

## **Special Members' Meeting**

**Wednesday, 6<sup>th</sup> December 2017**  
**Between 2.00pm - 4.00pm**

**In the Nowgen Centre, Grafton Street, Manchester, M13 9WU**  
**(next to the Manchester Royal Infirmary)**

### **PRESENT:**

#### **Executive Directors, Non-Executive Directors and Directors**

John Amaechi – Group Non-Executive Director, Professor Dame Susan Bailey - Group Non-Executive Director, Darren Banks – Group Executive Director of Strategy, Roger Barlow - Group Non-Executive Director, Dr Ivan Benett – Group Non-Executive Director, Peter Blythin - Director of Single Hospital Service Programme, Julia Bridgewater – Group Chief Operating Officer, Barry Clare – Group Deputy Chairman/Non-Executive Director, Kathy Cowell – Group Chairman, Sir Michael Deegan – Group Chief Executive, Nic Gower – Group Non-Executive Director, Gill Heaton – Group Deputy Chief Executive, Margot Johnson – Group Executive Director of Workforce & Organisational Development (OD), Chris McLoughlin – Group Non-Executive Director, Silas Nicholls – Group Deputy Chief Executive, Trevor Rees – Group Non-Executive Director and Adrian Roberts – Group Chief Finance Officer.

#### **Trust Secretary**

Alwyn Hughes – Director of Corporate Services/Trust Secretary.

**MFT Council of Governors**

Dr Faizan Ahmed – Nominated Governor (Manchester Health & Care Commissioning), Dr Syed Ali – Public Governor (Manchester), Ivy Ashworth-Crees – Public Governor (Rest of Greater Manchester), Jayne Bessant – Public Governor (Manchester), Cllr Chris Boyes – Nominated Governor (Trafford Borough Council), Stephen Caddick – Public Governor (Rest of Greater Manchester), John Churchill - Public Governor (Manchester), Clifford Clinkard – Public Governor (Rest of Greater Manchester), John Cooper – Staff Governor (Nursing & Midwifery), David Edwards – Public Governor (Rest of Greater Manchester), Janet Heron – Public Governor (Manchester), Alix Joddtrell-Banks – Staff Governor (Other Clinical), Dr Michael Kelly - Public Governor (Manchester), Rachel Koutsavakis - Staff Governor (Non-Clinical & Support), Karen Morris – Public Governor (Rest of Greater Manchester), Colin Owen - Staff Governor (Non-Clinical & Support), Jane Reader – Public Governor (Trafford), Susan Rowlands – Public Governor (Manchester), Matthias Schmitt - Staff Governor (Medical & Dental), Circle Steele – Nominated Governor (Manchester BME Network), Chris Templar – Public Governor (Eastern Cheshire), Geraldine Thompson – Staff Governor (Other Clinical), Graham Watkins – Nominated Governor (Volunteer Services) and Andrew Whyte – Public Governor (Rest of England & Wales).

**Members**

Circa. 100 Public/Staff Members and members of the public attended.

**Notes Prepared By:**

Donna Beddows – Foundation Trust Membership Manager.

**Apologies:**

Jacky Edwards – Staff Governor (Nursing & Midwifery), Professor Cheryl Lenney – Chief Nurse, Jane McCall – Group Non-Executive Director, Dr Jenny Myers – Nominated Governor (Manchester University), Dr Anthony Nixon – Public Governor (Rest of England & Wales), Dr Toli Onon – Group Joint Medical Director, Professor Robert Pearson – Group Joint Medical Director, Cllr Tracey Rawlins – Nominated Governor (Manchester City Council), Suzanne Russell - Public Governor (Manchester), Brooke Taylor – Nominated Governor (Youth Forum) and Christine Turner – Public Governor (Trafford).

**WELCOME – KATHY COWELL, CHAIRMAN OBE, DL**

**Presentation Slides**



## Welcome from the Chairman

### Meeting agenda

- Formal Announcement of the Newly Elected and Nominated Governors
- Update on Single Hospital Service progress
- Your questions
- Visit our interactive information stands - 'Stay Well this Winter'
- Share your views with Governors and Board members

**Speaker's Narrative**

Kathy Cowell, Chairman formally opened the Special Members' Meeting by thanking all present for attending and invited Board Members to give their introductions to attendees.

