



We are
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NHS

Warrington and
Halton Hospitals
NHS Foundation Trust

WHH Council of Governors

Thursday 14 November 2019

3:00pm – 5:00pm

Lecture Theatre

HALTON Education Centre



We are
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Warrington and
Halton Hospitals
NHS Foundation Trust

COUNCIL OF GOVERNORS
THURSDAY 14 November 2019, 3.00pm-5.00pm
Lecture Theatre, HALTON Education Centre

AGENDA ITEM OG/19/05	TIME PER ITEM	AGENDA ITEM	OBJECTIVE/ DESIRED OUTCOME	PROCESS	PRESENTER
COG/19/11/58	3.00pm	WRAG Update (from May CoG)	<i>For info/update</i>	<i>PPT</i>	WCCG Carl Marsh
FORMAL BUSINESS					
COG/19/11/59	3.30pm	Welcome and Opening Comments <ul style="list-style-type: none"> • Apologies • Declarations of Interest 			Chairman
COG/19/11/60 PAGE 3		Minutes of meeting held 13 August 2019	<i>For decision</i>	<i>Minutes</i>	Chairman
COG/19/11/61 PAGE 9		Matters arising/action log	<i>For assurance</i>	<i>Action log</i>	Chairman
GOVERNOR BUSINESS					
COG/19/11/62	4.40pm	Approval of Chief Executive appointment	<i>For decision</i>	<i>To follow</i>	Chairman
COG/19/11/63	3.35pm	Lead Governor Update	<i>For info/update</i>	<i>Verbal</i>	Lead Governor
COG/19/11/64	4.45pm	Items requested by Governors - UTC – verbal update, Chris Evans	<i>For info/update</i>	<i>Briefing notes +Q&A</i>	
COG/19/11/65 Page 11	4.00pm	Reports from (a) QiC – 5.11.2019 (b) GEG - 6.11.2019 Agenda i. and Engagement Dashboard b (c) Board Committee Observations, Trust Board/SPC/CFC/Audit/FSC/QAC	<i>For info/update</i>	<i>Verbal</i>	Chair of GEG + Chair of QiC
COG/19/11/66 PAGE 20		Terms of Reference + Cycles of Business - GEG Deferred to February - QiC	<i>For decision</i>	<i>Report</i>	Chair of GEG + Chair of QiC
COG/19/11/67 PAGE 26		Elections Activity Bi-Annual Report : Vacancies & Governors Terms of Office	<i>For decision</i>	<i>To follow</i>	Head of Corporate Affairs
TRUST BUSINESS					
COG/19/11/68	4.10pm	Acting Chief Executives Report including:	<i>For info/update</i>	<i>Verbal</i>	Deputy Chief Executive
COG/19/11/69	4.20pm	Chairmans Briefing	<i>For info/update</i>	<i>Verbal</i>	Chairman
COG/19/11/70 PAGE 30	4.25pm	Complaints Report	<i>For info/update</i>	<i>Report</i>	Deputy Director Governance
GOVERNANCE					
COG/19/11/71 PAGE 38	4.35pm	Appointment of External Auditors	<i>For decision</i>	<i>Report</i>	Head of Corp Affairs
COG/19/11/72 PAGE 40	4.40pm	Compliance Trust Provider Licence Bi-Annual Report	<i>For decision</i>	<i>Report</i>	Head of Corp Affairs
COG/19/11/73 PAGE 41		Appointment of Cliff Richards to the role of Chair of Charitable Funds Committee (CR to leave room for this item)	<i>For decision</i>	<i>Report</i>	Head of Corp Affairs
COG/19/11/74		Change of role - Head of Corporate Affairs Committee (JC to leave room for this item)	<i>For decision</i>	<i>To follow</i>	Chair/Acting CEO (TBC)
COG/19/11/75 PAGE 43		Change to Trust Name and Ratification of FT Constitution (attached separately)	<i>For decision</i>	<i>Report</i>	Dir Comms+E'gment
COG/19/11/76	4.50pm	Governor Training and Development MIAA as available	<i>For discussion</i>	<i>Verbal</i>	Head of Corporate Affairs
CLOSING					
COG/19/11/77		Any Other Business Schedule of 2020-21 dates attached		Verbal	Chair

Next Meeting Date will be on Thursday 13 February 2020, 3.00pm-5.00pm
Lecture Theatre, HALTON EDUCATION CENTRE



COUNCIL OF GOVERNORS

Full Minutes of the Meeting held on Tuesday 13 August 2019

3.30pm to 5.30pm, Trust Conference Room, Warrington FOR GOVS + EXECS ONLY

Present:

Steve McGuirk (SMcG)	Chairman (Chair)
Mel Pickup (MP)	Chief Executive
Mark Ashton (MA)	Staff Governor
Margaret Bamforth (MB)	Non-Executive Director
Keith Bland (KB)	Public Governor
Erin Dawber (ED)	Public Governor
Norman Holding (NM)	Public Governor & Lead Governor
Ian Jones (IJ)	Non-Executive Director
Alison Kinross (AK)	Public Governor
Linda Mills (LM)	Public Governor
Colin McKenzie (CMcK)	Public Governor
Cliff Richards (CR)	Non-Executive Director
Professor John Williams (JW)	Partner Governor, University of Chester

In Attendance:

Michael Green (MG)	Grant Thornton External Auditors
Pat McLaren (PMcL)	Director of Community Engagement + Fundraising
John Culshaw (JC)	Head of Corporate Affairs
Julie Burke (JB)	Secretary to Trust Board (Minutes)
Marie Ann Hunter (MAH)	Primary Care Senior Commissioner, Warrington CCG
Melanie Alsop (MA)	Service Development Manager, Warrington CCG
Katie Horan	Engagement Manager, Warrington CCG
Dr Rakhi Raj	Clinical Lead for Primary Care, CD East Primary Care Network, WCCG

Apologies:

Terry Atherton (TA)	Non-Executive Director
Paul Bradshaw (PB)	Public Governor
Simon Constable (SC)	Executive Medical Director/Deputy Chief Executive
Colin Jenkins (CJ)	Public Governor
Peter Lloyd Jones (PLJ)	Partner Governor, Halton Borough Council
Nichola Newton (NN)	Partner Governor, Warrington + Vale Royal College
Anne Robinson (AR)	Public Governor
Louise Spence (LS)	Staff Governor
Nick Stafford (NS)	Public Governor
Anita Wainwright (AW)	Non-Executive Director

COG/19/08 /36	Refreshed Primary Care Strategy 2019	
	<p>The Chairman welcomed colleagues from Warrington CCG who shared the Primary Care Strategy vision highlighting the proposed priority areas and engagement opportunities before wider public consultation. MAH explained the Strategy refresh is at pre-engagement stage and a set of outcomes are being developed for the proposed priority areas. It is being developed in conjunction with a number of stakeholders in the local health economy including GPs, Practice Nurses, Primary Care Network, Warrington Together to inform a Draft Primary Care Strategy to present to the CCG Primary Care Commissioning Committee in November incorporating feedback received during the engagement phase.</p> <p>In relation to query raised about population assumptions, MAH explained a population-based approach is being adopted, to allow patients to access services in a number of locations,</p>	

	<p>rather than just their registered practice, aligned to the Warrington Local Plan and the 5 Primary Care Networks in Warrington. This will include looking at each age group to define care needed using risk stratification tool to support patients being treated at home whilst continuing to highlight high risk patients, reducing health inequalities through collaboration with primary, secondary, tertiary, community and social care partners.</p> <p>MP referred to the Place Based Plan being submitted to C&M at the end of September and asked the CCG to consider which elements could form part of the submission.</p> <p>MAH advised an extension to the engagement phase to the end of September to allow feedback from all stakeholders and partners to be considered and encouraged Governors to feedback through the appropriate channels. The Chairman thanked the CCG for sharing the Primary Care Refresh Strategy.</p> <ul style="list-style-type: none"> • CCG to return to a future CoG to share the Draft Strategy following conclusion of the engagement and consultation phases. 	
COG/19/08 /37	Welcome, Apologies & Introductions	
	Apologies – noted above. There were no declarations of interest in relation to the agenda items for the meeting. The Chairman congratulated the CEO on her new appointment, wishing her every success in her new role, conveying thanks for her support and leadership both in the Trust and the local health economy.	
COG/19/08 /38	Minutes of meeting held 16 May 2019	
	The minutes of the meeting held on 16 May 2019 were approved accurate record.	
COG/19/08 /39	Matters arising/action log	
	Action log and updates recorded. Remaining items were covered on today's agenda..	
COG/19/08 /40	Lead Governor Update	
	<p>NH provided an update on pertinent matters since the last CoG:</p> <ul style="list-style-type: none"> - Governor Working Group to meet before the next meeting with Bridgewater Governors on 19 September. - NH had attended new Hospital design meeting; had met with Trust new Non-Executive Director to share work of the Governors and the new Head of Complaints/PALS - Programme of Governor Observation visits continue. NH had met with the COO as part of a walk-around in ED following feedback at a recent What Matters to Me conversation café including lack of updates to patients on their wait for treatment in ED and minors. Improved process had been put in place and improvement noted on recent visit. 	
COG/19/08 /41	Items requested by Governors	
	<p>Briefings had been circulated with papers relating to Urgent Treatment Centre contract, Bridgewater Collaboration, and Outpatient Appointment Process. In relation to the UTC, MP explained after last week's One Halton Health Forum, Commissioners left the meeting, allowing providers to agree a response of need for an UTC, following the abandonment of the procurement and to avoid a re-procurement exercise by Commissioners, submission due 16 August 2019.</p> <p>In relation to Bridgewater, SMcG advised Chair and CEOs of WHH, Bridgewater and Commissioners to meet to continue discussions for greater integration of primary, secondary and community services.</p> <p>In relation to Car Parking PMcL explained a new Staff Permit Policy is to be developed through the Workforce Transport Group which includes Staff-Side representation. Currently 4000+ permits are issued Trust-wide with 1600 spaces for staff. Options being considered will include staff having to re-apply for a permit which may be awarded on a points basis, including a geographical radius of where staff live in relation to the hospital, their working patterns, any disabilities, to effectively maximise both on-site and dedicated of-site parking</p>	

