Detling. Around 150 team members enjoyed a fantastic night which recognised colleagues who have 'gone the extra mile', both in front-line care and the services that support them.

The winners were:

Rising Star: Emily Bradford, Engagement Business Assistant

Health and Wellbeing: Fiona Harrison, Debbie Venediktova and Heidi Cassidy, Needle Phobia Support

Quality Improvement: Simon Pendleton, Improving patient experience

Manager of the Year: Heidi Payne, Lead Nurse for Specialist Community Children's Short Breaks and Special Schools

Employee of the Year: Jill Whibley, Frequent Service User Manager

Non-Clinical Team of the Year: Nursing Academy Project Team

Clinical Team of the Year: Children's Community Nursing Team End of Life Care

Lifetime Achievement: Lesley Strong, Chief Operating Officer

3.5 Leaders Conference

Over 100 KCHFT leaders attended the conference in June. As a group we reviewed our priorities for 19/20, we started to look at the plans for the next three to five years and discussed what the trust ambition should be. We also received an introduction to Time to Change and heard from Time to Change Champion Runa Uddin who gave a very personal and insightful presentation around reducing stigma and changing attitudes about mental health.

Staff also participated in 'speed dating' exercises to promote ways to improve mental health and wellbeing in the workplace, such as desk yoga, mindfulness and meditation. saying thank you, the anxiety bucket and the wellbeing washing line.

3.6 Rainbow Badge Scheme

We have recently launched the rainbow badge scheme, an initiative to give colleagues a way to show that the trust offers open, non-judgemental and inclusive care for staff, patients, families and carers who identify as LGBTQ+. It aims to make a positive statement promoting an inclusive environment for all colleagues.

Staff from KCHFT along with colleagues from Maidstone and Tunbridge Wells NHS Trust and Kent and Medway NHS and Social Care Partnership Trust supported the Canterbury Pride event in June; we will also support the Margate Pride event in August.

Staff are being encouraged to sign up, and they will receive a KCHFT NHS rainbow badge to wear at work.

4. Partnerships

4.1 New architecture of the NHS in Kent and Medway

Work on the development of the Kent and Medway Integrated Care System continues, and a document recently published entitled 'Helping local people live their best life' provides a first look at how this new system will work. In summary the document describes how our GP practices will work together as primary care networks, the four new integrated care partnerships which will draw together all the NHS organisations, as well as a single clinical commissioning group which will take a birds eye view of health priorities for local people as well as tackle the big issues such as cancer and mental health that need to be addressed at scale across the county. I would encourage you all to take a look at the document which I would be happy to share with you.

Paul Bentley
Chief Executive

July 2019

Appendix 1

Assurance on Financial Sustainability

Surplus		Rag rating: Green	
	Actual	Plan	Variance
Year to Date £k	700	579	121
Year End Forecast £k	2,350	2,350	0
<p>The Trust achieved a surplus of £700k to the end of June.</p> <p>Pay has underspent by £1,676k and non-pay and depreciation/interest have overspent by £457k and £10k respectively.</p> <p>Income has under-recovered by £1,088k.</p> <p>The forecast is to deliver a surplus of £2,350k which is in line with the plan for the year.</p>			

Cash and Cash Equivalents		Rag rating: Green	
	Actual	Plan	Variance
Year to Date £k	26,327	26,876	-549
Year End Forecast £k		30,084	
<p>Cash and Cash Equivalents as at M3 close stands at £26,327, equivalent to 43 days operating expenditure.</p> <p>The Trust recorded the following YTD sector payment statistics</p> <p>98% for volume and 97% for value.</p>			

Use of Resourcing Rating		Rag rating: Green	
	Year to Date Rating	Year End Forecast Rating	
Capital Service Capacity	1	1	
Liquidity	1	1	
I&E margin (%)	1	1	
Distance from Financial Plan	1	1	
Agency Spend	1	1	
Overall Rating	1	1	
The Trust has scored the maximum '1' rating against the Use of Resource rating metrics for M3 2019-20.			

Capital Expenditure		Rag rating: Amber	
	Actual/Forecast	Plan	Variance
YTD Expenditure £k	370	574	204
Year End Forecast £k	7,654	7,654	0
<p>Capital Expenditure year to date is £370k, representing 64% of the YTD plan.</p> <p>The Trust's Capital Plan for 2019-20 is currently set at £7.6m and the Trust expects to utilise this in full.</p>			

CIP		Rag rating: Amber	
	Actual	Plan	Variance
Year to Date £k	984	1,320	-335
Year End Forecast £k	5,299	5,299	0
<p>The Trust achieved CIPs of £984k to the end of June against a risk rated plan of £1,320k, which is £335k behind target.</p> <p>73% of the total annual CIP target has been removed from budgets at month three.</p> <p>The Trust is forecasting to achieve the full plan of £5,299k by the end of the year.</p>			

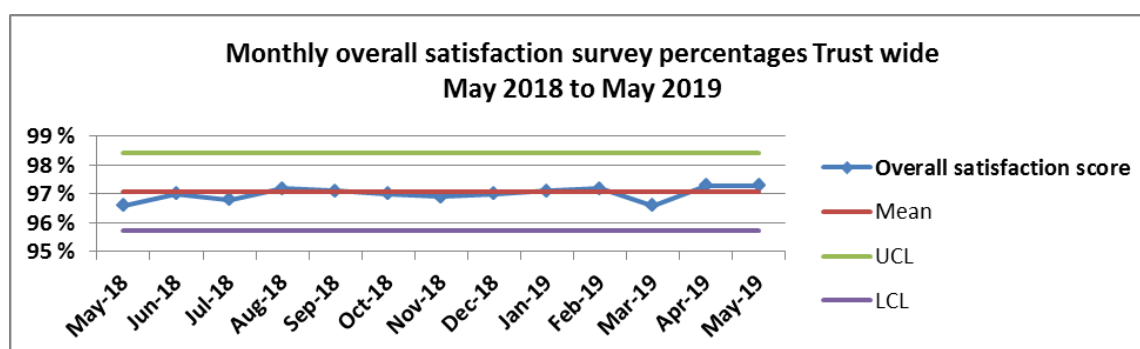
Agency Trajectories		Rag rating: Green	
	M3		
	Actual	Trajectory	Variance
External Agency Expenditure (inc. Locums) £k	538	628	90
Locum Expenditure £k	106	106	0
External agency expenditure (inc. locums) was £538k against £628k trajectory in June. Locum expenditure in June was £106k against £106k trajectory.			

Title of Meeting:	Council of Governors
Date of Meeting:	31 July 2019
Agenda Item:	2.4
Subject:	Patient Experience and Complaints
Presenting Officer:	Mercia Spare, Chief Nurse (Interim)

This report provides a summary of information regarding complaints, Patient Advisory Liaison Service (PALS) and patient experience feedback across all clinical services for May 2019.