*It is a pleasure to welcome you all as the new members of Manchester University NHS Foundation Trust (MFT). This is our first member event since the merger of CMFT and UHSM to form the new MFT on 1st October 2017.*

*I will formally announce and introduce the new Governors who have been elected and nominated to MFT's Council of Governors to represent the interests of members and the wider public.*

*Chief Executive, Sir Michael Deegan, will update you about the progress made with the Single Hospital Service programme, of which our new Trust is a key element. Following that, the meeting will then be opened for questions to our Board.*

*I would like to highlight that we have a number of interactive information stands available in the venue location, themed around helping you to 'stay well this winter' which I would really encourage you to visit after the formal meeting has concluded.*

*You can also chat informally with the new Governors and members of the Trust Board.*

**FORMAL ANNOUNCEMENT OF THE NEWLY ELECTED AND NOMINATED GOVERNORS – KATHY COWELL, CHAIRMAN OBE, DL**

**Presentation Slides**

**Speaker's Narrative**



**Public Governors**

**Manchester**



Jayne Bessant



Michael Kelly



Suzanne Russell



Sue Rowlands



Janet Heron



Syed Ali



John Winston Churchill

*Under MFT's new arrangements, we have 32 elected and nominated Governors on our Council of Governors.*

*I would like to start by formally announcing and welcoming the new Public Governors for the Manchester constituency:*

- *Jayne Bessant*
- *Michael Kelly*
- *Suzanne Russell*
- *Sue Rowlands*
- *Janet Heron*
- *Syed Ali*
- *John Winston Churchill*

## Public Governors

### Trafford



Jane Reader



Christine Turner

### Eastern Cheshire



Chris Templar

*For the Public Governors of the Trafford constituency:*

- *Jane Reader*
- *Christine Turner*

*For the Public Governors of the Eastern Cheshire constituency:*

- *Chris Templar*

## Public Governors



### Rest of Greater Manchester



Ivy Ashworth-Crees



Karen Morris



Cliff Clinkard



Stephen Caddick



Dave Edwards

### Rest of England & Wales



Anthony Nixon



Andrew Whyte

*I'd like to welcome the new Public Governors for the Rest of Greater Manchester constituency:*

- *Ivy Ashworth-Crees*
- *Karen Morris*
- *Cliff Clinkard*
- *Stephen Caddick*
- *Dave Edwards*

*And the Public Governors for Rest of England & Wales constituency:*

- *Anthony Nixon*
- *Andrew Whyte*

*Well done to all our elected Public Governors.*

## Staff Governors

### Medical & Dental



Matthias Schmitt

### Other Clinical



Geraldine Thompson



Alix Joddrell-Banks

*I'd now like to welcome the newly elected Staff Governors, beginning with the following two staff classes:*

#### *Medical & Dental:*

- *Dr Matthias Schmitt*

#### *Other Clinical:*

- *Geraldine Thompson*
- *Alix Joddrell-Banks*

## Staff Governors

### Nursing & Midwifery



Jacky Edwards



John Cooper

### Non-Clinical & Support



Colin Owen



Rachel Koutsavakis

*And finally for our elected Governors, a warm welcome to the Staff Governors of the remaining two staff classes:*

*Nursing & Midwifery:*

- *Jacky Edwards*
- *John Cooper*

*Non-Clinical & Support:*

- *Colin Owen*
- *Rachel Koutsavakis*

*I'd like to thank all those members who actively participated in our election process including the near 80 candidates who stood for election and where seats were contested, those members who voted to elect their Governor representatives.*

*Please join me in congratulating your newly elected Public and Staff Governors.*



## Nominated Governors



- Trafford Borough Council - Councillor Chris Boyes
- Manchester University - Dr Jenny Myers
- Manchester Health and Care Commissioning – Dr Faizan Ahmed
- Manchester BME Network – Circle Steele
- Youth Forum - Brooke Taylor
- Volunteer Services – Graham Watkins
- Manchester City Council – Councillor Tracey Rawlins

### Nomination is also being sought from:

- Third Sector Umbrella Organisation

*Of the 32 Governors on MFT's Council of Governors, 24 are elected by members, with the remaining 8 being nominated by our partners. On behalf of the Trust and our members I would like to thank our partners for nominating colleagues to join our Council of Governors and to formally announce:*

- Trafford Borough Council - Councillor Chris Boyes
- Manchester University - Dr Jenny Myers
- Manchester Health and Care Commissioning – Dr Faizan Ahmed
- Manchester BME Network – Circle Steele
- Trust's Youth Forum - Brooke Taylor
- Trust's Volunteer Services – Graham Watkins
- Manchester City Council – Councillor Tracey Rawlins.

*Please join me in thanking our Nominated Governors.*

*I would also like to announce that we are seeking a further nomination to join our Council of Governors from:*

- A Third Sector Umbrella Organisation

*I look forward to receiving this nomination and anticipate that this Governor will be as eager as their fellow Council of Governors in joining them and actively participating in Governor matters.*

*I look forward to working with all our new Governors and I'm sure they will make an excellent contribution in representing your interests and seeking and providing assurance about the Trust's performance.*

## UPDATE ON THE SINGLE HOSPITAL SERVICE – SIR MICHAEL DEEGAN, CHIEF EXECUTIVE

### Presentation Slides

#### Reminder: why are we creating a Single Hospital Service?



Manchester has the highest rate of early death from respiratory (breathing) diseases in England. More than 64% of these deaths are considered to be preventable.