	<p>for staff. All acknowledged the need to ensure that utilisation of Halton site is maximised which may ease the burden on Warrington site. ED suggested dialogue with Warrington Council to canvas support for an additional stop at the Hospital for existing bus routes, to further encourage patients to use public transport to the hospital, particularly from more remote areas of the borough. PMcL advised that I Wright is a member of the Warrington Council Transport Group and will ask for this to be fed into their discussions.</p>	
COG/19/08/42	Reports from Governor Engagement Group (GEG) and Quality In Care (QiC) + Board Assurance Sub Committees	
	<p><u>GEG 7.08.2019</u> - KB provided an update on key matters discussed:</p> <ul style="list-style-type: none"> - Update from Trust Quality Improvement lead, significant improvement in 2 workstreams reduction in falls and pressure ulcers. Working with 5 wards, falls had dramatically reduced, with one ward reporting no falls since May. PMcL to circulate Quality Improvement workplan and report. - The Group had received a progress report relating to 2019 Quality Priorities, the Engagement Dashboard and discussed Governor Election timetable and Change to Trust Name. - AGM confirmed for 11 September 2019 with open day/workshop at CMTC from 12 noon and AGM to commence at 4pm. <p><u>QiC 25.07.2019</u> – NH provided an update on key matters discussed:</p> <ul style="list-style-type: none"> - Feedback received following CQC inspection, updates on Quality Priorities and Quality Academy. - Governor Observation visits – 3 had taken place, K25, A5 and Intermediate Care B1 (Halton). Main issues highlighted related to signage and security on A5, communication re: choice of menu available (not the standard of food), particularly on B1 where patients may be on the ward for a longer period of time. Feedback had been shared with the Patient Experience Committee. Overall positive feedback across the wards from patients and families relating to care received. <p>Written feedback from Board, Strategic People Committee and Charitable Funds from nominated Governors noted.</p>	
COG/19/08/43	Update on Elections	
	<p>JC explained timeline for forthcoming elections:</p> <ul style="list-style-type: none"> - 12 September 2019 - notification of elections; 30 September 2019 - deadline for nominations; 7 November 2019 – closing of Poll; 8 November 2019 – results of Poll - 5 Public Constituencies (out of 8) vacant for election - 4 Staff Governor Group (out of 6) vacant for election. - The COG discussed an alternative option for the Staff Governor groups due to the historical difficulty to successfully recruit to all groups, proposing a future constitutional change for a “Other Staff Group”. SMcG and MA also suggested maximising “Be The Change” team to raise awareness of the impending elections and the role of staff governors, sign posting to current Governors for any advice on the role of a Governor. <ul style="list-style-type: none"> • Options to be explored for potential future constitutional change for a “Other Staff Group”. 	
COG/19/08/44	Annual Appraisal of Trust Chairman	
	<p>IJ explained findings following the collation of the feedback for the Chairman’s appraisal, his subsequent meeting with the Chairman to share the feedback, which he had reported to the GNARC immediately prior to this meeting. This appraisal feedback reflected the continued trajectory of SMcG and his successful transition from his previous Executive role to his role as a Non-Executive Director role.</p> <p>Unanimous positive feedback had been received from the Governors. Improved feedback from last year from Executives with exception of a minority of outliers, compared to last year, demonstrating recognition of him being a high quality Chair of both Board and Council of</p>	

	<p>Governors. The GNARC had endorsed comments received in that SMcG continues to demonstrate strategic thinking to ensure the Board is fully prepared in the long term whilst providing guidance and leadership on current issues. The Chair had provided leadership in strengthening governance processes in the last 12 months as a Unitary Board and a cohesive CoG with nominated Governors now attending Assurance Committees of the Board and strengthened triangulation and reporting of information from Board Sub-Committees through to Trust Board. This had been reflected in the positive findings of the recent CQC Well-Led inspection. It was acknowledged that SMcG continues to encourage an open dialogue with Board and Governors, challenging where appropriate. All recognised the positive changes SMcG had made in his own behavioural style following feedback last year. SMcG had acknowledged all feedback, recognising areas for improvement.</p> <p>The Council of Governors approved the Annual Appraisal of the Trust Chairman.</p>	
COG/19/08/45	Proposal to uplift Chair + Non-Executive Director Remuneration for 2019-20 V-) o	
	<p>NH explained the proposals had been discussed and approved at GNARC prior this meeting, to uplift Chair and Non-Executive Director remuneration for 2019-20 following consideration of:</p> <ul style="list-style-type: none"> - Chairman and NEDs had not received an uplift in the last 2 years. - All NHS staff on Agenda for Change and Local Salaries (VSM) have received an uplift of 1 % in 2018/19. - In 2018/19 a number of different pay review recommendations were received across the NHS, the largest being the 1 – 3% uplift for Agenda for Change Staff in year one of a three year deal. - NHSI guidance currently is that NED Uplift had been discussed but not progressed to date. In the event that national guidance is received from the NHSI outlining a greater uplift a further paper would be produced and presented to GNARC at a later date. - In relation to additional allowance of £750 for a Committee Chair, this had not been applied to CR as he is not currently Chair of a Committee. <p>Post meeting note: As Chair of Charitable Funds Committee, CR awarded additional allowance of £750 as a Committee Chair.</p> <ul style="list-style-type: none"> - JC further explained that it is usual for Audit Committee Chair to receive a higher additional allowance of £5,000. The Trust agreed, for parity, for this to be shared across all Committee Chairs. - In the event that national guidance is received from NHSI outlining a greater uplift for NEDs a further paper would be produced and presented to GNARC at a later date. • The Council of Governors <u>approved</u> the proposal for 2% uplift of Chair and Non-Executive Directors Remuneration for 2019/20 backdated from April 2019 to be applied in September 2019 salaries. 	
The Chairman and NEDs returned to the meeting		
COG/19/08/46	Chief Executives Report	
	<p>The CEO conveyed thanks to all staff and governors for their support in the recent CQC inspection to achieve overall Good rating explaining work is already underway to Move to Outstanding. An engagement visit from the CQC had taken place on 12 August to Diagnostics and Out-patients to understand action plans in place to move from RI to Good as this service was not part of this year's inspection.</p> <p>MP referred to the recent media attention relating to My Choice and the mis-perception by some members of the public and MPs of privatisation which had resulted in a number of press and FOI enquiries. My Choice was to offer treatments to patients on the NHS, that were no longer being offered by Commissioners through NHS Procedures of Lower Clinical Priority (PLCP), but at a significantly reduced cost than if patients opted for treatment through a private provider. It emerged that additional guidance had been issued by NHSE on PLCP to Commissioners, not Providers, on treatments that could be offered. When this had been shared with Providers, the Trust took the decision to pause as no members of the public had</p>	

	<p>taken up the offer.</p> <p><u>One to One Midwifery</u> - CEO explained current situation, processes and actions the Trust had taken to ensure that all affected women were contacted to review their preferred place and choice of care, providing reassurance that they would be fully supported. The Trust received notification on 29 July 2019 of impending administration on 31 July 2019. The Trust had anticipated the scenario and with an excellent operational response had contacted 241 women over a 48 hr period to review their care. Women choosing the Hospital as a place of birth/care will be supported by the Midwifery Team current resources with an offer made to One to One staff for the Trust Bank to retain skills in the area.</p> <p>The CEO shared her disappointment that Warrington had not been successful in any allocation of the recent £20bn capital investment announced by the Government, despite losing out on 2 recent bids for Halton Healthy New Town and the New Hospital.</p>	
COG/19/08 /47	Chairman's briefing	
	<p>The Chairman reiterated his thanks to Governors for their support and contribution to the recent CQC Inspection, his 1:1s continue with the Lead Governor to address any matters, he had also attended a number of ward celebrations/openings including the opening of the Butterfly Bereavement Suite.</p> <p>Due to the impending departure of the CEO, SMcG advised that the Deputy CEO will step up as Acting CEO until the Board agree on next steps for a substantive appointment taking into consideration national and location direction of travel, including STP and on-going collaboration discussions with Bridgewater.</p> <p>The Chairman thanked JC for his support and contribution to the CoG and Board due to his impending departure, wishing him every success.</p>	
COG/19/08 /48	Annual Report + Accounts including Auditors letter and Quality Account Report	
	<p>M Green highlighted key points for CoG to note within the Annual Audit Letter, summarising work undertaken to deliver the Audit Opinion and which had been submitted as part of the Annual Report + Accounts submission to NHSE/I and Parliament.</p> <ul style="list-style-type: none"> - Financial statements - Unqualified Opinion including material uncertainty due to on-going Trust deficit and £22m loan repayment due in 2019-20, reporting that the Trust is not a going concern risk. - Value For Money - Qualified Conclusion, except for setting a sustainable budget with sufficient capacity to absorb emerging cost pressures. Significant improvement noted in year to achieve Control Total, with embedding of improvements in 2019-20 to support delivery of financial sustainability. - Quality Report – Review completed, 3 indicators tested; 2 mandated - 4 hour A&E wait and 62 day cancer indicator, and 1 Governor indicator - Mortality, no issues identified, reports consistent with data supplied - Unqualified Opinion. <ul style="list-style-type: none"> • The Council of Governors noted the report. 	
COG/19/08 /49	Quality Strategy	
	The Council of Governors noted the report.	
COG/19/08 /50	Complaints Report	
	The Council of Governors noted the report and the continued improvement in this area.	
COG/19/08 /51	Engagement Dashboard	
	<p>PMcL explained the Dashboard had been reviewed and discussed at the GEG on 7 August. She described an unusual amount of negative reporting largely pertaining to My-Choice. Correspondingly, the website activity doubled with patients looking to have procedures done at an attractive tariff. Enquiries from the public are being held centrally to allow contact to be made in the future.</p>	

COG/19/08 /52	Governor Training and Development MIAA , No updates to report.	
	Governor Safeguarding Booklet, Children’s and Adults Level 1 had been circulated to the Governors who were asked to sign and return the signatory forms to confirm they had read the booklets.	
COG/19/08 /53	Amendment to the Constitution (Change to the Trust name)	
	PMcL asked the CoG to support the proposal to amend the Constitution to reflect the change of the Trust’s Name to Warrington and Halton Teaching Hospitals NHS Foundation Trust. The proposal, options and process for the change had been discussed at previous CoG, GEG and Trust Board meetings and will support recruitment to all vacancies in the Trust as a Teaching Hospital, maximising relationships already in place with a number of academic partners including our main Patron, the University of Chester. This proposal had subsequently been approved at the GEG meeting held on 7 August 2019. A Communication Plan is in place and PMcL reassured the CoG that no significant additional expense will be incurred by the Trust in any re-branding, ie ID badges will not be globally reissued, signage will be ‘re-skimmed’ rather than a full replacement and stationery rebranding can be done at no additional expense electronically. <ul style="list-style-type: none"> • The CoG approved the proposed amendment to the Constitution. 	
COG/19/08 /54	Compliance Trust Provider Licence (Bi-annual report)	
	Full compliance reported. <ul style="list-style-type: none"> • The Council of Governors noted the report. 	
COG/19/08 /55	Council of Governors Terms of Reference	
	JC explained there were no proposed changes to the ToR to those approved in 2018. <ul style="list-style-type: none"> • The Council of Governors reviewed and approved the ToR. 	
COG/19/08 /56	Audit Committee Chair’s Annual Report	
	IJ highlighted key points within the Annual Report which had been approved at the Audit Committee on 21 May 2019 and Trust Board on 29 May 2019. <ul style="list-style-type: none"> - 100% attendance by all NEDs, demonstrating robust triangulation of information from all Board Sub Committees. - A number of MIAA audits received of Limited and Moderate Assurance. Recommendations are monitored both by MIAA and Trust internally through the Finance Team for completion of recommendations. <ul style="list-style-type: none"> • The Council of Governors approved the Audit Committee Chair’s Annual Report. 	
COG/19/0857	Any Other Business	
	PMcL asked for Governor support to judge the nominations for the Patient Choice award for the forthcoming Trust Annual Staff Awards.	
	Date and time of next meeting Thursday 14 November 2019, 3.00pm-5.00pm, Lecture Theatre, HALTON EDUCATION CENTRE	

Signed Date

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COUNCIL OF GOVERNORS ACTION LOG

AGENDA REFERENCE	CoG/19/11/61	SUBJECT:	COUNCIL OF GOVERNORS ACTION LOG	DATE OF MEETING	14 November 2019
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1. ACTIONS ON AGENDA

Minute ref	Meeting date	Item	Action	Owner	Due Date	Completed date	Progress report	RAG Status
COG/19/02/12	14.02.2019	Governor Effectiveness Survey	High level summary to CoG.	Head Corporate Affairs	13.08.2019		16.05.2019. Deferred to August meeting. JC to update, did not go to August CoG 07.11.2019 – HoCA to meet with SMCg ahead of next meeting	
COG/19/05/17	16.05.2019	WRAG presentation	Further session to planned for 6 months	WCCG Carl Marsh	CoG 14.11.2019	14.11.2019	Attending November meeting	