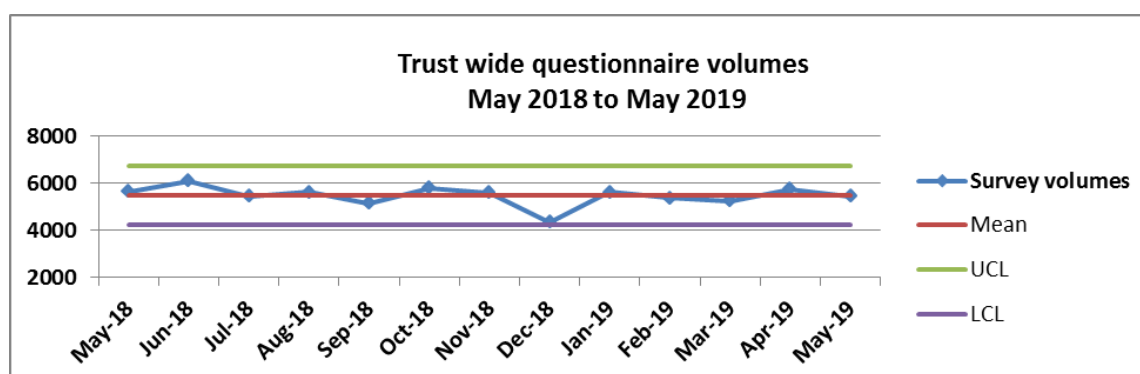
1.1. Combined satisfaction score

5,459 surveys were completed by KCHFT patients, relatives and carers in May 2019 with the same combined satisfaction score as April of **97.3%**. Overall satisfaction survey percentages trust wide from May 2018 to May 2019 are consistently good, with a fluctuation from month to month of less than 1%.



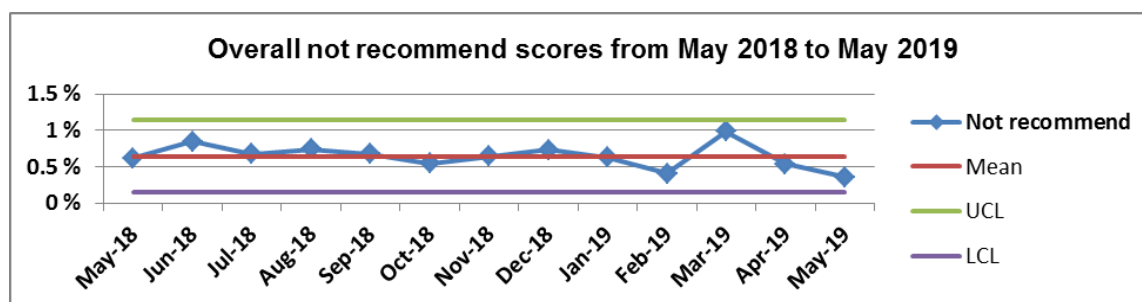
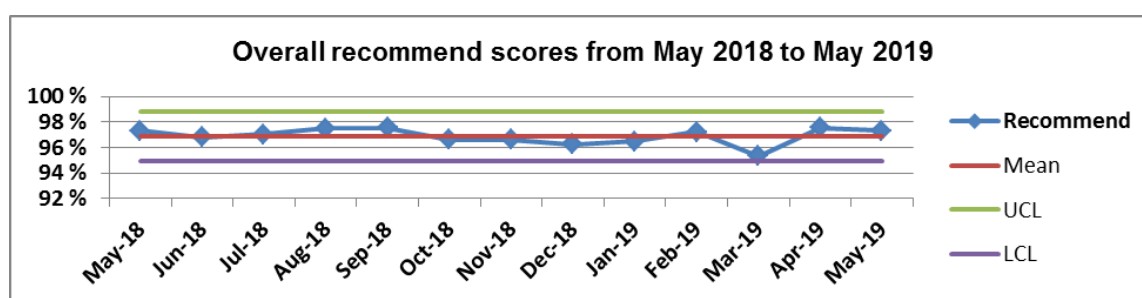
1.2. Meridian Surveys

Survey volumes decreased by 298 in May (**5,459**) compared with April (**5,757**). This followed the same trend as last year. Dental, Lymphoedema and the Newborn Hearing Service collected less feedback in May than in April whereas Health Visiting, Kent Children's Integrated Therapy, Immunisation Service, Kent Continence Service, community nursing and intermediate care had higher returns.



1.3. NHS Friends and Family Test (FFT) scores:

How likely are you to recommend this service to friends and family if they needed similar care or treatment? The NHS Friends and Family Test score for May of **97.3%** recommend was slightly lower than April's score of 97.5%. In May, **0.4%** of our patients chose not to recommend the service they received, compared with 0.5% in April. Despite the fact that the overall recommend score reduced slightly, the 'not recommend' score did not go up. This was due to the fact that patients in May (82) chose the 'neither likely nor unlikely' answer option (compared to 54 in April) and fewer patients chose 'unlikely' (7) and 'extremely unlikely' (12). 40 people chose the 'don't know' response in May compared to 46 in April. 19 of the 'don't know' responses were from children as this can be a difficult question for them to understand. 4 for the dental service and 3 for the community learning disability teams. The remaining 14 were for a variety of services.

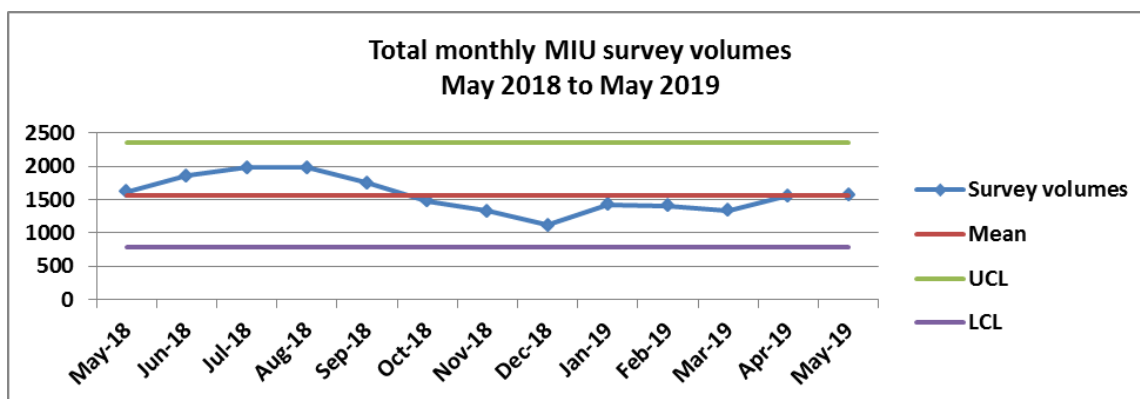


1.4. Minor Injury Units (MIUs)

FFT scores for the MIUs were high in May (**99.61%** recommend), with no-one choosing extremely unlikely and only 2 unlikely responses received from a total of 1,556 surveys. Deal, Edenbridge, Gravesham and Sevenoaks MIU's scored 100%. Sheppey scored 99.6%. Sittingbourne received 1 response for unlikely which resulted in a recommend score of 99.4%. Folkestone received 1 unlikely response with a score of 98.8%. The person in Sittingbourne was unhappy as they waited for 3 and a half hours to be seen. The person visiting Folkestone did not give a reason for their negative response.

In May 2019, there was an increase in survey volumes for Gravesham and Folkestone MIUs compared to April 2019. Volumes remain steady for Sheppey and dropped in Sittingbourne compared to April of this year. Deal had a reduction in the number of completed surveys and numbers continue to fluctuate for Edenbridge and Sevenoaks also showing a reduction in May.

Survey volumes over a 13 month period are shown in the chart below.



