

**Minutes of the Annual Members Meeting Notes held on  
24<sup>th</sup> September 2018 held at Salisbury Arts Centre  
Commencing at 5 pm and concluded at 6.30 pm**

An email invitation was sent to all Foundation Trust Members four weeks before the event.

The event was advertised in the Salisbury Journal the week before the meeting and was featured in the Trust's Annual Review which had also been circulated as an insert with the Salisbury Journal earlier in September.

The Trust had used social media to promote the event.

Around 60 members of the public attended.

**Principal Contributors**

|                    |                         |
|--------------------|-------------------------|
| Nick Marsden       | Chairman                |
| Cara Charles-Barks | Chief Executive         |
| Lisa Thomas        | Director of Finance     |
| Raymond Jack       | Lead Governor           |
| Andy Hyett         | Chief Operating Officer |

**In Attendance:**

|                     |   |
|---------------------|---|
| Lorna Wilkinson     | Director of Nursing                               |
| Christine Blanshard | Medical Director                                  |
| Paul Hargreaves     | Director of People and Organisational Development |
| Tania Baker         | Non-Executive Director                            |
| Prof Jane Read      | Non-Executive Director                            |
| Michael von Bertele | Non-Executive Director                            |
| Fiona McNeight      | Director of Corporate Governance                  |

**Governors Present**

|                  |                   |
|------------------|-------------------|
| Bill Butterworth | Lucinda Herklotts |
| John Mangan      | Alastair Lack     |
| Lee Phillips     | John Parker       |
| Jenny Lisle      | William Holmes    |
| Christine Wynne  |                   |

**Foyer Displays**

STARS Charity

**Support Team**

|                |                                     |
|----------------|-------------------------------------|
| Isabel Cardoso | Foundation Trust Membership Manager |
| Patrick Butler | Head of Communications              |
| Paul Russell   | Business Development Manager        |
| Sarah Evans    | Deputy Head of Communications       |

**INTRODUCTION**

Nick Marsden the Chairman of Salisbury NHS Foundation Trust welcomed everyone to the Annual General Meeting and described the agenda for the evening.

He introduced the speakers as shown below.

**PRESENTATIONS**

Cara Charles-Barks, Chief Executive – Review of 2017/18

Lisa Thomas, Director of Finance – Annual Accounts and Audit Opinion 2017/18  
Dr Dr Martin Cook, Consultant Anaesthetist and Michelle Bray, Senior Physiotherapist - Work of ITU/ICU

Sir Raymond Jack, Lead Governor – Council of Governors – report to members.

### **QUESTIONS FROM THE PUBLIC**

The Chairman thanked the speakers for their contributions and invited questions from those present.

Q1: Cost of Major incident?

A: The Trust received extra funding from the Government.

Q2: Pressure ulcers affecting cross infection?

A: Pressure ulcers resulting in moderate/severe harm have decreased. Minor pressure ulcers are still being addressed.

Q3: Nurse training – 25% of students resigned, burden on hospital in future. Is the hospital going to train nurses?

A: Nurse vacancies are a concern. The Trust is working hard on domestic recruitment. The Trust is focusing on giving students a good experience. Good student feedback. Training changing. Apprenticeships on the horizon and the Trust is expanding the educational team to support these learners.

Trainee nursing associates – the Trust is a pilot site.

National picture is daunting.

A2: Re: retention – increasing competition.

The Trust has:

- Regular feedback received through the staff engagement Group
- Retention package
- 30 + 100 day questionnaire for real time feedback.
- Addressing areas for improvement (benefit package)

NHS providers deal with government departments. Additional funding for the NHS (Prime Minister promise). Workforce plan needed. There is not a quick fix. Doing all we can locally, but need government to respond.

Q4: Statement: Thank you to staff, proud of hospital during recent events. Concerned about WOS and for staff)

A: We value our staff and want to attract appropriate staff.

Extended thanks and pride of staff during major incident.

Q5: Statement: Salisbury should be proud of hospital. Concerned about unions ( )

Q6: Has the Trust considered own agency for nurses?

A: Have own staff bank (RN's + NA's). Do use agency if bank cannot fill. Looking at a collaborative bank with other hospitals to increase availability of staff and to use the workforce more effectively.

Q7: Thank you for involving staff side so early in the Wholly Owned Subsidiary (WOS) discussions. Concerned over staff Terms and conditions. Staff Engagement – only a month consultation. Is the Trust truly listening to staff?

A: In period of consultation to hear views of all staff. Thank you to all staff for providing feedback.

A2: After consultation finishes the Trust will pause in line with NHS I guidance. The Chairman informed the AGM that discussions regarding WOS would not be entered into in this forum and he would not comment further on this matter.

Q8: Trust is valued. Has there been an effect on staff morale after recent events?

A: Unprecedented incident. Staff rose to the challenge. There has been staff briefing sessions. Great feelings of pride for our staff.

Long term positive effect on bringing staff together. Staff are feeling pressured due to vacancies for example which is why as a Trust, we are focusing on staff health and wellbeing.

Q9: Statement: Our presence here is to support staff in the hospital who we are proud of.

Q10: Statement: Well done to staff presenting, incredibly impressed of the ITU service.

Q11: Statement: WOS – fundamental concern of staff is the damage this process has done to morale. People resigning.

## **CONCLUSION**

There being no further questions the Chairman thanked everyone for their attendance.