2. ROLLING TRACKER OF OUTSTANDING ACTIONS

Minute ref	Meeting date	Item	Action	Owner	Due Date	Completed date	Progress report	RAG Status
COG/18/11/56	15.11.2018	Lead Governor Update	Date of visit to CoCH to be circulated	Head Corporate Affairs			6.02.2019. Awaiting confirmation from CoCH. 16.05.2019. On-going discussion to agree date. 28.08.2019. HCA contacted counterpart at CoCH. NH contacted his counterpart to arrange. 02.09.2019 CoCH Interim Trust Secretary advised that new Director of Corporate Governance starting with Trust in Nov '19 and visit to be arranged after they commence in post	
COG/19/02/14	14.02.2019	WRES Update	Options for FTSU BME Champion to attend CoG	Head Corporate Affairs			18.07.2019 Discussions ongoing. 13.08.2019. HCA to meet with	



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			as a 'Partner' or 'Staff' Governor.				FTSU Guardian to progress.	
COG/19/08/43	13.08.2019	Elections	Options to be explored for potential future constitutional change for a "Other Staff Group".	Head Corporate Affairs				
COG/19/08/36	13.08.2019	Primary Care Refresh Strategy 2019	Warrington CCG to attend future COG to share Draft Strategy following engagement + consultation phases.	Marie-Ann Hunter, WCCG	13.02.2020		Deferred to February due to the delay in their internal meeting to the end of November	

3. ACTIONS CLOSED SINCE LAST MEETING

Minute ref	Meeting date	Item	Action	Owner	Due Date	Completed date	Progress report	RAG Status
COG/19/08/42	13.08.2019	GEG	GEG workplan and Quality Improvement report to be circulated.	Director of Community Engagement + Fundraising		13.09.2019	Report circulated 13.09.2019	

RAG Key

	Action overdue or no update provided		Update provided but action incomplete		Update provided and action complete
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GOVERNORS' ENGAGEMENT GROUP
11am - 1pm Wednesday 6 November 2019
Trust Conference Room, Warrington Hospital

AGENDA

	Agenda Item		
GEG/19/ 11/1	Welcome, Apologies and Introductions Declarations of Interest	-	Chair
GEG/19/ 11/2 11:05	Meeting notes from August Meeting.		Chair
GEG 19/ 11/3 11:10	Always Events – Radiology (see separate reference docs – for interest)	<i>Presentation</i>	Louise Harding Paula Park Trish Richardson
GEG/19/ 11/4 11:40	Digital Strategy 2019-22 – your input	<i>Presentation</i>	Phill James Chief Information Officer
GEG 19/ 11/5 12:00	Don't Let Me Down Patient campaign – missed appointments (in patient, out-patient) Campaign plan and testing	<i>Presentation – feedback required from governors</i>	Gina Coldrick
GEG/19/ 11/6 12:15	Patient and Public Participation and Involvement <ul style="list-style-type: none"> - Quality Priority for 2019-20 – progress and Engagement Dashboard - Hospital Food – Briefing - Patient/Public Involvement in Quality Improvement initiatives - Plan for 2020-21 	<i>For assurance</i> <i>Presentation 10min</i> <i>Presentation 10min</i> <i>Discussion</i>	Pat McLaren Trish Richardson Alison Schofield
GEG/19/ 11/7 12:45	Governors' Items		All
GEG/19/ 11/8	Any other business		

Next meeting: Weds 5 February 2020 11am – 1pm Halton Education Centre



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NHS Foundation Trust

Council of Governors

AGENDA REFERENCE:	COG/19/11/65b
SUBJECT:	Trust Engagement Dashboard – half year report 2019
DATE OF MEETING:	14 November 2019
ACTION REQUIRED	For Assurance
AUTHOR(S):	Pat McLaren, Director Community Engagement
EXECUTIVE SPONSOR	Pat McLaren, Director of Community Engagement + Fundraising
LINK TO STRATEGIC OBJECTIVES:	All
EXECUTIVE SUMMARY	<p>The Trust has launched its first patient and public participation and involvement strategy for 2019-21, a measure of the success of the deployment of this strategy is the attached Engagement Dashboard.</p> <p>The Dashboard addresses:</p> <ul style="list-style-type: none"> - Level of success in managing the Trust’s reputation in the media and across digital and social platforms - Our engagement with patients, staff and public via our social media - The Trust’s website and levels engagement with this key platform - Patient enquiries via our website - Patient feedback on the independent platforms - Engagement with the Trust through the Freedom of Information process. <p>Key items to note:</p> <ul style="list-style-type: none"> • Twitter followers continue to grow steadily and are now at 10.85K • Facebook likes have more than doubled in the first six months and now exceed 10K • Website visitors are steady at around 26K per month (following large surge in June due to media issue) • Website accessibility – mobile devices are by far the most common platform used • Website enquiries – we dealt with 1,056 enquiries through the website • We have received, processed and returned 272 Freedom of Information requests. • Patient Feedback: We continue to be highly rated on independent feedback platforms, achieving a 4.5* rating on NHS Choices for Warrington Hospital for the first time. To note that NHS Choices has since ceased the publication of ratings for individual sites and are now only reporting on Trusts.



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Acute providers Cheshire and Merseyside - NHS CHOICES ratings at 18.10.19				
Trust	No of Reviews	Stars	Ratings index	
Warrington and Halton Hospitals	21	4.5	40.5	
Southport and Ormskirk	20	4	32	
Aintree Hospital	16	5	30	
Royal Liverpool and Broadgreen	17	3.5	24.5	
St Helen's & Knowsley	15	4	20	
Countess of Chester	14	3	12	
Wirral University Hospital	13	3.5	10.5	
Mid Cheshire	5	5	10	
East Cheshire	4	3.5	3.5	

The Trust rates in the top 3 in the region compared with peers but is highest ranked when weighted with total reviews.

PURPOSE: <i>(please select as appropriate)</i>	Information X	Approval	To note X	Decision
RECOMMENDATIONS	That the Council of Governors receives the dashboard for assurance relating to the deployment of the PPP&I strategy.			
PREVIOUSLY CONSIDERED BY	Committee Choose an item.		Governors Engagement Group	
	Agenda Ref.	GEG/19/11/04b		
	Date of meeting	07/08/2019		
	Summary of Outcome	Present to CoG quarterly		
NEXT STEPS: <i>State whether this report needs to be referred to at another meeting or requires additional monitoring</i>	Submit to Trust Board			
FREEDOM OF INFORMATION STATUS (FOIA):	Release Document in Full			
FOIA EXEMPTIONS APPLIED: (if relevant)	None			