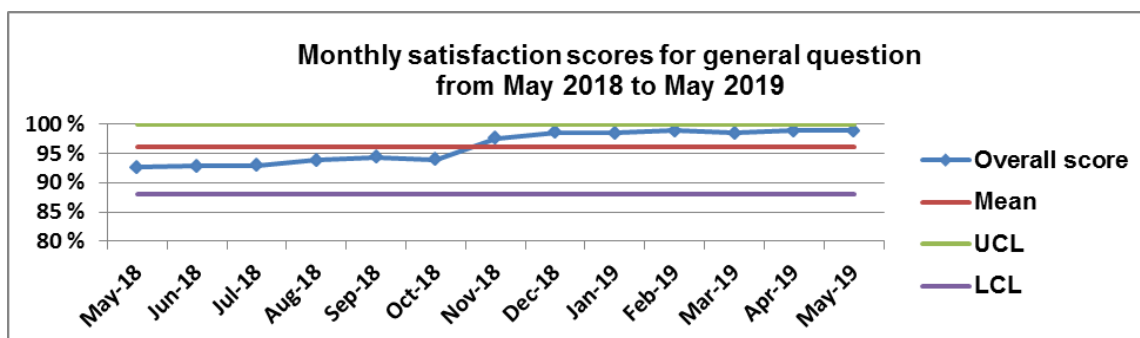
1.5. Community Hospitals

All community hospitals scored highly for the FFT question in May with recommend scores of 100% for 7 of the hospitals. The recommend score overall was **95.7%** and 0% not recommend. Somerhill and Primrose ward at Tonbridge Cottage Hospital had 8 surveys completed following their nil return in April. Herne Bay scored 92.3% and Hawkhurst 84.6% (both hospitals had 13 surveys completed). Out of 10 patients in Herne Bay, 4 were bothered by noise at night from hospital staff and 7 were affected or disturbed by the behaviour of another patient on the ward. At Hawkhurst, 4 patients stated that they had not been reminded to wash their hands. 4 had been anxious about getting help to go to the toilet and 4 felt their spiritual needs had not been met. One patient at Hawkhurst was concerned about the length of time to answer the call bell and another patient would have liked more physiotherapy and was not aware that they could be taken to the day room for lunch.

2. Complaints

6.1. General question on surveys relating to complaints handling May 2019

During May **2,871** people answered the survey question 'If you recently raised a concern or complaint directly with this service, do you feel it was responded to and acted upon?'. The result of **98.9%** satisfaction was the same as in April when a greater number of people (3,843) people answered this question. It is possible that results for this question have remained consistently high since November 2018 due to additional resources being made available for staff with regard to complaints handling. The Patient Experience Team flo page has a resource pack providing information on handling telephone calls with complainants, setting up meetings and creating draft responses. This along with our e-learning and face to face training package support staff throughout the complaints process. A Standard Operating Procedure (SOP) for complaints handling was also distributed in October 2018.

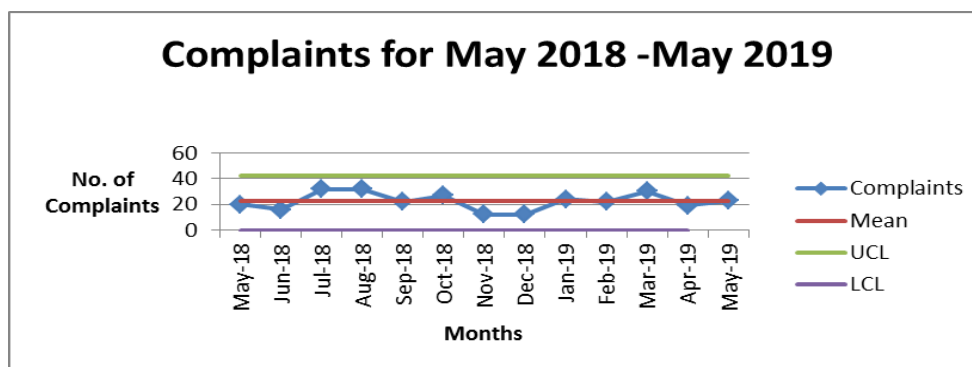


6.2. Feedback from complaints survey

9 surveys were sent to complainants during May following the closure of their complaint and 2 were returned. Positive feedback was received regarding a complaint with the podiatry service and the person was very happy overall with the complaints handling process. For the second survey a mixed set of question responses were received relating to a complaint with the community nursing service. The complainant failed to provide their contact details for a follow-up to be made.

6.3. Complaints received in May 2019

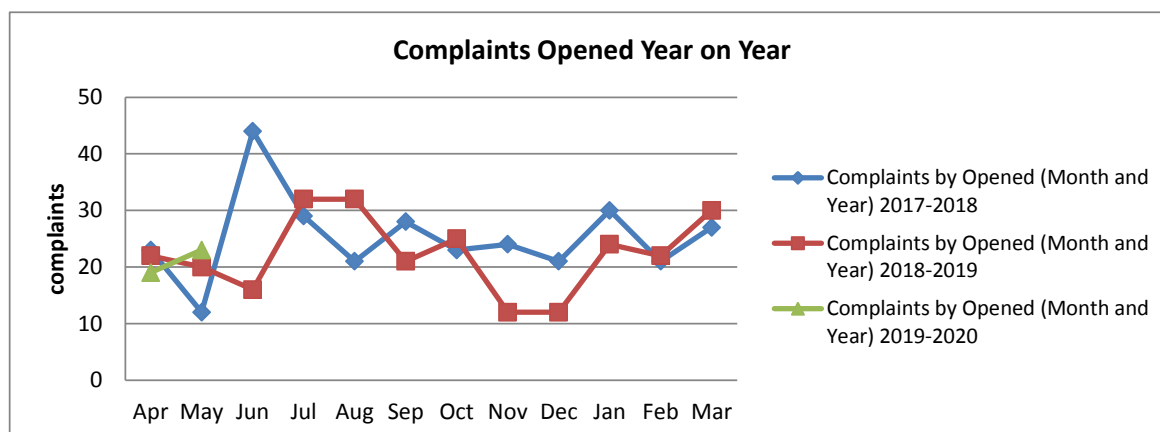
In May 2019, 23 complaints for services were received; this was an increase on 19 in April 2019 and also an increase compared to the previous 2 years. There were 4 multi-agency complaints. The following graph shows that numbers of complaints received since May 2018 have remained consistent.



The following graph shows complaints received by month over the last 3 years. There was a reduction of 10% from 2017 to 2018 and a further reduction of 12% from 2018 to 2019. The complexity of complaints and involvement with other organisations has increased. On average 20% of cases (24) over the last 6 months included liaising with other organisations.

Numbers of complaints levels 1-4

April to March 2016/17 Total 336	April to March 2017/18 Total 303	April to March 2018/19 Total 268	April to May 2019 Total 42
Average 28 per month	Average 25 per month	Average 22 per month to date	Average 21 per month to date



6.4. Community nursing complaints

Community nursing services received 6 complaints in May 2019, all of which are still being investigated.

