

## MILTON KEYNES UNIVERSITY HOSPITAL NHS FOUNDATION TRUST ANNUAL GENERAL PUBLIC AND MEMBERS MEETING

**Minutes of the Annual General Public and Members' Meeting held on  
Monday, 09 October 2023 at 4:03pm at the Lecture Theatre, Academic Centre,  
Milton Keynes University Hospital NHS Foundation Trust**

**Present:**

**CHAIR:**

Alison Davis (AD)

**CHIEF EXECUTIVE:**

Joe Harrison (JH)

**NON-EXECUTIVE DIRECTORS:**

Heidi Travis (HT)

Bev Messinger (BM)

Mark Versallion (MV)

**ASSOCIATE NON-EXECUTIVE DIRECTOR:**

Jason Sinclair (JS)

**EXECUTIVE DIRECTORS:**

Emma Livesley (EL) - Chief Operations Officer

John Blakesley (JB) - Deputy Chief Executive

Kate Jarman (KJ) – Chief of Corporate Services

Danielle Petch (DP) – Chief People Officer

Terry Whittle (TW) – Chief Finance Officer

Ian Reckless (IR) – Chief Medical Officer

Yvonne Christley (YC) – Chief Nursing Officer

**Also, in attendance**

Public Governor Babs Lisgarten (BL), Lead Governor

Public Governor Shirley Moon (SM)

Public Governor William Butler (WB)

Public Governor Andrea Vincent (AV)

Public Governor Christine Thompson (CT)

Public Governor Kathryn Jaitly (KJ)

Public Governor Andy Forbes (AF)

Public Governor Rachel Medill (RM)

Public Lesley Bell (LB)

Representative Governor Keith McLean (KM)

Representative Governor Nick Mann (NM)

There were 3 members of the public present at the meeting.

## **1 Welcome and Introduction**

- 1.1 AD welcomed all to the Annual Members Meeting (AMM) and thanked the Trust's staffing body for the various parts they had played in the outstanding effort to manage the significantly increased clinical activity and patient waiting lists in 2022/23.
- 1.2 AD also highlighted the following:
- a. The Trust's significantly increased community engagement activity and thanked the Governors for attending and participating in external events in Milton Keynes and beyond. AD noted that the feedback received from the community engagements was very useful for shaping the hospital's services and was very welcome
  - b. The increased profile of the various staff networks – these helped improve the experience of the different cohorts of staff
  - c. The Trust won the MOD Employer Recognition Scheme Silver Award in October 2022 in recognition of the hospital's Armed Forces friendly recruiting and HR policies. The Trust was also committed to promoting opportunities in the Reserve Forces and the opportunity to train as cadet instructors to its staffing body
  - d. The Freedom to Speak Up function was significantly enhanced in 2022/23 to provide an effective avenue for staff who wanted to raise concerns
  - e. The Maple Centre was opened in October 2022 to provide a dedicated space for both medicine and surgical Same Day Emergency Care (SDEC) pathways to the population of Milton Keynes
  - f. A Radiotherapy Centre, scheduled to be opened in the Spring of 2024, was under construction. The Centre would complete the Cancer Services offering available at the Trust, improving access to healthcare for Milton Keynes residents.

## **2 Apologies for Absence**

- 2.1 Apologies had been received from Non-Executive Directors Dr Dev Ahuja, Haider Husain and Gary Marven, and Associate Non-Executive Directors Jason Sinclair, Ganesh Baliah and Precious Zumbika-Lwanga.

## **3 Minutes of the Annual General Public and Members' Meeting held on the 10 October 2022**

- 3.1 The Chair presented the draft minutes of the Annual General Public and Members' meeting held on 10 October 2022 to the audience for review.

**Resolved: That the draft minutes of the Annual General Public and Members' meeting held on the 10 October 2022 be accepted as a correct record.**

## **4 Governance Update**

- 4.1 **Appointments to the Board of Directors and the Council of Governors since the Annual Members' Meeting held in 2022**

The Chair highlighted the following retirements and formal appointments:

### **Board of Directors**

- a. Helen Smart, Dr Luke James and Professor James Tooley retired from the Trust Board as Non-Executive Directors
- b. Dr Dev Ahuja was promoted to a Non-Executive Director role after a period as an Associate Non-Executive Director

- c. Ganesh Baliah and Precious Zumbika-Lwanga were also appointed as Associate Non-Executive Directors on the Trust Board.

## **Council of Governors**

- a. The elections to the Council of Governors of Public Governors Andrea Vincent, Kathryn Jaitly and Christine Thompson, and the appointment of Business Leaders Representative Governor Nicholas Mann.

**Resolved: That the appointments to the Board of Directors and the Council of Governors since the Annual Members' Meeting held in 2022/23 be received and accepted.**

## **5 Review of 2022/23 (Annual Report)**

- 5.1 The Chief Executive, JH presented the Annual Review of 2022/23 and advised that the Trust continued to take steps to manage the continually increasing clinical activity in the hospital and highlighted the following:

- a. With 413,979 outpatient attendances in 2022/23, activity was 2.28% higher than the 2021/22 level, which was at 404,766
- b. At 101,212 Emergency Department attendances, activity was 0.78% higher than the level in 2021/22 where attendances reached 100,429. As a result of the increasing activity, the Trust's performance around the Emergency Care 4-hour standard was 79.1%, against a target of 95%
- c. At 25,568 elective spells, activity was at 7.3% more than the level in 2021/22.