**Involving Patients, Carers, Visitors, Staff, Public and
Media**

Trust Engagement Dashboard

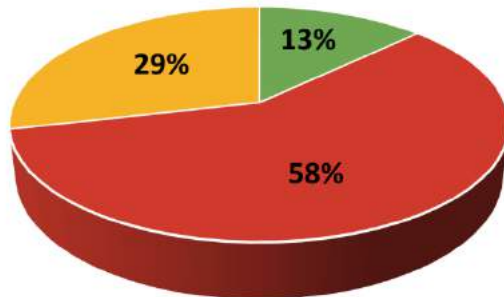
April 2019 – September 2019

Media Sentiment: April 2019 – September 2019

Total Media Coverage

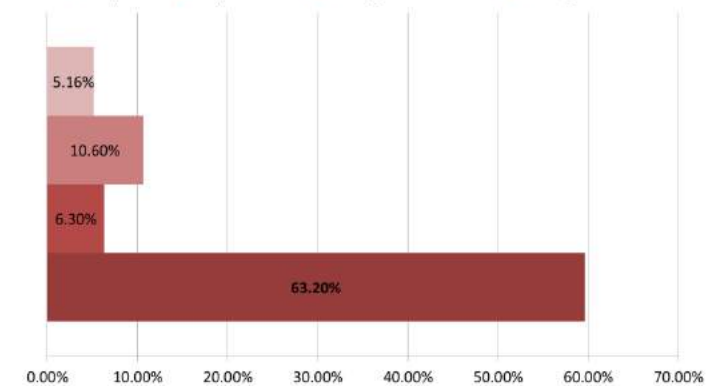
April 2019 - September 2019

■ Positive ■ Negative ■ Neutral



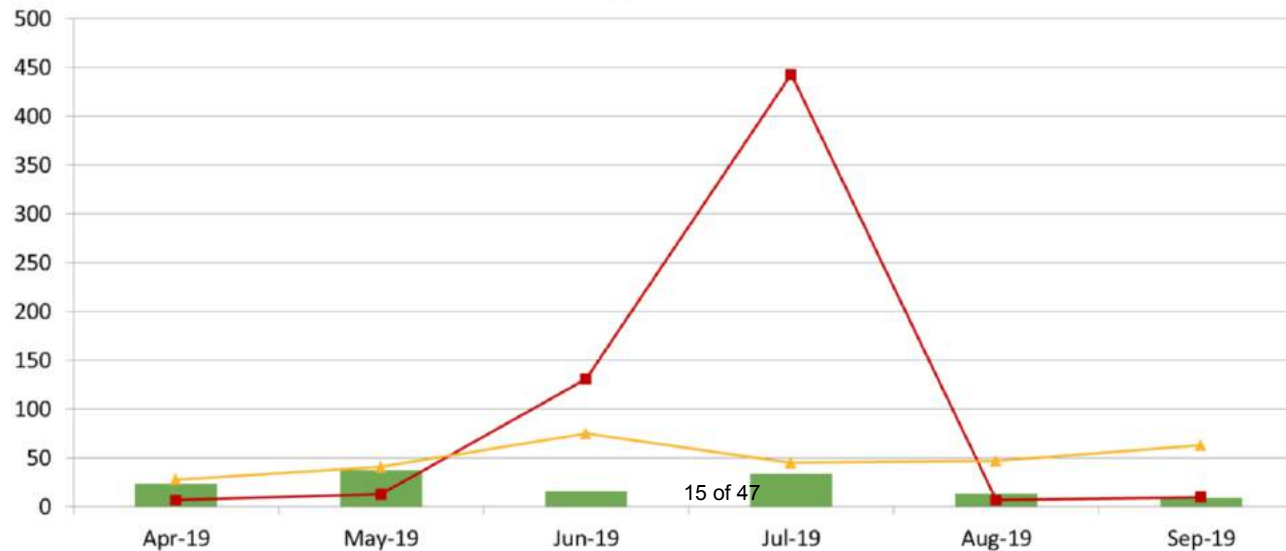
Top Sources

■ Daily Mail ■ Liverpool Echo ■ Warrington WorldWide ■ Warrington Guardian



Media Sentiment

■ Positive ■ Negative ■ Neutral

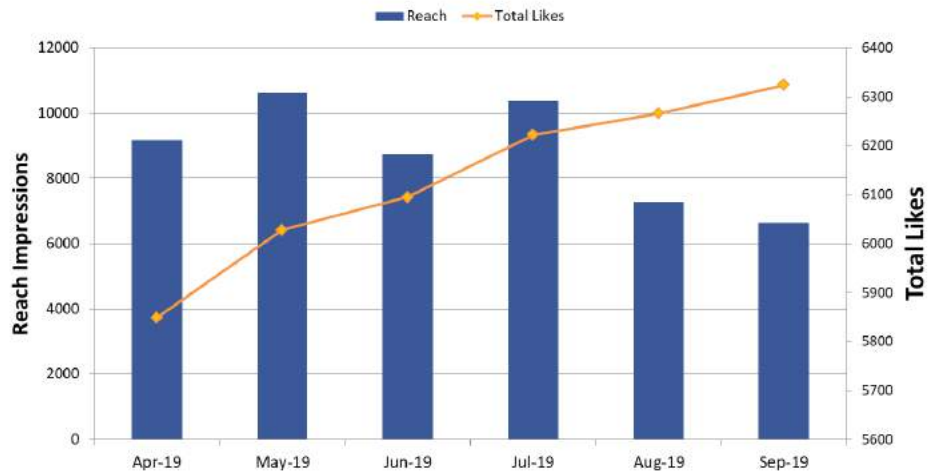


Social Media: April 2019 – September 2019

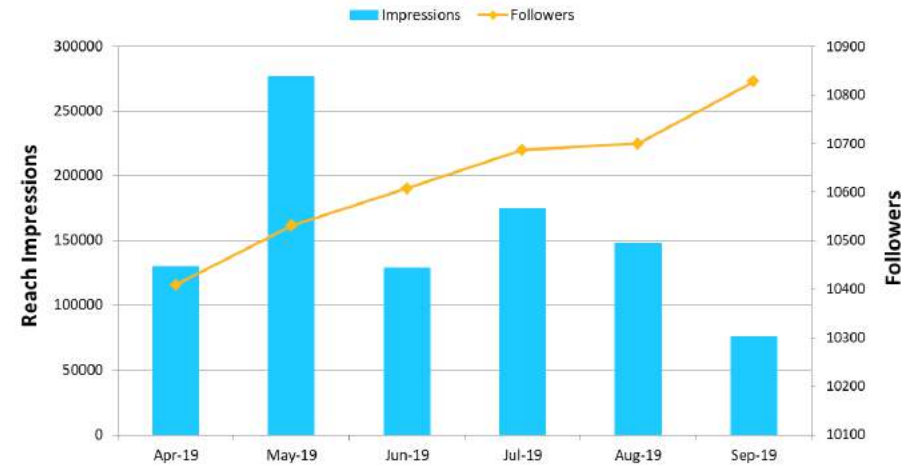
facebook

twitter

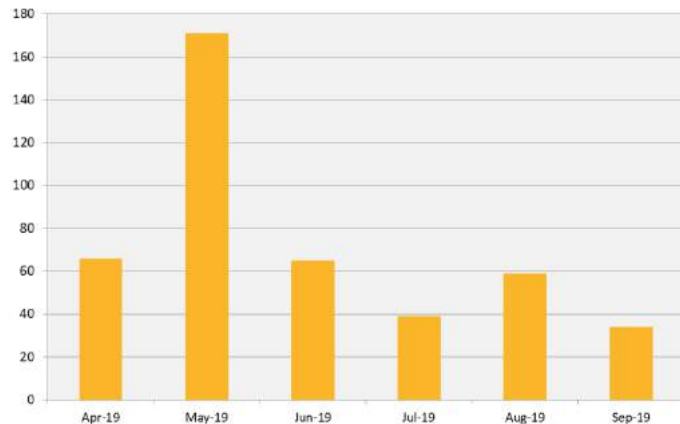
FACEBOOK ENGAGEMENT



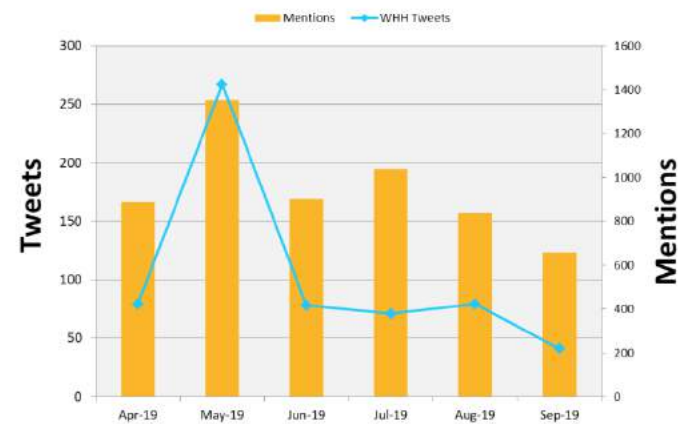
TWITTER ENGAGEMENT



WHH Posts

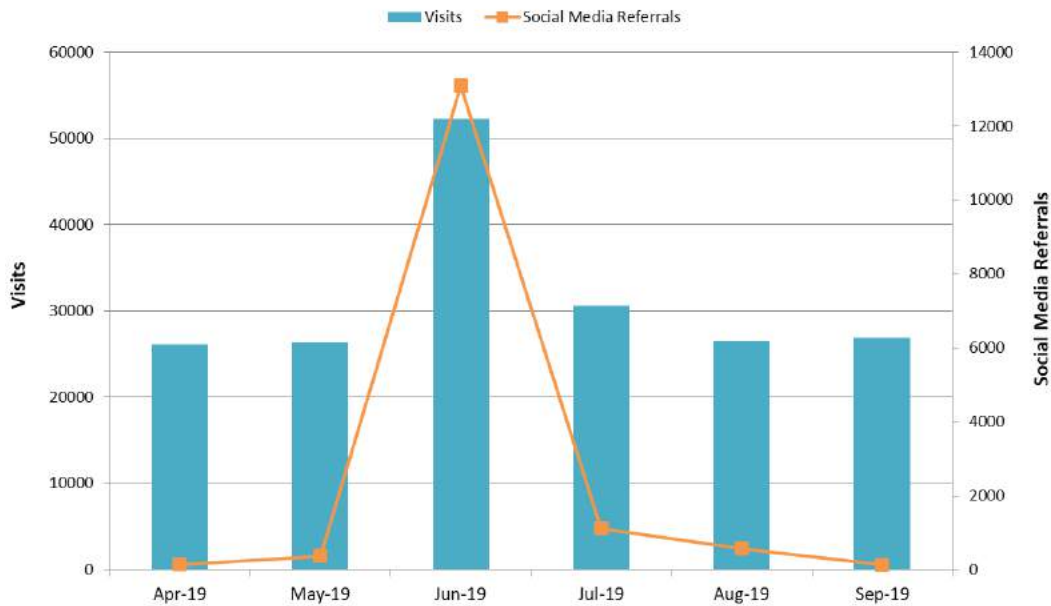


WHH Tweets

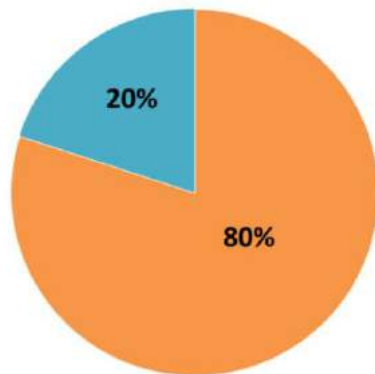
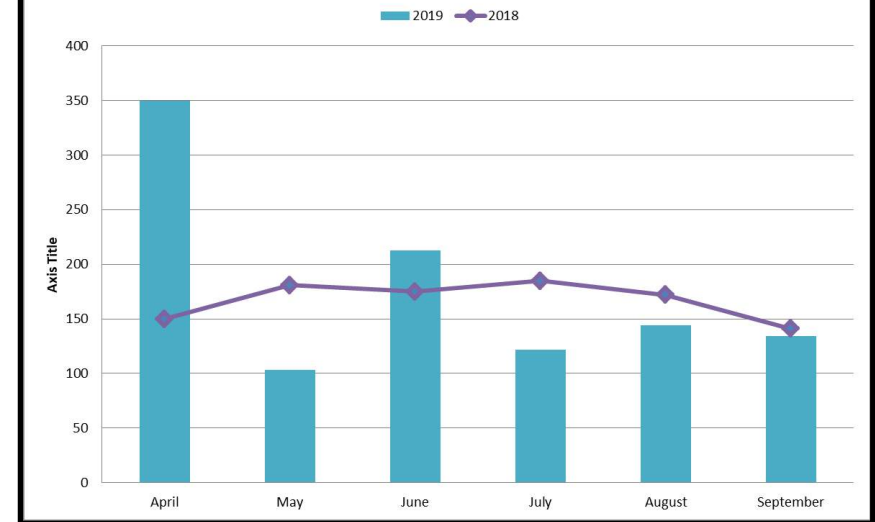