Ashford teams had two complaints:

- Concern over dressings used which family believes may have caused patient's wound deterioration – this is a level 1 service complaint. This issue to resolve is getting a balance between looking after the patient's skin care and treating their Lymphoedema.
- A long delay in the patient receiving a continence assessment

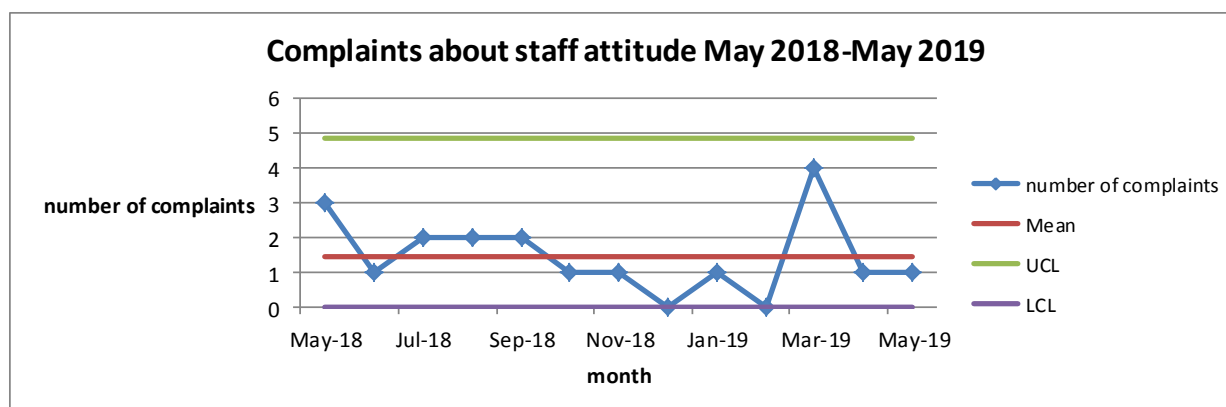
Maidstone and Malling teams had 3 complaints:

- Query over input into Continuing Health Care (CHC) assessment form
- Query over care of stent and patient needing hospital care. This was investigated and agreed not to meet SI criteria.
- End of Life care and delay in getting syringe driver set up.

Shepway teams also had 1 complaint:

- Patient advised that continence nurse had not visited after sending a letter with appointment date.

1 complaint was received regarding staff attitude in May 2019. The graph below demonstrates a general reduction over the last year, except for a rise in March of 4 complaints in relation to staff behaviour.



6.5. Themes and trends of complaints in May 2019

Clinical treatment

There were 9 complaints in this category in relation to:

- Being unhappy with the wound care provided
- Querying the Continuing Health Care (CHC) assessment completed
- Being advised after discharge that had infection
- 1 x missed fracture at minor injury unit (MIU) – This was investigated and agreed not to meet Serious Incident criteria
- 1 x lack of referral to the burns unit at MIU – This was escalated and reported as a Serious Incident
- Dissatisfaction with the last therapy appointment and not getting Autism Diagnostic Observation Schedule (ADOS) forms completed
- Unhappy with stent care provided and needed to attend hospital
- Hickman line not being flushed correctly
- A delay in the syringe driver being put in place for end of life care

Referrals, appointments, admissions, discharges and transfers

There were 4 complaints that fell into this category in relation to:

- Rapid Transfer service not having carers available causing a delay in discharge
- Being unable to book a sexual health appointment more than 48 hours in advance
- Patient not receiving dental care
- Patient waiting a long time for a continence assessment

Values and behaviours

- There was 1 complaint regarding staff attitude - a patient had felt the staff were aggressive as they had asked the patient to leave the premises due to their behaviour

Communication

There were 5 complaints that fell into this category in relation to:

- Difficulty getting through to podiatry to book an appointment
- Patient queried if staff had felt pressured by EKHUFT staff to accept patient (EKHUFT leading, KCHFT to provide comments)
- Family feeling mis-informed about charges after patient discharged to private care home
- Lack of contact with parent when staff visited school for child's appointment
- Difficulty patient had in registering unassisted birth and getting an NHS number

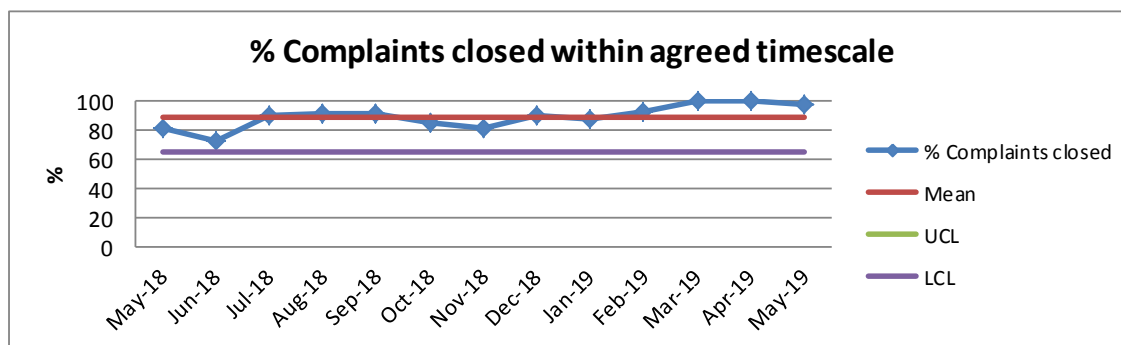
Access to treatment and drugs

There were 4 complaints that fell into this category in relation to:

- Being unhappy that patient discharged with no care plan in place
- Delay in dental referral being completed
- Patient's delay in receiving Lymphoedema hosiery
- Unhappy that patient's dental appointments cancelled as dentist was a family member

6.6. Closed Complaints

During May 2019 31 complaint cases were closed, **97%** of them within the agreed timescales. 1 case failed to meet the timeline due to delays the service lead experienced in obtaining the necessary information to enable a draft to be written. Complainants are kept updated on any delays using their preferred method of communication. Any delays are closely monitored and an escalation process is in place as part of the complaints' process standard operating procedure.



3. You said, we did actions: feeding back changes to patients on the KCHFT website

The following table details a selection of the 'You said ..., we did' uploaded onto the KCHFT public website in May.

Service	You said	We did
Community nursing, Shepway	A family member was unhappy with their perception of the care, medication and use of a syringe driver for their relative at end of life.	The staff member concerned received additional supervision and training from her lead nurse. Lessons learned were also shared with the wider team.
Continence Service	A patient was unhappy about being invited to a group education session.	The service has designed new pathways for education sessions. Letters are now sent to patients inviting them to call in and book an appointment if they would like to attend.
Health Visiting Service	Some clients did not understand the qualifications held by staff working in the breastfeeding drop-in clinics and the specialist breastfeeding service across Kent.	Badges were produced for staff to wear to clearly display their role. Staff also provide clients with a summary of their professional status when introducing themselves.
Sevenoaks Hospital	A family member was unhappy with the apparent lack of physiotherapy their relative received as an inpatient as it was different to what they had expected.	A letter is to be given to patients and their families by the acute hospital when being transferred to a community hospital. The letter includes details and the purpose of the rehabilitation to be provided. A copy of the letter will also be added to the Therapy Pack given to patients on admission to the community hospital.

4. PALS Update

In May 2019 PALS received **812** phone enquiries. The main themes were access to service and appointment enquiries. They also received **32** contacts via the on-line form on the public website and responded to these within 24 hours of receipt. 7 were compliments, 21 queries and 4 concerns (2 of which were not for KCHFT). The 2 complaints were dealt with by the services concerned and resolved.