Manchester has one of the highest rates of child poverty in the country, with just over 32% of children aged under 16 living in poverty, and many live in homes where no-one is employed.



Nearly 40,000 people aged 16-64 in Manchester were long-term unemployed in 2014. This was 10.5% of the Manchester population.



In August 2015, there were 2,895 patients in Manchester diagnosed with dementia. The vast majority (95%) of these patients are aged 65 and over.



We have the highest number of smoking-related deaths in the country. Each year there are some 735 deaths and 4,760 hospital admissions due to smoking.



Some 350 people under the age of 75 die from cardiovascular (heart) disease in Manchester each year.

#### Manchester Health and Wellbeing Board

Clinical Engagement - Sir Jonathan Michael Independent Review








### Speaker's Narrative

Sir Michael Deegan, Chief Executive presented an overview including some key developments in relation to the Single Hospital Service Programme.

#### Reminder: Why are we creating a Single Hospital Service?

- Greater Manchester has some of the poorest health outcomes e.g. early death from respiratory diseases, child poverty; 40,000, aged 16-64 long-term unemployed, nearly 3,000 with dementia, highest number of smoking related deaths in UK and death from cardiovascular disease.
- Sir Jonathan Michael Review - independently run exercise held to explore how Manchester hospitals could best address the poor health outcomes and inequalities across the city with the review findings concluding that three Trusts (the former South Manchester NHS Foundation Trust - UHSM, North Manchester General Hospital – NMGH run by The Pennine Acute Hospitals NHS Trust - PAHT, and the former Central Manchester University Hospitals NHS Foundation Trust - CMFT) should enter into a discussion, to consider how the creation of a single organisation, to run hospital services in Manchester, would best be achieved. The recommendation to create a single hospital Trust in Manchester (in order to deliver a range of benefits), were fully accepted by the Manchester Health and Wellbeing Board, Manchester Commissioners and the Trusts.
- MFT was therefore created on 1<sup>st</sup> October 2017 with there being a real opportunity to change how we provide care to improve outcomes for patients and families and to reduce variation in services across the Manchester conurbation.

## What are the benefits of our new city-wide Trust, Manchester University NHS Foundation Trust (MFT)?

-  Consistently high standards of services at all hospitals
-  More opportunity to attract and keep the best staff
-  Less duplication and waste across sites
-  Stronger teams sharing specialised skills 24/7
-  More joined up patient record and clinical systems
-  Increased opportunities to attract research funding
-  Better continuity of care wherever you are treated

Visit the intranet homepage for the latest updates

A number of key benefits to the creation of MFT:

- *Consistently high standards of services at all hospitals*
- *More opportunity to attract and keep the best staff*
- *Less duplication and waste across sites*
- *Stronger teams sharing specialised skills 24/7*
- *More joined up patient record and clinical systems*
- *Increased opportunities to attract research funding*
- *Better continuity of care wherever you are treated*

## Groundbreaking opportunity




*This is a ground breaking opportunity for us all:*

- *We have created something new – the biggest NHS Trust in the country*
- *This is an opportunity to deliver better care and services for our patients – as the leading provider of healthcare in Manchester and Trafford*
- *A huge thank you to all our staff for keeping things going over the period of the merger.*

*Here are some key statistics about our new-city wide Trust:*

- *Nine hospitals*
- *£1.6bn turnover*
- *Community Services*
- *40% of all acute activity*
- *20,000 staff*

Hospitals in the new trust 



Manchester Royal Infirmary (MRI)



Saint Mary's Hospital



Royal Manchester Children's Hospital



Manchester Royal Eye Hospital



University Dental Hospital of Manchester



Trafford General Hospital



Altrincham Hospital




Wythenshawe Hospital



Withington Community Hospital



North Manchester General Hospital 

*Here is a reminder of our group of hospitals with North Manchester General Hospital to follow:*

- *Manchester Royal Infirmary*
- *St Mary's Hospital*
- *Royal Manchester Children's Hospital*
- *Manchester Royal Eye Hospital*
- *Dental Hospital*
- *Trafford General Hospital*
- *Altrincham Hospital*
- *Wythenshawe Hospital*
- *Withington Community Hospital*

**YOUR QUESTIONS – KATHY COWELL, CHAIRMAN**

**Presentation Slides**



**Any questions?**

**Speaker's Narrative**

Kathy Cowell, Chairman closed the formal presentation part of the meeting and the invitation was given to members to forward questions to the Board of Directors.