WHH Website: April 2019 – September 2019

WEBSITE ENGAGEMENT

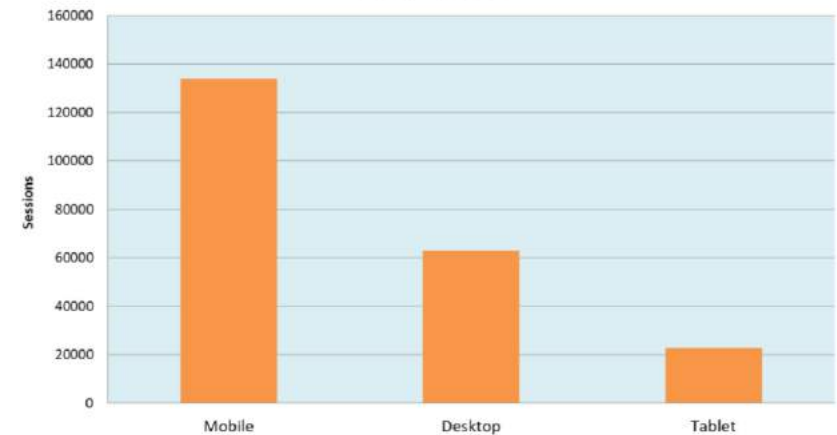


Patient Enquiries through Website



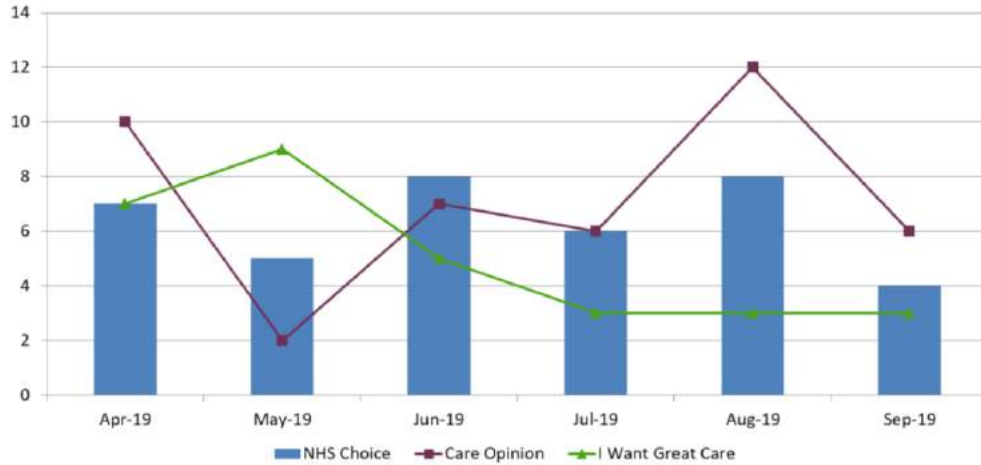
■ New visitors ■ Returing visitors

DEVICE USAGE

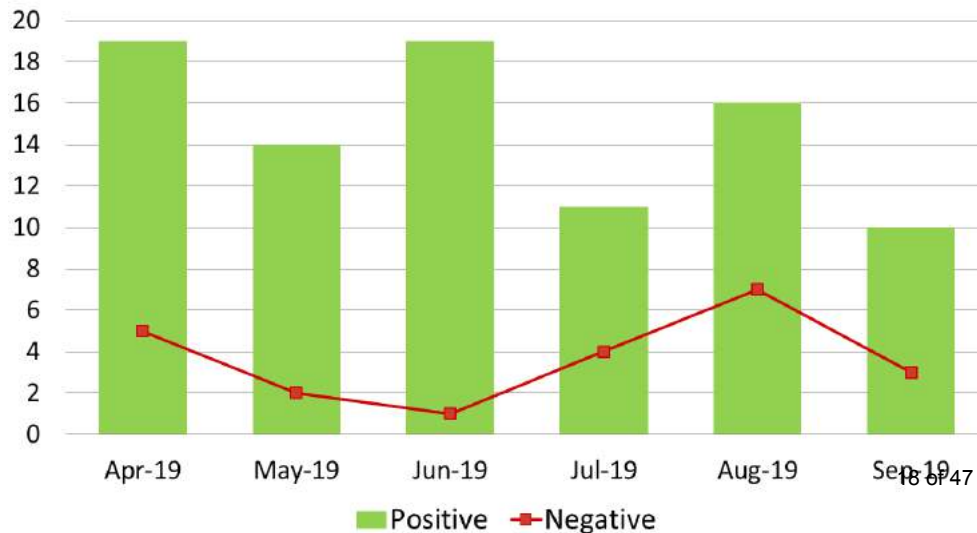


Patient Experience: April 2019 – September 2019

Patient Reviews



Overall Patient Review



**Feedback Rating by
NHS Choices**



**Feedback Rating by
Care Opinion**

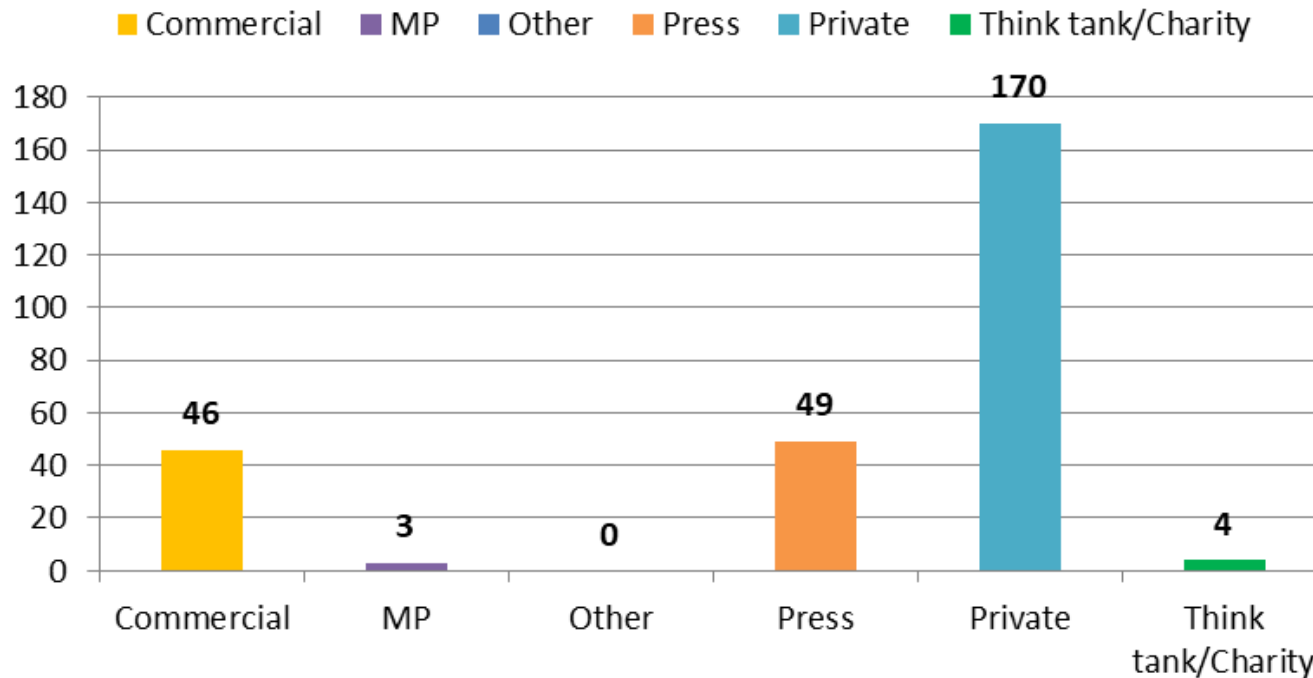


**Feedback Rating by
iWantGreatCare**



Freedom of Information Requests: April 2019 – September 2019

April - September Classification



Total Freedom of
Information request from
April 2019:
272 (unaudited)



COUNCIL OF GOVERNORS

AGENDA REFERENCE:	COG/19/11/66
SUBJECT:	Quality in Care Annual Cycle of Business 2019 and Terms of Reference
DATE OF MEETING:	14 November 2018
ACTION REQUIRED	Approval
AUTHOR(S):	Norman Holding, Lead Governor
EXECUTIVE SUMMARY	
	<p>The Council of Governors is asked to review:</p> <ul style="list-style-type: none"> • The Quality in Care Terms of Reference, noting changes as marked • The Governors Engagement Group Cycle of Business
RECOMMENDATIONS	That the Council of Governors approves the Terms of Reference and the 2020 Cycle of Business for the Quality in Care Group as attached.
FREEDOM OF INFORMATION STATUS (FOIA):	Release Document in Full
FOIA EXEMPTIONS APPLIED: (if relevant)	Choose an item.



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COUNCIL OF GOVERNORS GOVERNOR QUALITY IN CARE GROUP (GQICG)

TERMS OF REFERENCE

1. CONSTITUTION

1.1 The Council of Governors hereby resolves to establish a Group of the Council, to be known as the Quality in Care Group (*hereinafter referred to as 'the Group'*).

2. REMIT AND FUNCTIONS OF THE SUB-GROUP

2.1 The Group is established in order to provide a mechanism for discussing matters relating to both the quality of services provided to patients and their experiences of such services. The Group will consider such matters on behalf of the Council and make appropriate recommendations to the Council of Governors.

2.2 The main functions of the Group are to:

- i. Gain an understanding of the Trust's quality metrics and provide Governor / Member views on both relevance of the metrics and achievement of quality goals
- ii. Provide feedback to management on the proposed content of the Trust's Quality Account
- iii. Understand and support delivery of the Trust's Quality Strategy through consideration of means to communicate strategic quality aims with members.
- iv. Consider the outcomes of any inspections carried out by the Care Quality Commission (CQC), or other regulatory bodies, insofar as such inspections relate to quality of services and / or patient experience
- v. Gain an understanding of how Trust management utilise learning from incidents and / or complaints to improve service quality
- vi. Be involved as appropriate in interpreting and responding to the findings of national and / or local patient experience surveys
- vii. Consider how Governors / Members could contribute to patient experience initiatives such as; participation in focus groups, conducting surveys, joining quality visits
- viii. Carry out other quality and / or patient experience-related functions as may from time to time be delegated by the Council of Governors.

3. COMPOSITION AND CONDUCT OF THE GROUP

3.1 The Group shall be comprised of a minimum of five Governors.

3.2 The Group will elect a Chair to serve for a period of two years or the remainder of their term of office, whichever is shorter. In the event that the Chair is not present, the members present will nominate one of their number to chair the meeting.

3.3 The following Officers of the Trust shall routinely attend meetings to report to and advise the Group accordingly:

Date: November 2019 V3

Approval: November 2020

Review date: 12 months from approval



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- Chair – Nominated Public Governor – or named deputy
- Director of Communications and Engagement – or named deputy
- Chief Nurse
- Deputy Director of Governance – or named deputy
- Deputy Chief Nurse –
- Chair of Quality Assurance Committee – or named deputy

- 3.4 **Quorum.** No business shall be transacted unless at least five members are present, of which three should be Governors.
- 3.5 **Attendance.** Members of the Group will be required to attend a minimum of 75% of scheduled meetings. There should be named Governors on the membership of the group with nominated deputies named on the membership.
- 3.6 **Notice of meeting.** Before each meeting, a notice of the meeting specifying the business proposed to be transacted shall be sent by post or electronic mail to the usual place of business or residence of each member, so as to be available at least three clear days before the meeting.
- 3.7 **Frequency of meetings.** The Group will, as a minimum, meet four times a year.
- 3.8 **Minutes.** The action notes from the meetings shall be taken by a member of the Corporate Nursing Administration Team, checked by the Chair and submitted for agreement at the next ensuing meeting. A key summary report of the meeting shall be made available to the Council of Governors meetings.
- 3.9 **Administration.** The Group shall be supported administratively by a member of the Corporate Nursing Administration Team whose duties shall include; agreement of the agenda with the Chairman, collation of papers, producing the minutes of the meeting and advising the Sub-Group on pertinent areas.

4. ACCOUNTABILITY AND REPORTING ARRANGEMENTS

- 4.1 The Group will be report to the Council of Governors.
- 4.2 The key summary of Group meetings will be submitted to the Council of Governors and the Chair of the Group shall report on its proceedings at Council of Governors meetings.

5. REVIEW

- 5.1 The Group will evaluate its own membership and review the effectiveness and performance of the Group on an annual basis. The Group must review its terms of reference annually and recommend any changes to the Council of Governors for approval.

May 2018



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TERMS OF REFERENCE REVISION TRACKER

Name of Committee:	Governors Quality in Care
Version:	V3
Implementation Date:	
Review Date:	12 months from approval
Approved by:	
Approval Date:	

REVISIONS			
Date	Section	Reason on Change	Approved
May 2018	3 – Composition and Conduct of the Group	Changes to Membership: - ADD Chair – Nominated Public Governor - ADD Director of Communications and Engagement - ADD Chief Nurse - ADD Director of Integrated Governance and Quality - ADD Deputy Chief Nurse - ADD Chair of Quality Assurance Committee DELETE BELOW Governor – Support & Stakeholder Engagement Officer Director of Nursing or Deputy Director of Nursing Lead Nurse for Quality Improvement Chair of the Board Quality Committee	
November 2019	3 – Composition and Conduct of the Group	Changes to Membership: - REMOVE Director of Integrated Governance & Quality - ADD named deputies	

TERMS OF REFERENCE OBSOLETE		
Date	Reason	Approved by:

Date: November 2019 V3

Approval: November 2020

Review date: 12 months from approval



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Warrington and Halton
Teaching Hospitals

GOVERNORS QUALITY IN CARE MEETING

2020 WORKPLAN

	JAN	MAY	SEP	NOV
Terms of Reference - Review	✓			
CQC Feedback/Update	✓	✓	✓	✓
Quality Account	✓	✓	✓	✓
Quality Academy	✓	✓	✓	✓
Food & Nutrition	✓	✓	✓	✓
Board Quality Committee Feedback	✓	✓	✓	✓
Trust Quality Dashboard	✓	✓	✓	✓
Complaints Report	✓	✓	✓	✓
Quality Priorities	✓	✓	✓	✓
Observation Reports & Action Plan	✓	✓	✓	✓



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Warrington and
Halton Hospitals
NHS Foundation Trust