5. Quality Improvements

Specialist and Elective services:

A serious incident related to domiciliary services within podiatry occurred when a patient was not reallocated for further visits. This led to a quality improvement project which addressed the domiciliary processes. The team won an award for quality improvement for patient experience at the KCHFT Staff Awards.

East Kent Adult services:

A 'Medsavvy' event was held in June when staff discussed varying methods of learning from serious incidents.

The Group was reminded of the Quality Improvement conference taking place on 15 July 2019. Over 300 people had booked to attend so far and this included patient representatives. A Patient Experience and Involvement Stand will be at the conference to provide staff with support.

Sue Mitchell
Assistant Director Patient Safety and Experience
8 July 2019



Title of Meeting:	Council of Governors
Date of Meeting:	31 July 2019
Agenda Item:	2.5
Subject:	Patient and Public Engagement
Presenting Officer:	Louise Norris, Director of Workforce, OD and Communications

Engagement report – July 2019

Executive Summary

This report gives an overview of public and patient engagement, membership engagement and volunteer services 1 April to 30 June 2019.

Introduction

It provides assurance the trust is engaging with patients and the public including:

- those we find harder to reach
- ensuring everyone has a voice
- patient, carer and public involvement in service improvement.

The Communication, Engagement and Patient Experience strategy 2019 to 2021 includes measurable objectives relating to patient, carer, public and staff participation in shaping services and working towards embedding co-design principles in all that we do. Plans include working with patients and carers to develop an 'introduction to co-production and working together workshop' for staff, patients and carers, developing a toolkit to provide guidance for staff on the process for involvement, ensure patient experience feedback is acted upon at all times and increase the number of patients and carers involved in the development of services.

This report provides an update on progress against the goals and objectives.

KCHFT Engagement Team
July 2019

Communication, Engagement and Patient Experience strategy

Goal

Prevent ill health: Take every opportunity to give people and the public information that is relevant and accessible, which supports them to stay well or recover faster.

Objective

Ensure patient information is accessible and conforms to AIS national standards throughout and that services are supported to communicate effectively with patients and carers, with additional needs.

Tasks and progress

Develop new specification for interpreting and translation services. Carry out tender and award new contract by June 2019.

The tender process was concluded during June; later than anticipated. We are in discussions with the new providers about the start date, which is provisionally 9 September. This will enable us to work with the new providers to ensure a smooth transition from the previous providers to new providers. In the meantime our existing providers will be honouring bookings.

Top 10 languages requested for face-to-face and telephone interpreting provided by our prime supplier from April to June 2019:

	Face to Face interpreting		Telephone interpreting
	Languages: (1) being the highest in demand		Languages: (1) being the highest in demand
(1)	Bengali	(1)	Slovak
(2)	Slovak	(2)	Romanian
(3)	Romanian	(3)	Polish
(4)	Turkish	(4)	Bulgarian
(5)	Polish	(5)	Nepali
(6)	Punjabi, Eastern (India)	(6)	Turkish
(7)	Russian	(7)	Albanian
(8)	Lithuanian	(8)	Tigrinya
(9)	Arabic	(9)	Czech
(10)	Portuguese	(10)	Chinese Mandarin

Bookings made with prime supplier for face-to-face interpreting

Apr -19	375
May -19	393
June -19	341

Bookings made with prime supplier for telephone interpreting	
Apr -19	61
May -19	67
June - 19	80

Develop public website to improve navigation and patient information for key services.

We continue to work on improving the public website and have used feedback from public members to identify specific areas for improvement. The BrowseAloud function enables text to be converted to speech. Not just in English but a wide range of other languages.

Work with NHS and voluntary organisations, services and community to improve access to services for people with a disability, sensory loss or impairment.

The Engagement team now has a booking system for staff and volunteers to book a Roger Pen or Sonido hearing device to use in meetings, training and at events. They've been used by staff with hearing impairments at several meetings including the Disability and Carer Staff Network and the Trust's Patient Experience Group. Details of how to [book a Roger Pen or Sonido](#) are on flo and a paper booking form is available for volunteers who don't have access to flo.

We have started to test a smartphone app to help people with hearing and speech impairments to communicate with anyone over the phone using a confidential Relay Assistant service. The NGT (Next Generation Text) app was tested involving a number of people from the deaf community. The testing highlighted that face to face training is needed for staff installing and using the app and we are now identifying services that are willing to test it further.

The Specialist Diabetes Team is organising two bespoke diabetes courses for deaf patients. These are due to be carried out in August involving interpreters to support the course.

Additional tasks and progress

Test our Easy Read advice sheets with people with mild to moderate learning disabilities from East Kent Mencap.

This quarter we tested and/or revised the following leaflets.

- Communication poster (Accessible Information Standard). This was revised and has been sent to print. The print version has been sent to Maidstone and Tunbridge Wells Hospital and East Kent Hospitals University Foundation Trust to print and promote as required. This poster informs patients and public that information in many formats and communication support is available.
- "How did we do" survey. Survey initiated by the Patient Experience Team. Generic easy read survey to be available for all services to use to assess the quality of service a patient, carer or parent has received
- TB Nursing tested in April
- Tooth extraction tested in April
- Patient experience survey tested in June

Monitor uptake of AIS E-Learning and logging of AIS needs on CIS.

AIS E-Learning: A total of 782 staff have completed AIS E-Learning (figures from October 2016 to 1 July 2019). 22 staff completed E-Learning in the period April to June 2019

AIS recorded on CIS (the Trust's electronic patient record)

- Quarter 4: January – March 2019 Patients = 1090 Carers = 90
- Quarter 1: April – June 2019 Patients = 841 Carers = 78

These figures are lower than the quarters we have figures for in 2018:

- Quarter 1: April - June 2018 Patients = 1596 Carers = 318
- Quarter 2: July - Sept 2018 Patients = 1624 Carers = 266

Browsealoud statistics

The Browsealoud tool on our public website provides support with speech, reading and translation when accessing information on our website. This is free to use and available to everyone. During the last quarter the toolbar has been accessed by public and patients as follows:

	Speech	Toolbar	Simplify	Translate	Text magnifier	MP3	Settings
Apr	396	386	6	15	14	3	0
May	528	428	4	12	1	0	0
June	557	401	3	38	7	0	12

Goal	Deliver high-quality care: Establish a culture of co-production to ensure a range of voices help shape the development of high-quality services.
Objective	<p>Establish a culture of listening to and involving patients and carers as equal partners in shared decision making. Embed the principle of co-design across the trust.</p> <p>All KCHFT services are able to easily access patient representatives for feedback and co-design purposes.</p>

Tasks and progress

We will plan and deliver a recruitment drive to increase the number of patients and carers involved in the development of our services year-on-year during the lifetime of this strategy.

The Engagement Managers have a planned meeting for early July, to look at:

- How many Patient Engagement Network members are currently active and involved in Trust initiatives.
- Planned work with PEN members to develop a Trust recruitment drive to recruit new members to the PEN
- Delivering a more structured message with regards to patient carer engagement, via the Trust PEGs

East Kent Patient Engagement Groups (PEGS):

Dates for the East Kent PEGS have now been agreed for the remainder of the year. Sharon Picken, Engagement Manager, chaired the first meeting in Deal which focused on;

- Agreeing the terms of Reference
- Discuss and agree meeting format
- Agree membership
- Discuss how advertises the group.

The meeting was attended by Carol Coleman, KCHFT Governor for Dover and Deal.

