

**Minutes of the Annual Members' Meeting held on Thursday 5 November 2020 at
10.30am until 12.00pm via Zoom**

Board Members

Professor Sue Proctor	Chair of the Trust
Professor John Baker	Non-executive Director
Mrs Joanna Forster Adams	Chief Operating Officer
Miss Helen Grantham	Non-executive Director
Mrs Dawn Hanwell	Chief Financial Officer and Deputy Chief Executive
Mr Cleveland Henry	Non-executive Director
Mrs Claire Holmes	Director of Organisational Development and Workforce
Dr Chris Hosker	Medical Director
Mr Andrew Marran	Non-executive Director
Dr Sara Munro	Chief Executive
Mrs Sue White	Non-executive Director and Deputy Chair of the Trust
Mrs Cathy Woffendin	Director of Nursing, Quality and Professions
Mr Martin Wright	Senior Independent Director

Governors

Mr Peter Webster	Public: Leeds (Lead Governor)
Ms Sophia Bellas	Service User: York and North Yorkshire
Ms Caroline Bentham	Carer: Leeds
Mr Peter Chapman	Service User: Leeds
Mr Mark Clayton	Carer: Leeds
Ms Rita Dawson	Service User: Leeds
Mr Les France	Public: Leeds
Ms Ruth Grant	Staff Non-clinical: Leeds and York and North Yorkshire
Mr Andrew Johnson	Staff Clinical: Leeds and York and North Yorkshire
Ms Helen Kemp	Appointed: Volition Leeds
Ms Mussarat Khan	Public: Leeds
Ms Sarah Layton	Non-clinical Staff: Leeds and York & North Yorkshire
Ms Kirsty Lee	Public: Leeds
Dr Ivan Nip	Public: Leeds
Cllr Anna Perrett	Appointed: City of York Council
Ms Sally Rawcliffe-Foo	Staff Clinical: Leeds and York and North Yorkshire
Mr Adam Seymour	Staff Clinical: Leeds and York and North Yorkshire
Ms Ann Shuter	Service User: Leeds
Ms Niccola Swan	Public: Rest of England and Wales

In attendance

Mrs Cath Hill	Associate Director for Corporate Governance / Trust Board Secretary
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24 Members of the Trust and members of the general public

20/001 Welcome (agenda item 1)

Professor (Prof) Proctor opened the meeting at 10.30am and welcomed members of: the Board of Directors; the Council of Governors; the Trust; and the wider public.

20/002 Apologies for Absence (agenda item 2)

Apologies were received from Cllr Rebecca Charlwood, Appointed: Leeds City Council; Mr Peter Holmes, Service User: Leeds; Mr Steve Howarth, Public: Leeds; Mr David O'Brien, Public: York and North Yorkshire; Ms Sally Rawcliffe-Foo, Staff Clinical: Leeds and York and North Yorkshire; Ms Tina Turnbull, Appointed: Volition Leeds.

The meeting was quorate.

20/003 Declaration of any conflicts of interest in respect of agenda items (agenda item 3)

No one present at the meeting declared any conflict of interest in respect of any agenda items.

20/004 Minutes of the Meeting held 30 July 2019 (agenda item 4)

Prof Proctor presented the minutes of the meeting held on 30 July 2019. They were agreed as a true record.

20/005 Matters arising (agenda item 5)

It was noted that there were no matters arising from the previous meeting.

20/006 Presentation from Peter Webster, Lead Governor (agenda item 6)

Prof Proctor welcomed Mr Webster, Lead Governor, to present the report from the Council of Governors.

Mr Webster presented the Membership Report. He outlined that there were 14,471 members at the end of March 2020. The breakdown of which was: public members 10,821; service user and carer members 1,020; and staff members 2,630. He reported that the Corporate Governance Team had been working with the Patient Experience Team to encourage more service users and carers to become members, in order for them to have a greater opportunity to be involved in the work of the Trust and to ensure that the Trust's membership is representative of the people it provides services to.

Mr Webster outlined the role of a governor, and informed attendees that the

Council of Governors meets four times per year to discuss the work of the Trust and its performance. He reminded members that these meetings were held in public, and that members were welcome to attend these meetings to observe. Mr Webster added that the Council meetings in 2020 had taken place virtually, due to the pandemic, and that the recordings were available on the website. Mr Webster informed attendees that the Council of Governors appoint the Trust's external auditors and receive their reports; the Annual Accounts, Annual Report and the Quality Report. He confirmed that the external auditors had provided clean audit reports.