*As you can see there is a considerable amount of work going on to deliver the significant benefits offered to patients, their families and our staff by the Single Hospital Service.*

*As members, you have the opportunity to get involved in shaping our plans and future services through your Governors by sharing your ideas, providing feedback and making improvement suggestions and you can become more involved in the following ways:*

- *Attending members' events and meetings*
- *Coming along and observing our Council of Governors' Meetings and Board Meetings*
- *Taking part in member surveys and questionnaires and contributing to our forward planning process.*

*It's now time to take any questions you may have.*

## General Questions/Closing Remarks

The following questions/issues were raised by attending public and staff members:

- **Issues were raised in relation to nursing shortages cited in a recent report as being around “10%”, with clarification being sought around training, funding and MFT’s current position.**

*In response, it was noted that the press & media have highlighted pressures and challenges faced by the wider NHS. It was also noted that MFT was in a positive position with very real opportunities to develop services to include elements of both health and social care. Attention was drawn that in order to realise these benefits and develop services going forward, it is critical to attract staff to substantive positions and become much less reliant on agency/bank workforce. Of note, it was reported that newly qualified nursing staff will be available for employment shortly with MFT developing a number of new roles e.g. Nursing Associates, to support the Nursing Workforce. Training programmes will also be regularly reviewed in order to continually improve and develop the workforce with MFT working closely with local Universities in order to provide a wide range of training opportunities.*

- **Further clarification was sought in relation to Trafford and Altrincham Hospitals, North Manchester General Hospital and whether Christie Hospital would be included in the Single Hospital Service plans.**

*In response, it was confirmed that both Trafford Hospital and Altrincham General Hospital were acquired by the former CMFT in 2012 and were part of the former legacy organisation. The former CMFT and UHSM organisations worked closely (collaboratively) with Christie Hospital to provide complimentary services and this relationship would continue with MFT going forward. In relation to North Manchester General Hospital (NMGH), it was noted that the acquisition of this healthcare facility was anticipated in around 12-18 months time*

- **Clarification was sought as to how the Trust would effectively be managed going forward given the larger and complex nature (more hospitals/staff/patients etc.) of the new organisation (MFT) and if/how Governors would be involved/help.**

*In response, it was reported that MFT's new management structure includes an overarching Group Board of Directors with each Hospital/Managed Clinical Service (MCS) having its own Chief Executive Officer (CEO) and Senior Leadership Team. The benefits of this approach was highlighted. In terms of patient care, individual hospital CEOs and their Senior Leadership Team, will receive a heightened level of earned autonomy (over a period of time) in order to make their own key decisions at a local level. The Trust will continue to work with key community groups and other health care providers in order to continually strive to improve patient care with Governors being encouraged to bring their views and suggestions on behalf of the members and public they represent.*

- **Clarification was sought as to the key role of Governors.**

*In response, under the Health & Social Care Act (2012), the duties of Governors are clearly defined:*

- *To hold the Non-Executive Directors individually and collectively to account for the performance of the Board of Directors, and*
- *To represent the interests of the members of the Foundation Trust as a whole and the interests of the public.*

*A new public governor highlighted their intention to actively represent members and public interests.*

- **Clarification was sought as to support arrangements in place at PAHT/NMGH provided by Salford Royal FT.**

*In response, PAHT currently oversees a number of hospitals namely NMGH, Rochdale Infirmary and Community Services, Fairfield General Hospital and The Royal Oldham Hospital. Following a recent Care Quality Commission's assessment (2016), findings revealed that there were a number of improvements required in a number of these hospitals/services and therefore plans were put in place to provide support in order to achieve this.*



- **Clarification was sought as to whether patients are required to change their current healthcare choices (via their GP) under the new organisation's (MFT) arrangements i.e. a patient living in Stockport has been a patient of both the former CMFT and UHSM previously but now unsure if he/she will need to be referred to Stockport NHS Foundation Trust (Stepping Hill Hospital) for future treatment(s).**

*In response, assurance was provided that there is no requirement for patients to change their current healthcare choices with emphasis being made for patients to continue to seek advice from their GP in order to determine the best place to receive/ access treatment.*

- **A request was made that effective and clear communication between front-line staff and patients was viewed as an important factor as part of the patient experience.**

*In response, assurance was provided that staff are assessed across a broad set of competencies with clinical staff being extensively assessed against a set standards which include effective communication with on-going training and development also being provided.*

Thanks and appreciation were forwarded to members for attending and receiving the formal announcements and updates provided at MFT's inaugural Special Members' Meeting and for raising a variety of questions.

The invitation was given to members to view the information stands provided, based upon the meeting theme of 'Stay Well This Winter' (located in Meeting Room 1 of the Nowgen Centre) with encouragement being given to participate in the interactive demonstrations provided by Trust colleagues and partner organisations and to talk to members of the Board of Directors and Council of Governors.