Thanet PEG

Thanet Community Services held their first PEG on 4th June.

The first meeting focused on:

- Membership
- Terms of reference
- Future meeting dates
- Purpose of the group
- Overview of services in Thanet
- Quality improvement initiatives - it was discussed that there would be opportunities for patients and carers to be involved in future developments of services.

Hawkhurst PEG

Continues to meet regularly on a quarterly basis.

Sharon Picken, Engagement Manager attended the meeting in June, which was attended by the League of Friends, Volunteer Services Manager, Patient Experience Team, Patient representative, Facilities Team, Healthwatch representative and a Student Nurse.

Notable outcomes from the meeting:

- Changes agreed for the Patients survey around spirituality
- Terms of reference were updated
- Recruitment of a new substantive Physiotherapist post.
- Meeting has been arranged to review the volunteer roles at the Hospital
- Confirmation that there will be work to replace the fire doors on all patient side rooms
- League of Friends have been able to organise disposable headphones for patients on the ward

Tonbridge PEG

Continues to meet regularly on a quarterly basis.

Notable outcomes from the meeting:

- Agreed to discuss patient and carer involvement with Sharon Picken at the July meeting.
- The Therapy ward will soon finish, Somerhill and Primrose ward will join Goldsmith ward all as one this will make a 25 bedded hospital
- Matron Vicky Mellors will oversee all the wards until another band 7 Matron is in post they will job share with Vicky.
- The trust is looking in to if it is possible for KCHFT to take on more complex IV day patients.
- This is a new pilot scheme and may also go ahead in Sevenoaks hospital.

Sevenoaks and Edenbridge PEG

Sharon Picken has met with Kerenza Boulton, Operations Lead for Short Term Services, West Kent – to discuss the restart of the Edenbridge and Sevenoaks PEGs. Kerenza agreed that these will reschedule in August and will provide dates for the two meetings.

We will review and reshape the current system for patient engagement – PAGs, PENs etc – to ensure appropriate membership and consistency and that all services are able to easily and effectively engage with patients and the public in a meaningful way.

The number of Patient Engagement Network (PEN) members at end of June is 36 compared to 46 in March. This follows an exercise to identify inactive PEN members and make sure we only retain the details of patient and public representatives who want to be actively involved.

We will co-design and deliver, with patients and carers, an “introduction to co-production and working together” workshop and toolkit for staff, patients and carers, to embed the principles and ethos of co-production and design; introducing the toolkit across the trust and to raise awareness of the Engagement Team and its role and function.

A co- designed training session is being developed which will be delivered Trust wide to staff, patients and carers.

The training will focus on patient and carer involvement, why it is important and how to overcome barriers.

The first level training will provide staff with a tool kit which will enable them to engage and involve patients and carers effectively in service improvements and developments.

The training will be co delivered by a member of the Engagement Team and a patient/carers.

It is envisaged that the training will be ready to deliver in the Autumn.

We will co-develop patient and carer engagement champion roles, to support and increase patient and carer participation across the trust.

Following feedback from PEN members we have scheduled quarterly informal meetings of the PEN through 2019 and two meetings have now been held. Notable outcomes from the meetings:

- Feedback from meetings that patients, public and carers attend.
- Feedback from the Engagement Team about up and coming involvement opportunities and a report on Engagement Team initiatives and work plans.
- Overview of Quality Improvement (QI) and opportunities to be involved in QI initiatives, from Sarah Donovan, Head of Service Improvements
- Any issues forthcoming from the PEN meetings will be fed to the Quality committee via the Trust PEG

We will promote understanding of why equality monitoring helps us to deliver patient-centred care by working with IT and the Electronic Patient Record (EPR) Action group to include mandatory monitoring questions and by an internal communications campaign.

On-going liaison with CIS team and IT. Assurance provided that equality monitoring questions will be included in new EPR, which will be RiO.

Goal	Integrate services: Support a climate for change by building relationships and mechanisms to support partnerships and system transformation.
Objective	Ensure KCHFT colleagues and its patients' voices are heard and demonstrate how their feedback shapes the future of the STP.

Tasks and progress

Promote individual elements of the STP, such as stroke consultation, as they emerge from the partnership.

4,134 public members emailed about Kent councillors' support for NHS plans for urgent stroke services, 8.8 per cent open rate. Responses received forwarded to STP communications and engagement team.

218 east Kent public members emailed inviting them to join a panel to evaluate two potential options for future east Kent hospital services, 17.4 per cent open rate. Unknown attendance rate as held by STP team.

246 east Kent public members emailed inviting them to attend the Kent and Medway Information Project cancer event. 63 per cent open rate.

Goal	Develop sustainable services: Ensure our colleagues, patients and the public are kept informed, involved and feel valued. Enhance the trust as a place to work.
Objective	Increase year-on year the number of patients and public who say they feel informed, involved and valued.

Tasks and progress

Increase partnership working with our stakeholders and partner organisations, so we can promote opportunities to work together to improve services, for example events.

We are working with other NHS trusts and the voluntary and community sector on the Let's Discuss Cancer event being held on 26 September.

Provide the opportunity for our public members to regularly meet to share experiences, identify opportunities and to promote their work.

Members have been invited to attend the Let's Discuss Cancer event being held on 26 September. We have seen a significant increase in open rates on our members' communications as we have found a solution to the NHS.net issue of emails being sent to junk folders. For example, the recent Annual Members Meeting (AMM) invite has been opened by 1,224 members (28.7 per cent) which compares to the best open rate for an AMM invite of 391 members (8.9 per cent) for the previous AMM.

Build on existing ways for patients and carers to give feedback by developing an online form on the Trust's public website.

The Patient Experience Team has designed an online form and this is now on the public website.

Redesign the Carers Survey with input from carers.

The Head of Engagement and the Patient Experience Manager attended a Carers Support group in Ashford in June to get feedback on the draft survey. The comments gained were very useful and the new survey will be available online from 15 July. The survey asks questions related to whether the Trust is meeting its [Commitment to Carers](#). The first results will be shared with the Council of Governors in the Autumn.

Increase representation from carers and representatives from Carers' organisations on KCHFT's Patient Experience Group and local PEGs.

There is a carers' organisation on the trust's Patient Experience Group. We are in the process of encouraging carers to join the revamped Patient Experience Groups at community hospitals.

Promote the Trust's Commitment to Carers and Carers Week in the Summer 2019 Community Health magazine and via social media and a screensaver.

The Trust made a pledge as part of Carers Week 2019 to increase the visibility of carers of our patients and also our staff who are carers. The Head of Engagement published two blogs during Carers Week highlighting the support available for carers. Sharon Picken, Engagement Manager, attended the Involve Carers Forum in Ditton and a meeting with Carers Support in East Kent, to talk about the Trust and encourage carers to get involved.

The Disability Staff Network has relaunched as the Disability and Carer Staff Network and membership is growing. They held their first full meeting in June and welcomed the support of the network's Executive Champion, Gordon Flack, who attended the meeting and gave a thought provoking presentation.

Membership strategy

Objective

To continue to recruit public members in order to ensure our membership reflects the population that we serve.

The trust's public membership at 30 June 2019 was 8,291. Of the membership:

- 727 are from Black, Asian or minority ethnic communities
- 200 are aged 21 or under
- 900 are aged over 75.