Mr Webster next outlined some of the work carried out by the Council of Governors in 2019/20. He reported that the Council of Governors had appointed Mr Cleveland Henry, Non-executive Director, to the Board of Directors. He also reported that governors had accompanied the Non-executive Directors on a number of service visits in 2019, and virtual service visits in 2020, which had allowed them to get to know more about the Trust's services and helps to inform discussion at Council meetings. He outlined the services that had been visited including: the Domestic Catering Services; the Healthy Living Service; the Gambling Addiction Service and the Inpatient Dementia Service. Mr Webster stated the four areas that the Council of Governors had collectively agreed to focus on in 2019/20. These were: learning more about service user experiences; understanding the Trust's services better, particularly services for people with learning disabilities and acute in-patient services; partnerships; and mental health among young people in Leeds and York.

An update was then presented on the outcome of the governor elections that had taken place in Summer 2019 and Spring 2020. He took the opportunity to welcome the governors that had been newly or re-elected or appointed within the 2019/20 financial year. He went on to inform the attendees of the training and local and national events that the governors had taken part in during 2019/20.

Finally, Mr Webster thanked to everyone for attending and encouraged individuals to speak with a governor should they wish to find out more information.

Prof Proctor thanked Mr Webster for his presentation and noted the valuable contribution that governors make to the Trust.

20/007 Presentation from Dawn Hanwell, Chief Financial Officer and Deputy Chief Executive (agenda item 7)

Prof Proctor welcomed Mrs Hanwell, Chief Financial Officer and Deputy Chief Executive, to present the report on the Trust's finances.

Mrs Hanwell presented the key elements of the financial report. She outlined that the Trust had achieved an income and expenditure surplus of £4.4million (m). She reported that the Trust had spent £7.2m on capital expenditure and that the Trust had generated cost savings of £3.0m.

Mrs Hanwell reported that there had been a number of financial pressures throughout the year: one related a net increase of 11% in operating expenses; and another related to an increase of 12% in staff costs.

Mrs Hanwell highlighted the key investments made throughout the year, which were: estates refurbishment (including St. Mary's Hospital, Child and Adolescent

Mental Health Services (CAMHS) unit); and information technology improvements (new employee patient record system, remote access, hardware replacement programme and network infrastructure).

In conclusion, Mrs Hanwell reported that the Trust was in a strong financial position. She stated that for the 2020/21 financial year, the Trust would continue capital investment (including within the CAMHS building project) and move forward with provider collaborative work.

Prof Proctor thanked Mrs Hanwell for her presentation.

20/008 Presentation by Dr Sara Munro, Chief Executive (agenda item 8)

Dr Munro thanked everyone for attending the event. She first reflected on the impact of the COVID-19 pandemic on the Trust. Dr Munro reported on the highlights from 2019/20 which included setting up and delivering new services, and the improvement of the services provided by the Trust. She also highlighted the 'good' rating from the Care Quality Commission (CQC), as a result of the hard work and efforts of staff. Dr Munro outlined that there had been a focus on strengthening the Trust's approach to service user and carer involvement, and thanked Mrs Woffendin and the Council of Governors for their work on this. She also highlighted that during 2019/20 the planning had been approved for the new CAMHS unit and confirmed that construction work had begun.

Dr Munro went on to highlight a number of clinical service developments in 2019/20. These included: the launch of the Northern Gambling Service which had supported over 400 individuals and their families during its first year of operation; the expansion of the Veteran's Mental Health Complex Treatment Service and the launch of the new High Intensity Service; the Leeds Recovery College; the new Leeds Mental Health Wellbeing Service to help locals with common mental health problems; and the partnership work that had taken place in York.

Dr Munro next reported on the CQC inspection that had taken place in 2019/20. She explained that the CQC rated care organisations by scoring them on five different domains, those being: safe; effective; caring; responsive; and well led. She reminded attendees that in the 2019 CQC inspection, the Trust's services rating improved from 'requires improvement' to 'good'. She informed attendees that a number of recommendations were made by the CQC for improvement, and confirmed that the Trust was confident where the attention was needed. Dr Munro assured the attendees that the Board of Directors and Council of Governors received periodic updates of the progress.

Dr Munro reported on how the Trust had encouraged the involvement of service users and carers. She explained that the co-produced Patient and Carer Experience and Involvement Strategy had launched in April 2019. She highlighted the Trust's aims around this, which were: to ensure service user and carers are involved in all aspects of their care; to develop ways to collect, understand and act on patient, service user and carer feedback; and to develop support services and signpost carers, family and friends of our service users to relevant agencies.