Council of Governors

AGENDA REFERENCE:	COG/19/11/67			
SUBJECT:	Election Activity Bi-Annual Report			
DATE OF MEETING:	14 th November 2019			
ACTION REQUIRED	For Assurance			
AUTHOR(S):	John Culshaw, Head of Corporate Affairs			
EXECUTIVE SPONSOR	Simon Constable, Acting Chief Executive			
LINK TO STRATEGIC OBJECTIVES:				
	All			
	Choose an item.			
	Choose an item.			
EXECUTIVE SUMMARY	For Assurance this report on election activity and outcomes, vacancies and Governor Terms of Office is brought to the Council bi-annually.			
PURPOSE: <i>(please select as appropriate)</i>	Information ✓	Approval	To note	Decision
RECOMMENDATIONS	Governors are asked to note the activity report and the outcomes of the 2019 elections.			
PREVIOUSLY CONSIDERED BY	None			
PREVIOUSLY CONSIDERED BY	Committee Choose an item.			
	Agenda Ref.			
	Date of meeting			
	Summary of Outcome			
NEXT STEPS: <i>State whether this report needs to be referred to at another meeting or requires additional monitoring</i>	None			
FREEDOM OF INFORMATION STATUS (FOIA):	Release Document in Full			
FOIA EXEMPTIONS APPLIED: (if relevant)	None			



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SUBJECT Election Activity 2019

1. BACKGROUND/CONTEXT

The Foundation Trust held a Public and Staff Governor elections between 12th September and 8th November 2019, due to a number of terms of office concluding. Election support was procured through competitive process and the successful Returning Officer was *UK Engage*, the incumbent. Elections were held according to this timetable:

2. KEY ELEMENTS

Timetable for 2019 Elections

Event	Date
Publication of Notice of Election	Thursday, 12 September 2019
Deadline for Receipt of Nominations	Monday, 30 September 2019
Publication of Statement of Nominations	Tuesday, 1 October 2019
Deadline for Candidate Withdrawals	Thursday, 3 October 2019
Notice of Poll / Issue of Ballot Packs	Tuesday, 15 October 2019
Close of Poll – 5pm	Thursday, 7 November 2019
Declaration of Result	Friday, 8 November 2019

Constituencies eligible for election were:

Constituency and Class	Number of Seats
Public - Appleton, Farnworth, Hough Green, Halton View, Birchfield	1
Public - Bewsey and Whitecross, Fairfield and Howley	1
Public - Birchwood, Rixton and Woolston	1
Public - Broadheath, Ditton, Hale, Kingsway, Riverside	1



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Public - Culcheth, Glazebury and Croft, Poulton North	1
Public - Lymm, Grappenhall, Thelwall	1
Public - Norton South, Halton Brook, Halton Lea	1
Public - Rest of England and Wales	1
Staff - Clinical Scientist or Allied Health Professional	1
Staff - Medical & Dental	1
Staff - Nursing & Midwifery	1
Staff – Support	1

Promotion of Election

The promotion of the election was supported by the sending of voting papers (both electronically and postal depending on preference) to all the members of the relevant constituencies.

Election Outcomes

Five constituencies were elected to with unopposed candidates:

- Public - Appleton, Farnworth, Hough Green, Halton View, Birchfield – Coin McKenzie (Re-elected)
- Public - Birchwood, Rixton and Woolston – Anne Robinson (re-elected)
- Public - Lymm, Grappenhall, Thelwall – Janice Hall
- Public - Norton South, Halton Brook, Halton Lea – Dave Marshall
- Staff - Clinical Scientist or Allied Health Professional – Louise Spence (re-elected)

Two constituencies were contested:

- Public - Culcheth, Glazebury and Croft, Poulton North – Keith Bland MBE (re-elected)
- Staff - Nursing & Midwifery – Lesley S Mills

No candidate were nominated for five Constituencies and remain vacant:

- Public - Bewsey and Whitecross, Fairfield and Howley
- Public - Broadheath, Ditton, Hale, Kingsway, Riverside
- Public - Rest of England and Wales
- Staff - Medical & Dental
- Staff – Support



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Halton Hospitals**
NHS Foundation Trust

Conclusion

The election was conducted according to the terms set out in the Foundation Trust's Constitution working with Returning Officer *UK Engage*.

3. RECOMMENDATIONS

The Governors are asked to note the activity report and the outcomes of the 2019 elections.



And together we

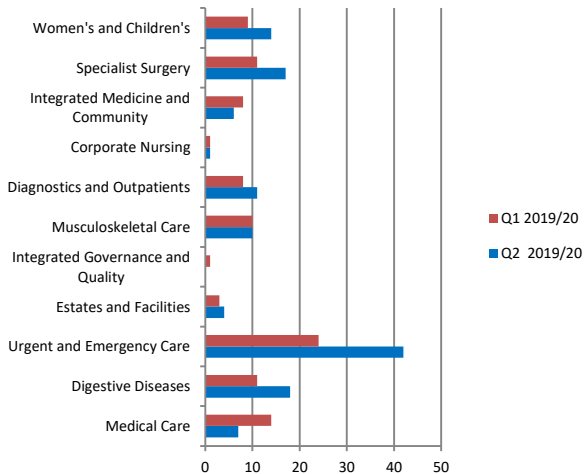


make a difference

Complaints Headlines Q1 vs Q2

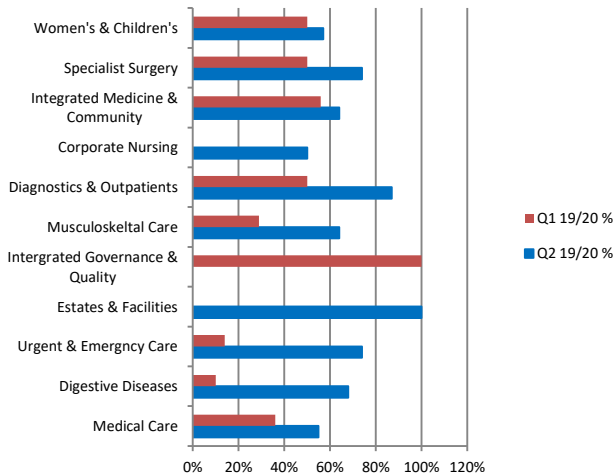
How many people are raising complaints Q1 vs Q2?

- There was an **increase** in complaints opened Trust wide in Q2 (131 in Q2 versus 100 in Q1).
- Some CBU's saw an increase in the number of complaints received in Q2 (Urgent and Emergency Care, Digestive Diseases, Specialist Surgery and Women's and Children's). Medical Care and Integrated Medicine and Community saw a decrease in the number of complaints received in Q2.



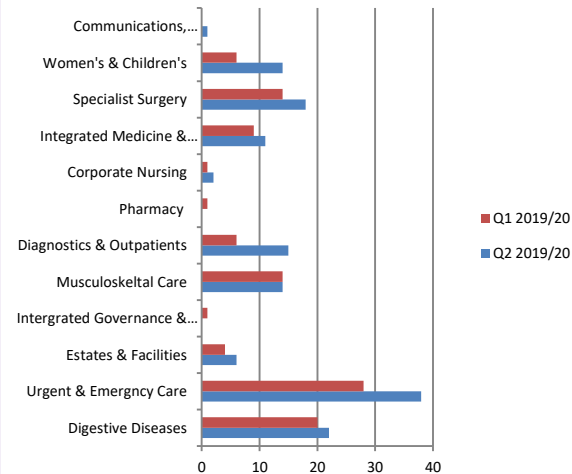
Are we Responsive Q1 vs Q2?

- All main CBU's increased their performance for responding to complaints on time.
- The Trust currently has 0 breached complaints
- There are no complaints over 6 months old



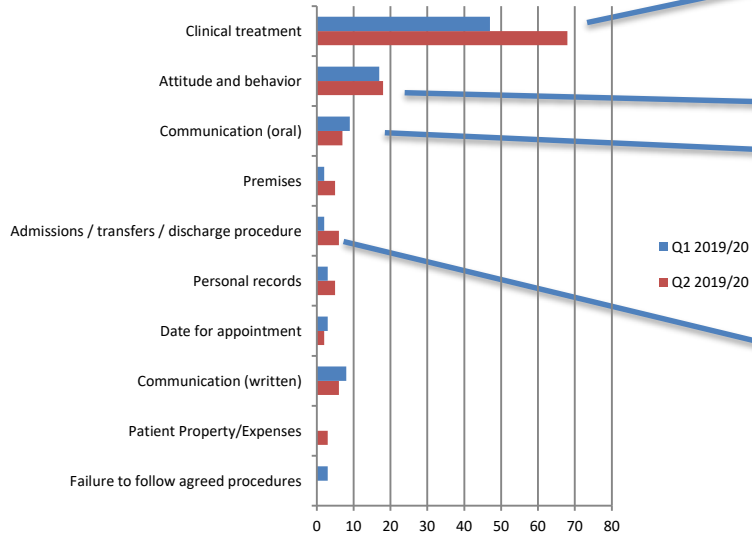
How many complaints has the Trust closed Q1 vs Q2?

- There was an **increase** in complaints closed in the Trust in Q2 (152 in Q2 versus 118 in Q1).
- All main CBU's, with the exception of Musculoskeletal Care which remained consistent to Q1, increased the amount of complaints they have closed.



Complaints Analysis Q1 vs Q2

The information shows the top subjects in complaints in Q1 vs Q2. Note: Complaints can have more than one subject.



Clinical treatment:

- There was an increase in the number of complaints received in Q2 compared to Q1 regarding clinical treatment (68 in Q2 versus 47 in Q1). Concerns include wrong diagnosis, treatment didn't have expected outcome, poor nursing care, coordination of medical treatment and delay in treatment.
- A lack of communication in relation to ongoing clinical treatment makes a perception that the treatment is incorrect.
- These issues can also be linked to when the Trust is on full capacity.

Communication and Attitude and Behaviour:

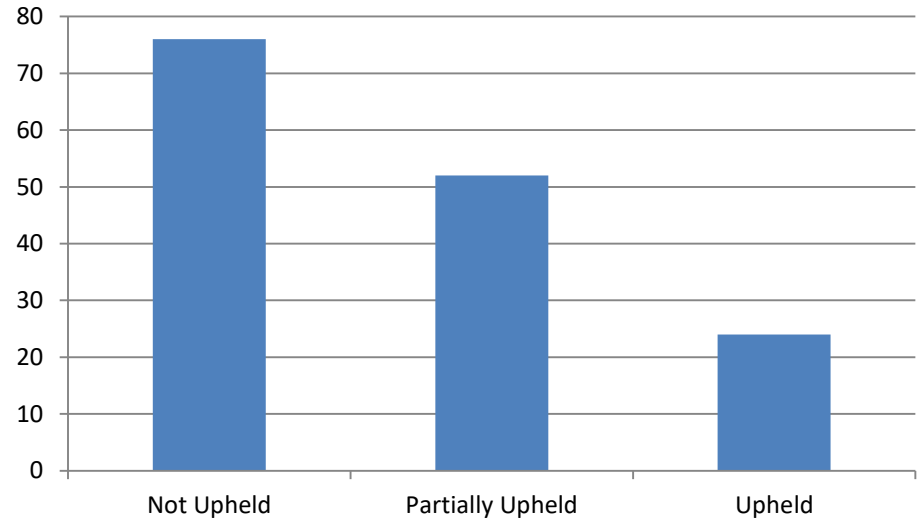
- Poor communication and staff attitude and behaviour has increased by one in Q2 compared to Q1.
- Training on First Impressions and Customer Care continues to be rolled out across the Trust.

Date for an appointment:

- In Q2 there has been an increase in complaints relating to inappropriate discharge which can be linked with communication and patient expectations.