Month	Joiners	Leavers*	Net	Cumulative
April 2019	23	4	19	8,203
May 2019	78	5	73	8,276
June 2019	21	6	15	8,291

**Leavers include public members who have requested to be removed from the database and deceased members.*

Objective

To provide members with accurate information about our services and how to improve their own health and wellbeing.

4,112 public members were emailed the spring Community Health Magazine. The summer magazine was delayed so won't be sent until later in July.

Objective

To ensure members know who their local governor is, what they do/their role and why and how to contact them.

541 public members in Dover and Sevenoaks emailed with contact details for the governor support team provided for replies. Open rates of 12 per cent for Dover and 10.3 per cent for Sevenoaks. No replies received to the engagement team.

608 public members were invited to attend summer COG meeting. Adverts also placed for members of the public via networks and on social media platforms at INVOLVE, Healthwatch Kent, Kent CAN and Kent Carers Matter.

Objective

Increase opportunities for members to feedback on service improvements.

4,112 public members emailed inviting them to visit stands across Kent sites during experience of care week. 6.7 per cent open rate.

1,132 public members emailed asking them to feedback on how our clinical audit team can achieve their objective of increasing patient and public involvement in clinical audit projects. 12.4 per cent open rate and 33 responses received which fed into a report written by a Clinical Audit & Research Projects Officer to be taken to their team's quality and governance meetings for discussion, with recommendations. Respondents to be followed up with invitations to join clinical audit projects as they are formed.

455 public members invited to KCHFT Quality Improvement conference. 13.4 per cent open rate, five public members booked to attend.

40 public members emailed asking them to give a short story about how and why they became a public member and what difference it has made to update our public website. 47.5 per cent open rate and profiles currently being updated.

447 public members emailed inviting them to feedback on a draft One You booklet designed to support Lifestyle Advisors as they assist people to increase their physical activity. 50.6 per cent open rate and 52 responses received which are being reviewed by the One You team. When it has been decided what changes will be made, members who feedback on the booklet will be contacted, informed and thanked.

Volunteer strategy

Goal
1

To increase the number of volunteers in key services to enhance patient and staff experience.

Tasks and progress

To identify and target services where there is the greatest need for volunteers; increasing the number of volunteers who provide key roles like 'meet and greet' and dementia volunteers and developing new volunteering roles, for example, for the trust's charity i care and mystery shoppers

An increase in 'meet and greet' volunteers from 4 (2018) to 17 (April 19) - which did not meet the target of 20. It has proved particularly hard to find volunteers for Vicarage Lane in Ashford.

There is ongoing recruitment for meet and greet volunteers across Kent with an increase in outpatients in Gravesham Community Hospital and Sevenoaks Outpatients.

A number of new services have requested volunteers within Pulmonary Rehabilitation especially in the Thanet area.

The Day Hospital at Edenbridge War memorial we have recruited to two new volunteers to help patients with dementia.

A number of services also requested assistance with a volunteer for admin to input and receive feedback from patients for the meridian survey. This would help the community teams to gather more patient feedback.

The Trust food and drink strategy has now been published; volunteers are required as dining companions in the eight community hospitals. The role would help with patients' dining experience and encouraging the patients to enjoy good food and hydration. It will also help with patients' social interaction and the earlier discharge of patients home.

Recruit volunteers for new services or geographies and increase the number of volunteering hours (2% increase year on year in volunteer hours).

April to June 2019:

Total volunteer hours 4,500 (4,862 previous quarter), but this does not include hours for the health walkers. Number of active volunteers 485 (435 previous quarter) with 211 health walker leaders. April to June is a busy holiday period for volunteers, with Easter in April hence the reduction in total hours. Also we no longer record statistics for hospital radio and league of friends hospital shops.

A new timesheet has been devised and sent to volunteers in June to link into MES and record volunteer hours on this system.

Recruitment numbers have increase with the target of 2% plus in areas such as administration, rehab groups and breast feeding volunteers who had two new cohorts of training during May and June with new training sessions planned in Swale and Shepway after the summer; these training sessions are term time only.

New cohort of health trainer leaders planned for August 2019.

Goal 2

To support, train, engage and retain volunteers so they have a positive experience of volunteering with us.

Tasks and progress

Provide a range of high-quality information about their role; what is expected of them and where they can find out more. Offer training opportunities that develop our volunteers. Act upon volunteer feedback to improve their volunteering experience and satisfaction and develop a reward and recognition scheme for volunteers.

Volunteers Week: 1 – 7 June 2019.

A number of volunteer stories were posted during volunteers' week via social media, trust website and FLO. This included a blog from Louise Norris, Trust Board Volunteer Champion plus a message from Chief Executive Paul Bentley.

A recruitment drive was promoted on the Trust website, social media and via volunteer centres across Kent, U3A and on the national website Helpforce. Future recruitment opportunities to be also published online via Kentvolunteers.org.uk.

Volunteer Survey results:

Final report not ready as survey did not close until end June 2019, feedback from Supervisors survey was 20.

Volunteers responded with 59 surveys online. These figures are down from 2018 as many volunteers details have been removed on MES due to the transfer of the hospital shops volunteers to the league of friends in 2019.

Paper surveys were distributed to volunteers without email and to league of friends.

Training:

Safeguarding and Prevent training facilitated by Voluntary Services Manager to breast feeding volunteers in new cohort training session in May and June.

Volunteer service will facilitate Safeguarding and Prevent training for the new health walk leader's volunteers in August.

Provide regular updates to volunteers on the trust and the added value their volunteering brings and support staff to effectively involve volunteers.

205 people were sent the Summer Volunteer Newsletter via MES (124 copies) and post (69) plus copies were given to volunteers at PEG meetings and league of friends shops.

Mentioned in flomail and on FLO, distributed via paper copies and email to all volunteers and league of friends' colleagues, plus supervisors and staff.

Volunteer Services has planned training for Dementia Awareness facilitated by Emily Bradford from the Engagement team. Two training sessions on the subject of end of life for ward volunteers planned for the autumn. Ward volunteers will also receive specific training on patients with dementia facilitated by the Dementia Specialist Nurse.

Voluntary Services Manager will continue to facilitate safeguarding and Prevent training for all volunteers, health walk leaders and breast feeding volunteers.

Volunteer Afternoon Tea was held in April 2019 in Herne Bay with over 30 volunteers in attendance. It was an opportunity for volunteers to engage with each other and share their experiences and roles with each other. Further events to be planned for Autumn 2019.

Goal 3

To establish a reputation for excellence in volunteering and explore partnership roles to ensure we achieve a more diverse pool of volunteers who better reflect our population

Tasks and progress

Communicate the quality and impact of volunteering at KCHFT and the difference it makes

Regular promotion on Facebook and other social media – for example volunteer stories and feedback during Volunteer Week 1 – 7 June 2019.

Revamp (Recognition of Excellent Volunteer and Management Practice) accreditation was gained and the logo added to the volunteer pages on the website.

Make it easy to access volunteering opportunities at KCHFT; increase the volume and diversity of our volunteer team through targeted recruitment campaigns; explore partnerships to grow the volunteer base in health and social care

Volunteering Services pages on KCHFT website have been updated and new volunteering opportunities are added regularly (vacancies in 7 services currently). We've also successfully used to Facebook to advertise volunteering vacancies.

We continue to receive enquiries about volunteering from the public via email, the website and phone. In April to June we had 33 enquiries.