- 5.2 JH also highlighted the following achievements during the year:

- a. At the end of March 2023, no patient had waited for more than two years for treatment, and twenty patients had waited more than 18 months. This was a reflection of the success of the steps taken to reduce waiting list numbers since the end of the COVID-19 pandemic
- b. Following a limited inspection of services by the CQC in March 2023, the Trust's Maternity Services was rated as 'Good'
- c. The exceptional 2022 Staff Survey results showed that #TeamMKUH was the most engaged NHS workforce in the country
- d. The Maple Centre opened on 31 October 2022, reducing pressure on the Trust's Emergency Department. The Centre was helping the Trust to deliver an integrated approach to Same Day Emergency Care for patients, as well as providing an acute assessment ward
- e. The Trust was awarded the NHS Pastoral Care Quality Award, in recognition of the high quality of the support put in place to help the international nursing and midwifery staff integrate after they joined from countries around the world.

## **6 Financial Review of 2022/22 (Annual Accounts)**

- 6.1 TW presented the 2022/23 Financial Review and highlighted the following:

- a. The NHS finance regime transitioned from the interim heavily centralised funding model that defined the period of the COVID pandemic back to the national NHS allocations methodology in 2022/23. The revised methodology moved Integrated Care Systems and their provider partners back to a fair share distribution of resources at levels afforded by the 2021 Spending Review settlement
- b. The Trust agreed a breakeven financial plan (on a Control Total basis) for 2022/23 as part of a balanced Bedford, Luton and Milton Keynes (BLMK) Integrated Care System (ICS) plan. The Trust ended the financial year with a deficit of £7.3m (£5m on a Control Total basis) which was agreed with NHS England

- c. The Trust received income totalling £365m from the local commissioners, the BLMK Integrated Care Board (ICB), for the provision of core acute services. This represented 76% of the Trust's income and amounted to a 2% increase, compared to the income received from the Commissioners in 2021/22
- d. Capital investment on new infrastructure and equipment to support the delivery of quality healthcare amounted to £31m. The investments included:
  - i. Completion of the Maple Centre
  - ii. Commencement of the Radiotherapy Centre construction project
  - iii. Investment in community Endoscopy services
  - iv. Expansion of car parking facilities and access road, etc
  - v. Information Technology investments amounting to £2m.

6.2 TW stated that in 2022/23, the Trust would:

- a. Complete construction and handover of the Radiotherapy Centre
- b. Complete the development of community diagnostic care facilities
- c. Continue to progress the business case development for the New Hospital Programme
- d. Continue the investment in capacity/productivity to tackle elective care patient backlog.

## 7 The Council of Governors Year 2022/23

7.1 BL provided a presentation which focused on the work to enhance the Governors', and the Trust's, engagement with the members. BL noted that Governors attended over a dozen public events to engage with the public, signed up new members, listened to people's feedback and promoted the Governor role. In 2023/24, with a more engaged Council of Governors in place, the work to enhance engagement activity would continue to expand.

## 8 The Year Ahead

8.1 JH provided a presentation on the main Trust plans for 2023/24 including:

- a. Complete the development of the Outline Business Case to support the work toward securing funds for the construction of a new Women's & Children's Hospital and Elective Surgery Centre as part of the Government's New Hospital Programme (NHP)
- b. Commencement of the construction of a new 3-storey Imaging Centre to provide a central location for Imaging services
- c. Work with Milton Keynes City Council and local health partners to further improve the care and experience that patients receive as they return home after being discharged from hospital, with two new services currently in development – 'live-in care', and 'bridging care'
- d. Start work on increasing the Trust's ward capacity by the construction of a building on the Oak House car park.

## 9 Questions

9.1 The Chair invited questions from the attendees.

- a. **Questions from Alan Hastings, former Public and Lead Governor:** i) How are Patients, whose appointments have been cancelled, re-assessed for criticality, as many may have deteriorated at different rates?; ii) What is the criteria used for determining scheduling of appointments?; iii). How those with cancelled appointments are 'merged' with 'first-time' appointments?; iv) Is capacity

being obtained from private facilities, e.g. Saxon Clinic?; v) Is any additional cost of private facilities reimbursed by the NHS?

**Response:** EL advised that though improvements had been achieved in reducing the significantly increased patient waiting lists which had developed during and immediately after the COVID-19 pandemic. EL apologised for the resulting increased unacceptable waiting times for patients and noted that the hospital would continue taking steps to make improvements in waiting times as waiting lists continued to decline.

With reference to the questions: i) EL advised that when the appointments for patients with cancer or other ailments considered 'urgent' were cancelled, those appointments were promptly rescheduled. There were, however, issues with the prompt rescheduling of appointments for patients with 'routine' ailments, and actions were being undertaken to enhance capacity and improve.

ii) EL advised that 2-week wait Cancer patients were referred on a fast-track basis and were usually seen by a doctor with the time expected timeframe, though there were some slippages. Other routine and non-routine referrals were treated in line with the length of the relevant waiting lists or in accordance with the urgency of a patient's ailment.

iii) In normal times before the COVID pandemic, clinical services booked routine appointments far into the future, and periodically, every 4 to 5 weeks, a 'fire break' was implemented to ensure there was capacity to book urgent cases for treatment. Regrettably, the 20 days of industrial actions in 2022/23 and 2023/24 had resulted in the complete cancellation of all affected clinics, which had made it quite impossible to implement the 'fire breaks' as before. This is because demand significantly exceeding capacity after such industrial action-induced cancellations. Additionally, there was no central funding available to support increased capacity to manage this increased demand.

iv) Not as much private capacity was procured in 2022/23 as in 2021/22. This would be reviewed in the future by BLMK ICB, the local commissioner.

v) Yes, the Trust was reimbursed for additional costs, but this was reviewed by the BLMK ICB on a month-by-month basis.

## 10 Close

10.1 AD thanked the members of the public, staff, Directors Governors who attended for participating in the Annual Members Meeting and wished them well for the future.