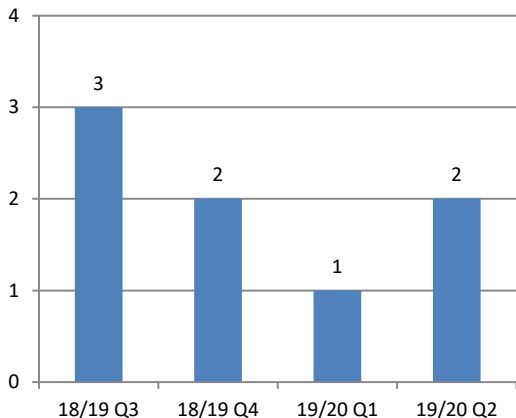
Complaints Outcomes Q2

Once a complaint has concluded (either following a local resolution meeting or once a formal written response has been sent) the outcome will be recorded in line with the findings of the investigation. A complaint will be “upheld”, “upheld in part” or “not upheld”.



So how many complaints do they investigate?

The PHSO has commenced 2 investigations into the Trust in Q2. The PHSO closed 4 investigations during Q2.

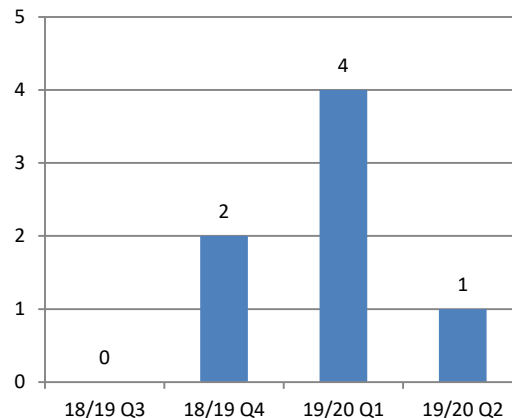


Complainants dissatisfied with the Trust's response have the right to ask the Parliamentary Health Service Ombudsman (PHSO) to consider their complaint. The PHSO will consider the complaint file, medical records and any other relevant information as necessary. The PHSO may decide not to investigate further and no further action will be required from the Trust. Alternatively, recommendations might be made for the Trust to consider. The PHSO may decide to conduct a full investigation which might result in the Trust being required to make an apology, pay compensation and / or produce an action plan to describe what actions are planned to rectify the situation and prevent further occurrences.

NOTE: The PHSO have changed how they investigate complaints and when investigations start; therefore previous graphical data may have changed in this report.

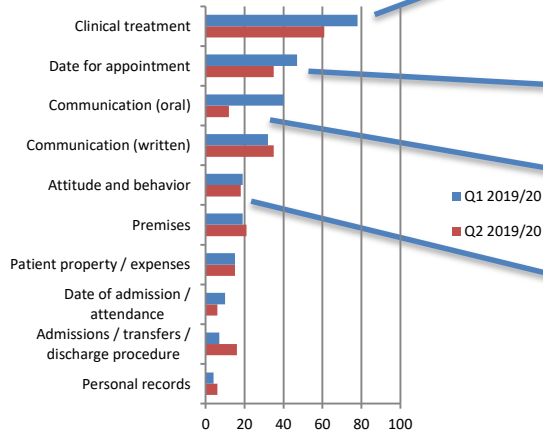
And what are the outcomes?

The Trust currently has 5 open PHSO cases. The PHSO finalised 1 investigation during Q2, which was upheld with an apology, financial redress and an action plan drafted and implemented.



PALS Analysis Q2

The information shows the top subjects in PALS.
Note: PALS can have more than one subject.



Clinical Treatment:

- Co-ordination of medical treatment
- Treatment did not have expected outcome
- Delay in treatment
- This is also mirrored in the complaints analysis.

Date for appointment:

- Unacceptable time to wait for an appointment
- Cancellation of appointment
- Appointment date continues to be rescheduled
- Too short notice given for appointment

Communication:

- Lack of clear explanation
- Patient has been sent no communication
- Test results not communicated to patient

Attitude and Behaviour:

- Issues in relation to communication have increased - may be linked to when the Trust is on full capacity
- Training on First Impressions and Customer Care continues to be rolled out across the Trust.
- This is mirrored in the complaints analysis.

PALS to Complaints:

Q1	Q2
3	2

The average response time for a PALS concern of those closed:

Q1	Q2
5 days	7 days

Learning from Complaints and PALS

You Said....	We Did....
Family were concerned that patient was offered food when the sign above the bed clearly stated he was nil by mouth.	A meal safety huddle has been introduced and this takes place before the meal service. Staff on the ward will discuss and review meal management plans for each patient on the ward, to ensure that patients who are nil by mouth are not offered food or drink.
Family were unhappy that patient was not given any assistance with eating and drinking and food had been unopened and left to go cold.	The ward has joined a nutrition and hydration collaborative and from this have devised a patient safety 'at a glance board'. This links in with the above and also provides staff with a visual alert to patients who have additional needs.
Family were concerned that their child was not triaged promptly in the Emergency Department.	A process flow chart has been devised and is to be implemented when there are increased demands in the ED results in triage time going beyond 15 minutes to manage the waiting times.

Complaints Headlines

- There was an increase in the number of complaints the Trust received in Q2 compared to Q1.
- There was an increase in complaints closed in the Trust in Q2 compared to Q1.
- The complaints meeting room has improve the experience of those complainants who agree to meet with us and the team continue to offer meeting to patients/families so that they can meet with staff to resolve their concerns.
- Many of the issue raised with the PALS relate to delays in treatment and prolonged periods of waiting for appointments and cancellation of appointments. There has been a decrease in the timeliness of responding to concerns during Q2 compared to Q1, CBU's have been reminded of the timescales required and to improve the promptness of providing relevant information.
- There is continued improvement in the Trust culture to resolve complaints locally and rapidly.
- Reporting on actions from complaints to ensure compliance. CBU staff are continuing to complete actions as they have access through DatixWeb.
- Auditing of actions from complaints takes place to ensure that they have made the desired change.
- The CBU staff and managers have access to Governance dashboards to review their live data and meetings are held with the CBU to discuss the current positions and to plan responses.
- There continues to be a low number of complaints being referred to the PHSO and Trust continues to try and resolve all concerns locally at the Trust.
- There is a focus on learning in order to reduce the amount of complaints the Trust received.
- The main focus is to increase the timeliness of responding to complaints and the Trust has seen a significant improvement following on from the Quality Improvement project.



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Warrington and
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NHS Foundation Trust

Council of Governors

AGENDA REFERENCE:	COG/19/11/71			
SUBJECT:	Appointment of External Auditors			
DATE OF MEETING:	14 th November 2019			
ACTION REQUIRED	Approval			
AUTHOR(S):	John Culshaw, Head of Corporate Affairs			
EXECUTIVE SPONSOR	Simon Constable, Acting Chief Executive			
LINK TO STRATEGIC OBJECTIVES:				
	All			
	Choose an item.			
	Choose an item.			
EXECUTIVE SUMMARY	<p>In July 2019 the Trust published an invitation to tender (ITT) for the provision of statutory audit services to commence 1st October 2019.</p> <p>The Trust did not receive any proposals for the above service.</p> <p>The Trust had the option to extend the existing contract with Grant Thornton LLP for the provision of statutory audit services for a further 12 month period commencing 1st October 2019.</p> <p>The contract has been extended by way of a contract variation. The same terms would apply to include the fee of £60,000.00 plus VAT per annum.</p> <p>Extension of the existing contract was necessary in order to secure statutory audit services for the annual report and accounts for the year ending 31st March 2020.</p>			
PURPOSE: <i>(please select as appropriate)</i>	Information	Approval x	To note	Decision
RECOMMENDATIONS	The Council of Governors is asked to ratify the extension of the Trust's contract with Grant Thornton LLP for the provision of statutory audit services for the period 1 st October 2019 to 30 th September 2020 at a cost of £60,000 plus VAT.			
FREEDOM OF INFORMATION STATUS (FOIA):	Release Document in Full			
FOIA EXEMPTIONS APPLIED: (if relevant)	None			



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1. BACKGROUND/CONTEXT

In 2016 the Trust entered into a 3 year contract with Grant Thornton LLP for the provision of statutory audit services. The contract term was from 1st October 2016 to 30th September 2019, with the option to extend the contract for a further 12 month period. The contract was priced at £60,000.00 plus VAT per annum.

On 17th June 2019 a meeting of the Working Party of the Council of Governors supported the Trust's request to explore possible alternative audit services for the period commencing 1st October 2019.

Formal approval to issue a contract was obtained from the Chair of the Audit Committee, and the Lead Governor and a full tender specification was produced.

On 29th July 2019 an Invitation to Tender (ITT) document was published via the Trust's procurement hub, Pro contract. Grant Thornton LLP was informed of the Trust's decision not to extend for a further secondary 12 month period in relation to the above contract.

The deadline for the receipt of proposals was 12th August 2019.

Unfortunately the Trust did not receive any proposals for the provision of statutory audit services.

2. KEY ELEMENTS

In July 2019 the Trust published an ITT for the provision of statutory audit services to commence 1st October 2019.

The Trust did not receive any proposals for the above service.

The Trust had the option to extend the existing contract with Grant Thornton LLP for the provision of statutory audit services for a further 12 month period commencing 1st October 2019.

The contract has been extended by way of a contract variation. The same terms would apply to include the fee of £60,000.00 plus VAT per annum. Approval for this was received from members of the Audit Committee and supported by the Lead Governor

Extension of the existing contract was necessary in order to secure statutory audit services for the annual report and accounts for the year ending 31st March 2020.

The Trust will complete another tender exercise prior to the cessation of the contract extension.

3. ASSURANCE COMMITTEE

Audit Committee

4. RECOMMENDATIONS

The Council of Governors is asked to ratify the extension of the Trust's contract with Grant Thornton LLP for the provision of statutory audit services for the period 1st October 2019 to 30th September 2020 at a cost of £60,000 plus VAT.