The Volunteer Services Manager has attended Helpforce Workshops and events (the national NHS volunteering organisation) to network and establish what other NHS trusts are doing to grow volunteering and volunteer training schemes. Working with Helpforce to develop training schemes and qualifications for voluntary services managers in the NHS nationally.

Working with Learning Disabilities team who have recruited a number of young people in their supported employment scheme. A number of candidates did not have the needed social or administrative skills for an office environment, so voluntary services have recruited two young people the children's hearing service to gain experience, with expectation of paid role end of 2019.

We have links with other NHS organisations in Kent to share good practice.

Title of Meeting	Council of Governors
Date of Meeting:	31 July 2019
Agenda Item:	2.6
Subject:	Annual Report and Accounts
Presenting Officer:	Natalie Davies, Corporate Services Director

1. Introduction

The Annual Report and Accounts looks back at Trust performance over the past year. It looks at the performance of the Trust, both in terms of quality and finances and assesses the framework which was in place to both ensure and assure the performance of the trust.

As part of their statutory duties, Governors must be presented with the NHS foundation trust's annual accounts, any report of the auditor on them and the annual report at a general meeting of the council. This is an opportunity for the Governors to reflect on the performance of the trust over the last previous financial year and to provide feedback to the board of directors based on its view of overall performance of the Board.

The annual report is included under separate cover due to its size.

2. Recommendation

The Council is asked to consider the Annual Report and Accounts.

Natalie Davies
Corporate Services Director

Title of Meeting	Council of Governors
Date of Meeting:	31 July 2019
Agenda Item:	2.7
Subject:	Governors Annual Report
Presenting Officer:	Sonja Bigg, Lead Governor

1. Introduction

The Council of Governors publishes an Annual Report outlining the work undertaken during the past 12 months on behalf of the Foundation Trust members and the wider public.

This report is in the process of being compiled using activity records held by the Governor Support team and will be designed for us by the Communications team. A copy will be circulated to all governors for their comments and input.

The final report will be outlined in my presentation to members at the Annual Members meeting in September and published in the Trust magazine. The report will also be sent electronically to all members unless they have requested written communication.

Sonja Bigg
Lead Governor

Title of Meeting	Council of Governors
Date of Meeting:	31 July 2019
Agenda Item:	2.8
Subject:	CQC Inspection Report
Presenting Officer:	Paul Bentley

1. Summary

I am delighted to report that the trust has received an 'outstanding' rating by the Care Quality Commission (CQC) following their inspection earlier this year.

The CQC rated us in five domains: Safe, Caring, Effective, Responsive and Well-led. We were rated as 'outstanding' in the effective and caring areas, and as 'good' in safe, responsive and well-led.

Four of our core seven services were inspected; sexual health, urgent and emergency care, community dental services and end of life care. Sexual health and urgent and emergency care services were rated as 'outstanding' overall. End of life care was rated as 'outstanding' in caring, and community dental services were 'good' overall.

The CQC provided us with some advice around areas for improvement, and we will be putting these into action straight away.

Please find attached the full report for your information.

2. Recommendation

The Council is asked to receive the CQC inspection report for information.

The report is included under separate cover due to its size.

Paul Bentley
Chief Executive

Title of Meeting	Council of Governors
Date of Meeting:	31 July 2019
Agenda Item:	3.1
Subject:	Nomination Committee Report
Presenting Officer:	Sonja Bigg, Staff Governor

1. Introduction

The Nomination Committee (the Committee) is a committee of the Council of Governors (the Council). It is not a decision making body but rather it makes recommendations for consideration and approval by the Council. This report sets out the recommendations of the most recent Committee meeting for Council review.

The Committee met on 19 July 2019. In attendance were Sonja Bigg, David Price, John Fletcher, Governors; and John Goulston, Chair. The meeting was quorate. In attendance was Natalie Davies, Corporate Services Director.

This report advises the Council of the recommendations of the Committee.

2. Board Appointments: Reappointment of Pippa Barber

Pippa Barber's current term of office expires on 30 November 2019.

The Committee received the report and fully supported the recommendation to re-appoint Pippa for a further three years.

Recommendation

The Committee recommends the re-appointment of Pippa Barber for a three year term of office, from 1 December 2019 until 30 November 2022.

3. Non-Executive Director Remuneration

The Committee received the report and it was agreed to recommend an uplift of the remuneration of the Chair and Non-Executive Directors reflecting the 2018 average 6% pay increase agreed for NHS workers over 3 years.

Recommendation

The Committee recommends that the remuneration of the Chair and NEDs should be uplifted to £13,800. The 20% uplift for Chairs of the major Board Committees: Audit and Risk, Finance Business and Investment, Quality and Workforce should remain in place.

4. Membership of the Nomination Committee

The membership of the Committee was discussed following the resignation of Pete Sutton, Public Governor.

Recommendation

The Committee recommends that both Ruth Davies and Miles Lemon be invited to serve on the Committee. Members of the Committee serve for the duration of their term of office as a Governor unless they wish to withdraw from Committee duties.

Title of Meeting	Council of Governors
Date of Meeting:	31 July 2019
Agenda Item:	3.2
Subject:	Amendments to the Constitution
Presenting Officer:	Natalie Davies, Corporate Services Director

1. Introduction

This paper proposes two amendments to the Constitution of the Trust. Beyond small administrative matters of accuracy, a change to the constitution of the Trust requires the approval of both the Board and Council of Governors.

2. Proposal

- a) It is proposed that the Standing Financial Instructions (SFIs) should be amended to remove paragraph 2.17 “The Trust shall nominate a Non-Executive Director to oversee the NHS security management service which will report to the Board”.

Instead, the Terms of Reference for the Audit and Risk Committee have been expanded to cover security controls (including cyber security) as part of the Audit and Risk Committee’s responsibility to provide oversight of governance, risk management and internal control processes.

- b) It is proposed that the composition of the Council of Governors should be amended to update the Partnership Governors listed under paragraph 1.1.4 of Annex 2, as follows:

1.1.4 6 Partnership Governors

- One (1) being elected from a University;
- One (1) being elected from the Kent Association of Head Teachers
- One (1) being elected from Age UK
- One (1) being elected from Young Lives Foundation
- One (1) being elected from Carers FIRST
- One (1) being elected from Kent Dementia Alliance

Paragraph 2.2 of Annex 2 will also be amended to reflect these changes, as follows:

2.2 Partnership Governors

“Subject to paragraph 2.3 of this Annex 3, the following organisations can each appoint one (1) Partnership Governors by notice in writing signed and delivered to the Secretary:

- 2.2.1 University Governor – This will be one representative agreed between Kent University, Canterbury Christchurch University and Greenwich University;
- 2.2.2 Kent Association of Head Teachers;
- 2.2.3 Age UK – This will be one representative from a local Age UK branch, coordinated through the national body;
- 2.2.4 Young Lives Foundation;
- 2.2.5 Carers FIRST;
- 2.2.6 Kent Dementia Alliance.

3. Recommendation

The Council is asked to approve the following proposed changes:

- The removal of Paragraph 2.17 “The Trust shall nominate a Non-Executive Director to oversee the NHS security management service which will report to the Board”.
- The amendment to the Partnership Governors listed under 1.1.4 and 2.2 of Annex 2 – Composition of Council of Governors.

Natalie Davies
Corporate Services Director and Trust Secretary