Finally, Dr Munro presented a summary of the results from the 2019 Staff Survey. She reported that the results showed that the Trust was performing higher than the national average in a number of areas. She also reported that 75% of staff felt like

an integrated and valued member of the team.

Prof Proctor thanked Dr Munro for her presentation.

20/009 Opportunity to Receive Questions from Members and the Public (agenda item 9)

Prof Proctor informed the attendees of two questions that had been submitted in advance of the meeting which were around waiting times for the Gender Identity Service, the support for service users who were on the waiting list, and whether the Trust was contacting the service users before their appointments to verify attendance.

Mrs Forster Adams first outlined the themes of her response which were: communications; service disruption; and access. She informed the attendees that, during the first wave of COVID-19, many staff members from the Gender Identity Service had been redeployed, in order to maintain urgent and emergency care in other services. She acknowledged that the Trust did not meet the statutory waiting times which, unfortunately, was the same for all gender services at a national level. She went on to confirm that the Primary Care Providers aimed to help to address the waiting times as soon as they were fully operational. She explained that the Trust was better prepared and better equipped than at the onset of the pandemic. Mrs Forster Adams added that the Trust supported the service users by continuing to provide clinical contact and practice. She concluded by informing members of the public that the staff did not have the capacity to implement a system to confirm appointments, however the potential to support the capacity in the team in line with recommendations from the Leadership Team for the Gender Identity Service would be considered.

Paul, a service user, expressed concern regarding the mental health of service users as a result of COVID-19 and the national lockdown. He asked how the Trust would prepare for this. Alex, a service user, had a similar question around the assessment of future service level requirements due to the pandemic. Dr Munro explained that the Trust was working with colleagues in Public Health to use the modelling and evidence available to help understand what the future demand would be. She outlined that there was currently no national or international model that gave an accurate prediction, however confirmed that the Trust would continue to support those who needed its services. Dr Sara Munro asked Mrs Forster Adams and Dr Chris Hosker to provide further information. Mrs Forster Adams explained the challenges regarding workforce availability in relation to winter pressures alongside COVID-19. She informed members that the Board had agreed to be dynamic in their approach to their response to the changing levels of demand. Dr Hosker reminded the attendees of the increased pressure and that an increased demand could be expected over winter. Dr Munro outlined the initiatives that had been put in place during the pandemic which included; the grief and loss helpline; the additional bereavement support; the mental health support and advice line; and outreach to people with learning disabilities and autism.

Paul, a service user, questioned what the Trust's approach was to paying service users for their involvement. Dr Sara Munro asked Mrs Woffendin to provide further information on this. Mrs Woffendin informed the members that the Policy for the Payment & Reimbursement of Service Users, Patients, Carers and members of the

Public, had been approved and signed off by the Patient Experience and Involvement Steering Group. She explained that the policy was operational during COVID-19 and agreed to circulate this to members after the meeting.

Paul also asked about information concerning service user surveys. Mrs Woffendin informed the members of the public that Quality Improvement Team had been involved in producing service user surveys regarding the use of different IT platforms, such as Zoom and Microsoft Teams. She assured the attendees that the survey results would be shared with the Service User Network.

Tessa, a member of the public, queried how the Trust supported members of the black and minority ethnic (BAME) communities during a crisis. Dr Munro informed Tessa of the Leeds Mental Wellbeing service which was provided by the Trust and a number of other providers including Touchstone, Community Links, Women's Service In Leeds, and the Leeds Community Healthcare Trust. She informed members that one of the primary aims of the service was to ensure that the banner of primary care was targeted where it was required in all communities. Dr Munro outlined a piece of work that Mrs Wendy Tangen, Inclusion Lead, had been carrying out which involved establishing a dedicated team whose remit across a number of the Trust's services was to ensure they were culturally sensitive, inclusive, and proactively outreached to guarantee the Trust's services were accessible. Mrs Tangen informed the attendees of the collaborative work that had been carried out in partnership with other organisations to support the reduction of mental health detentions of service users within the BAME community.

The final question was asked by Peter, a service user, who raised concerns regarding the waiting times provided by one of the Trust's partners. Dr Munro reminded the members that the first national lockdown had caused a significant backlog in individuals accessing routine treatments. She explained that a significant amount of planning had been carried out to address how the activity could be restarted. Dr Munro informed the attendees that organisations had also been asked to systematically review the waiting lists to ensure that those most in need were prioritised.

Prof Proctor thanked all attendees for listening and participating in the wide-ranging discussion that had taken place.

At the conclusion of formal business, Prof Proctor closed the Annual Members' Meeting of the Leeds and York Partnership NHS Foundation Trust at 12.00pm and thanked everyone for attending.