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Warrington and
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NHS Foundation Trust

Council of Governors

AGENDA REFERENCE:	COG/19/11/72		
SUBJECT:	Review the Trust's Compliance with its Licence 2019-20		
DATE OF MEETING:	14 November 2019		
ACTION REQUIRED	For assurance		
AUTHOR(S):	John Culshaw, Head of Corporate Affairs		
EXECUTIVE SPONSOR	Simon Constable, Deputy CEO/Executive Medical Director		
LINK TO STRATEGIC OBJECTIVES:			
	All		
	Choose an item.		
	Choose an item.		
EXECUTIVE SUMMARY	<p>This update details any changes to the various declarations of compliance with the Trust's Provider License.</p> <p>Following review of the Trust's compliance with its License, the Trust continues to declare full compliance with all conditions.</p>		
PURPOSE: <i>(please select as appropriate)</i>	Information	Approval	To note ✓
RECOMMENDATIONS	The Council of Governors is asked to note full compliance with all license conditions.		
PREVIOUSLY CONSIDERED BY	Committee	Choose an item.	
	Agenda Ref.		
	Date of meeting		
	Summary of Outcome		
NEXT STEPS: <i>State whether this report needs to be referred to at another meeting or requires additional monitoring</i>	None		
FREEDOM OF INFORMATION STATUS (FOIA):	Release Document in Full		
FOIA EXEMPTIONS APPLIED: (if relevant)	None		



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Warrington and
Halton Hospitals
NHS Foundation Trust

Council of Governors

AGENDA REFERENCE:	COG/19/11/73			
SUBJECT:	Uplift for Chair of Charitable Committee - effective September 2019			
DATE OF MEETING:	14 th November 2019			
ACTION REQUIRED	Approval			
AUTHOR(S):	Michelle Cloney, Director of HR & OD			
EXECUTIVE SUMMARY	<p>The Chair of Charitable Committee has now been confirmed as Clifford Richards, Non-Executive Director (NED).</p> <p>Cliff Richards commenced with the Trust on 10 June 2019 and has been awarded a 2% uplift to salary, backdated to his start date in line with the uplift of all NEDs agreed by GNARC and Council of Governors in August 2019.</p> <p>It was noted at the time that NEDs receive a set payment if they have any specific additional duties and / or chair a committee of the Trust.</p> <p>Effective from 1 September 2019, Cliff Richards will take the additional duty of chairing the Charitable Committee.</p>			
PURPOSE: <i>(please select as appropriate)</i>	Information	Approval	To note ✓	Decision
RECOMMENDATIONS	<p>The Council of Governors are asked to note that the salary of Cliff Richards has been changed in line with the NED Salary Framework in place within the Trust, as previously agreed, in recognition of the additional duties by Chairing the Charitable Funds Committee.</p> <p>The Chairman has notified the Lead Governor of this amendment to salary in advance of the Council of Governors to minimise the risk of underpayment of salary.</p>			
NEXT STEPS: <i>State whether this report needs to be referred to at another meeting or requires additional monitoring</i>	None			
FREEDOM OF INFORMATION STATUS (FOIA):	Release Document in Full			
FOIA EXEMPTIONS APPLIED: <i>(if relevant)</i>	None			



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SUBJECT	Proposal to Uplift Chair and Non-Executive Directors Salaries for 2019/20	AGENDA REF	CoG 19/11/73
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1. BACKGROUND/CONTEXT/KEY ELEMENTS

Chair and Non-Executive Pay was reviewed in July 2019 resulting in an uplift to basic salaries of 2% back dated to April 2019 with the exception of Clifford (Cliff) Richards who commenced in the Trust on 10 June 2019 and so his back dating would consequentially only apply to the date he started with the Trust.

A salary framework is in place within the Trust for Non Executive Directors which provides additional payment for additional duties, namely for Vice Chair, Senior Independent Director and in the event that the NED chairs a committee of the Trust. At the time of the uplift request for NEDs it was reported that all but one of the NEDs had additional payments related to the additional duties.

Since the report was written it has been agreed that Cliff Richards will be the chair of Charitable Committee effective 1 September 2019. As a consequence of this an additional duty payment of £750 per annum is paid.

The Chairman and Lead Governor have confirmed this arrangement and payroll have been advised to apply the payment effective 1 September 2019.

2. ASSURANCE COMMITTEE

Council of Governors

3. RECOMMENDATIONS

The Council of Governors are asked to:

- Note that the salary of Cliff Richards has been changed in line with the NED Salary Framework in place within the Trust, as previously agreed, in recognition of the additional duties by Chairing the Charitable Funds Committee.

The Chairman has notified the Lead Governor of this amendment to salary in advance of the GNARC and Council of Governors to minimise the risk of underpayment of salary.



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Warrington and
Halton Hospitals
NHS Foundation Trust

Council of Governors

AGENDA REFERENCE:	CoG /19/11/75		
SUBJECT:	Change to Trust's Name – formal announcement and Ratification of the Constitution v3.8		
DATE OF MEETING:	14 November 2019		
ACTION REQUIRED	For Approval		
AUTHOR(S):	Patricia McLaren, Director Community Engagement		
EXECUTIVE SUMMARY	<p>The Council of Governors approved the change to the Foundation Trust Constitution at the 13th August 2019 Council (ref COG/19/08/53) to reflect the change to the Trust's Name to Warrington and Halton Teaching Hospitals NHS FT. This was approved by the Trust's Board on 25.9.19</p> <p>This paper is for completion, enclosing the formal announcement for approval and the amended constitution (attached under separate cover).</p>		
PURPOSE: <i>(please select as appropriate)</i>	Information	Approval ✓	To note Decision
RECOMMENDATIONS	That the Council of Governors approves the formal announcement of the Trust's name change		
PREVIOUSLY CONSIDERED BY	Committee	Council of Governors	
	Agenda Ref.	COG/19/08/53	
	Date of meeting	13 th August 2019	
	Summary of Outcome	Approved	
NEXT STEPS: <i>State whether this report needs to be referred to at another meeting or requires additional monitoring</i>	None		
FREEDOM OF INFORMATION STATUS (FOIA):	Release Document in Full		
FOIA EXEMPTIONS APPLIED: <i>(if relevant)</i>	None		



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Warrington and
Halton Hospitals
NHS Foundation Trust

SUBJECT	Change of the Trust's Name and Ratification of the FT Constitution v3.8	AGENDA REF	CoG /19/11/53
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1. BACKGROUND/CONTEXT

The Trust has been working to achieve 'Teaching' hospitals status reflecting our established teaching practices as well as the innovative and diverse new roles that we have introduced over the past three years. This work was undertaken for a number of reasons but chiefly:

- More prominent promotion of our teaching capabilities will make the Trust a significantly more desirable employer when candidates have more than one choice in the region.
- We have wide university and college affiliations and have formal teaching programmes for a wide range of staff groups – Medical, Nursing, AHPs, nurse associates and many more
- Recruitment of clinical staff continues to be challenging but is particularly difficult for those Trusts perceived to be 'district general' hospitals

Warrington and Halton Hospitals has been a teaching Trust for many years. We train countless healthcare professionals each year, in partnership with a number of academic institutions including the University of Chester, as well as running a very successful apprenticeship programme.

The Vice Chancellor of the University of Chester Prof T Wheeler gave his full support to the move in December 2018 and nominated Dr John Williams to be the University's representative on the Council of Governors.

The Trust's Council of Governors approved the change to the Foundation Trust Constitution to reflect this work and the name change at its meeting in August 2019, approving for the Trust to be re-named:

'Warrington and Halton Teaching Hospitals NHS FT'

2. KEY ELEMENTS

The work on 'Teaching' status has been progressing over the past two years and in that time we have received both regional and national recognition for the work we have done in diversifying our workforce; creating new clinical roles such as 'Registered Nurse with Specialist Interest', the multi-professional advanced practice model as well as being a pioneer Trust in adopting Trainee Nurse Associate roles and taking the first tranche of Physician Associates from the USA, coupled with a 'grow our own' physician associate trainees who are now entering their third year. We have also embraced the 'Learn, Earn and Return' scheme in partnership with Wrightington Wigan and Leigh offering a Masters-level educational opportunity 'on the job' to six excellent physicians from the King Edward Memorial Hospital in Mumbai, India.

We have reached the finals in the Nursing Times Workforce Awards for 'Best Employer' for the work we have done to diversify and provide opportunities within our nursing workforce which has led to a reduction in turnover for this precious group of almost 3% - a national 'best'.



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We have considerable university and college affiliations with formal teaching programmes in place for a wide range of staff groups beyond traditional medical education, including nursing, allied health professionals, health scientists, nurse associates and many more.

In addition, we have an enviable apprenticeship and work experience programme which is helping provide learning and development for our own staff as well as providing that vital first step to young people wanting to get on the career ladder with our much-admired NHS.

We embrace and celebrate our established teaching offer and to this end the Trust Board has given the mandate to work towards University hospitals status and, through our Quality Academy, we have already commenced that journey.

3. Formal Announcement



CHANGE OF NAME – WARRINGTON AND HALTON TEACHING HOSPITALS NHS FT

The Trust’s Council of Governors has today ratified the Foundation Trust Constitution to reflect the change to the Trust’s name to reflect the achievement of ‘Teaching’ status. The Trust will be known as:

Warrington and Halton Teaching Hospitals NHS Foundation Trust

FT Constitution v3.8 is hereby ratified.

4. TIMELINE AND NEXT STEPS

The timeline for the change of status is set out below:

Actions	Materials/Communications format	Timeline	Status
Proposal to change Trust’s name	<ul style="list-style-type: none"> Trust Board approval CoG approval Board decision – option 1 and option 2 		
Branding	<ol style="list-style-type: none"> Draft design for engagement Application to NHS Identity team for new branding Rebrand all digital platforms Rebrand print items only as due for renewal/re-order New signage main entrances 	April 17 From 15.11.19	
Support from the University of Chester	Letter from CEO MP requesting letter of support from Vice Chancellor	Received 20.11.18	
Press release	Name change – local/regional media	15.11.19	
Change Constitution	Paper to CoG on 13.8.19	13.8.19	
Stakeholder engagement	1. Trust staff – Team Brief/all staff		Staff - complete



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	<p>comms</p> <ol style="list-style-type: none"> 2. Governors and Members 3. University of Chester 4. Other academic partners 5. Commissioners 6. MPs 7. Warrington Together partners 8. One Halton partners 9. Healthwatch 10. NHSI regional team 	Letter from CEO 5.8.19	<table border="1"> <tr> <td>Governor</td> <td>Members YH Nov 19</td> </tr> <tr> <td colspan="2">University of Chester</td> </tr> <tr> <td colspan="2">Academics</td> </tr> <tr> <td colspan="2">Commissioners</td> </tr> <tr> <td colspan="2">MPs elected members</td> </tr> <tr> <td colspan="2">WT and One Halton</td> </tr> <tr> <td colspan="2">Healthwatch</td> </tr> <tr> <td colspan="2">NHSI Regional Team</td> </tr> </table>	Governor	Members YH Nov 19	University of Chester		Academics		Commissioners		MPs elected members		WT and One Halton		Healthwatch		NHSI Regional Team	
Governor	Members YH Nov 19																		
University of Chester																			
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MPs elected members																			
WT and One Halton																			
Healthwatch																			
NHSI Regional Team																			
Formal notification of name change	<ol style="list-style-type: none"> 1. NHS Improvement national team 2. NHS England 3. NHS Digital 4. Care Quality Commission 5. NHS Choices 6. NHS Jobs 7. NHS Employers 8. All other stakeholders and partners 	From 15.11.19	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>																

5. ACTIONS AND RECOMMENDATIONS

The Council of Governors is asked to approve the formal announcement at point 3. above and ratify version 3.8 of the FT Constitution.



Council of Governors

DATES 2019-2021

Meetings in the TCR, Warrington to be held 4.00pm-6.00pm

Meetings at Halton Hospital, Lecture Theatre to be held 3.00pm-5.00pm

Date of Meeting	Agenda Settings	Deadline For Receipt of Papers	Papers Due Out
2019			
Thursday 14 November 2019 3.00pm-5.00pm Lecture Theatre, HALTON EDUCATION CENTRE	Tuesday 22 October	Tuesday 5 November	Thursday 7 November
2020			
Thursday 13 February 3.00pm-5.00pm Lecture Theatre, HALTON EDUCATION CENTRE	w/c 20 January	Tuesday 4 February	Thursday 6 February
Thursday 14 May 2020 TCR Warrington 4.00pm-6.00pm	w/c 20 April	Tuesday 5 May	Thursday 7 May
Thursday 13 August 2020 3.00pm-5.00pm Lecture Theatre, HALTON EDUCATION CENTRE	w/c 20 July	Tuesday 4 August	Thursday 6 August
Thursday 12 November 2020 TCR Warrington 4.00pm-6.00pm	w/c 19 October	Tuesday 3 November	Thursday 5 November
2021			
Thursday 18 February 2021 3.00pm-5.00pm Lecture Theatre, HALTON EDUCATION CENTRE	w/c 25 January	Tuesday 9 February	Thursday 11 February