

Annual Members' Meeting

17 September 2016

The meeting was held at the Linda Hutchinson Theatre, Townley Grammar School, Townley Road, Bexleyheath DA6 7AB from 9.30am.

It was attended by the following:

Board of Directors

Andy Trotter, Chair

Steve James, Senior Independent Director

Archie Herron, Non Executive Director

Steve Dilworth, Non Executive Director

James Kellock, Non Executive Director

Ben Travis, Chief Executive

Helen Smith, Deputy Chief Executive

Ify Okocha, Medical Director

Jane Wells, Director of Nursing

Simon Hart, Director of Human Resources

Jazz Thind, Director of Finance

Council of Governors

Stephen Brooks, Bexley Public Governor

Richard Diment, Bexley Public Governor

Fraser Rendell, Bromley Public Governor

Ben Spencer, Bromley Public Governor

Stuart Dixon, Bromley Public Governor

John Crowley, Greenwich Public Governor

Yens Marsen-Luther, Greenwich Public Governor (designate)

Jacqueline Ashby-Thompson, Service User/Carer Governor

Lesley Smith, Service User/Carer Governor

Jacqui Pointon, Staff Governor

Steve Francis, Staff Governor

Carl Krauhaus, Partnership Governor

Mary Stirling, Service User/Carer Governor

Ken Thomas, Service User/Carer Governor

Fola Balogun, Service User/Carer Governor

Raja Rajendran, Service User/Carer Governor

Arthur Mars, Service User/Carer Governor

Chris Purnell, Service User/Carer Governor

Baeti Mothobi, Service User/Carer Governor

Jenny Kay, Service User/Carer Governor

Anna Dube, Staff Governor

Plus 60 members of the foundation trust and members of the public.

1. Welcome

Trust Chair Andy Trotter welcomed the audience to the event.

2. Overview of Year

Chief Executive Ben Travis presented an overview of the year 2015/16 reporting on the organisation's quality and financial performance. He also outlined plans for the coming year. (Copies of presentation available on www.oxleas.nhs.uk)

3. Membership Report

Governor Richard Diment described the role of the Council of Governors and some of the Council's activities over the past year. He outlined the Council's Membership Strategy and reported on progress in developing our membership over the past year. (Copies of presentation available on www.oxleas.nhs.uk)

4. Election Results and Board Appointments

Chair Andy Trotter presented the results of elections to the Council of Governors and informed the audience of changes to the Board of Directors over the year. He thanked the governors and non executive directors who had left their role during the year for their support and contribution to the trust. (Copies of presentation available on www.oxleas.nhs.uk)

5. Questions and Answer session

The question and answer session was chaired by Andy Trotter.

A member asked how, as someone who has used Oxleas services, could she share her experiences and help improve services? She was encouraged to take part in opportunities through our Patient Experience Programme and to speak to a governor to learn more about the Council of Governors' role.

How do you measure improvements in people's mental health or when conditions are expected to deteriorate? There are different kinds of measurement which take into account condition specific issues. The aim is to measure whether we are providing people with the care they need to improve their lives in ways that are important to them.

Why is the number of staff mentioned different to the number of staff members? Have you lost members of staff during the year? Our Staff Membership category also involves people who work for partner organisations who provide services such as cleaning and receptionists. There is also a difference when you count individuals who may work part-time against the whole time equivalent workforce.

What are you doing to recruit more nurses? There is a national shortage of nurses and we are working with other trusts to find some joint solutions and with our local universities to look at apprenticeships. We have introduced new ways of recruiting including Saturday recruitment sessions to make it as easy as possible for new staff to join us.

Would it be possible to have membership events based on issues? Yes, we will work with the Membership Committee to look at setting these up.

A member was concerned about an incident at a community rehabilitation unit and whether this had been followed up. She was assured all incidents are investigated. We see a large number of patients every month and don't always get everything right. Whenever, there are incidents, these are reported and an investigation into what happened and how we could avoid it happening again is carried out.

Improving safety in the mental health wards is a key focus of the Care Quality Commission report. How is Oxleas taking this forward? Taking forward the Care Quality Commission's recommendations is the number one priority for the Board of Directors. Our services have been under huge pressure. We are reviewing our practice against others so that we can learn from best practice across the country. It is a complex issue but we are developing solutions and will be discussing these with commissioners in the coming weeks.

Do you have plans to extend the volunteer service? We recognise the great contribution volunteers make to Oxleas and how they save the organisation nearly £1M each year. A new strategy has been agreed and the Board of Directors is supportive of extending the service.

Is Oxleas affected by delayed discharges from hospital wards? Yes, like many parts of the NHS, we at times have difficulties because of delays in finding places for people to go to from our wards. We are working closer and closer with our local authorities and acute hospitals to try to solve this.

The meeting ended at 10.40am