

Staff Voice Forum Decision & Action Log

Action logs from previous meeting have been archived.

Staff Voice Forum Date: Monday 23 September 2024 Time: 13:00-15:00 0pm Venue/Platform: MS Teams						
Attendance:		Pete Thomas (Chair), Jayne Clyne (minute taker), Claus Madsen, Martene Booth, Caroline Loveridge, Alison Hughes, Dave Miles, Eddie Roche, Neil Perris, Emma Ashley, John Haycocks, Simone Williams				
Apologies:		Laura Kennedy, Paula Downie, Paula Simpson, Lorna Wildman, Mark Greatrex, Tony Bennett, Megan Cropper, Danielle Cairnes, Tony Bennett, Michelle Green, Lauren Francom, Anita Aspinall, Carla Burns, Sally Barlow, Dave Murphy, Jane Williamson, Bradley Palin, Ann-Marie Johns, Alison Jones, Becky Smith, Fiona Davies, Di Moore				
Guest Speaker:		None				
No.	Item	Outcome/Decision	Action	Lead	Date	Status
1	Introductions / Apologies for absence.	Apologies noted above.	No actions.			
	Actions from previous meetings.	The action status was updated, and decisions were approved.	No actions.			
2	Loyalty Cards/Free Drink from SCH Café, possible extension to kitchen area for pizza oven and salad bar.	Staff Voice Forum had been advised that there was no funding available for the expansion of the café. However, at a previous event, there had been an outside pizza van, and it was suggested that this	To investigate the possibility of discounts for staff in the café. Estates have asked the	P Thomas /E Ashley	November 2024	

		<p>van could visit on a regular basis. PT was awaiting an update from Estates. A salad bar would not be possible as there were not enough staff to restock throughout the day.</p> <p>Previously, there had been loyalty cards which entitled staff to a free coffee after purchasing 9. However, the new cards reward a free coffee after purchasing 10. There was a discussion around possible further discounts for staff, and whether the café offered good value for money. EA had not been aware of the loyalty cards and suggested that they be more widely publicised to staff.</p> <p>PT/EA to have further discussion with Estates regarding discounts for staff.</p>	<p>café about further discount, extending kitchen area to have pizza oven and salad bar, but unable to accommodate this. Estates are looking into arranging a mobile pizza van to attend site.</p>			
3	Pennies from Heaven	<p>EA advised that Pennies from Heaven is now known as Microhive. The Trust has been donating to the Air Ambulance service for a period of time. Would the organisation like to change to a different charity?.</p> <p>CM mentioned another Trust, where the Pennies from Heaven went into the Trust's own charity. This could be one option. The group were advised that CWP run a charity on our behalf, and any patient donations go into this pot. Staff can then apply for charitable funds.</p> <p>MB confirmed that data was available regarding how much funding the scheme has provided to the charity.</p>	<p>To engage with Comms in order to publicise the opportunity to nominate a new recipient charity for Microhive donations.</p>	E Ashley /M Booth	November 2024	

		AH recommended that Comms be involved to start the process in order to gauge opinion from staff. MB clarified that any new charity would have to be nominated by a member of staff, with reasons for the nomination, and then staff would be asked to vote.				
4	Wellbeing/Basic Needs Campaign	MB shared details of a website dedicated to the campaign about meeting basic needs of staff in the workplace. The link for the website was shared in the meeting chat: https://soniasparkles.com/community-groups/basic-needs-at-work-club-2/ The website shows the process of highlighting any needs.	To share the link to the Basic Needs Campaign website with group members.	M Booth	November 2024	Complete.
5	People Update	The People update focussed on Staff Engagement (next item)	No actions.			
6	Staff Engagement Update	CM advised that the July Pulse survey results were shared at the most recent Get Together EA advised that the 2024 staff survey would launch 07.10.24. There will be an incentive scheme similar to last year. Laura Burns, People Promise Officer, will be visiting teams to encourage completion of the survey. It was emphasised that staff should be allowed time to complete the survey. CM was pleased that last year saw an uptake of 60% (up from 47% the previous year) and emphasised the	No actions.			

		importance of staff having their say about what it is like to work for the Trust – good as well as bad experiences – to inform the Trust’s people and culture priorities.				
7	Operations Update	The Chief Operating Officer had sent apologies for the meeting, and the Chief People Officer advised that there were no Operations Updates to report.	No actions.			
8	Staff Flu Campaign 2024	<p>ER gave details of this year’s flu campaign. All staff aged 18-64 will be offered the QAVC vaccine. This is an inactivated vaccine (does not contain live virus), which is egg free. Staff over 65 are advised to go via their GP for the recommended vaccine.</p> <p>High uptake of the vaccine would support herd immunity. Side effects are minimal. - muscle aches and high temperature for a couple of days. It is not possible to catch flu from the vaccine.</p> <p>The Trust are asking for peer vaccinators to join the vaccination team. Clinics will be available at several locations and at larger events, as convenience / ease of access in getting the vaccine is key to achieving a good uptake.</p> <p>There was a discussion around whether incentives should be offered. However, CM had reviewed behavioural science</p>	To refer to the Flu Group for further discussion of how to maximise staff uptake of the vaccine.	E Ashley	November 2024	

		<p>research which evidenced that incentives have little effect when it comes to people making decisions about their health.</p> <p>Previous incentive schemes were discussed, but it was felt that the timescale to put these in place may be too tight.</p> <p>CM advised that upcoming leadership events will have flu clinics, and any other large events could have a vaccination clinic.</p> <p>AH suggested that further conversations travel through the flu group.</p>				
9	Key Messages from Staff Networks	<p>Attendance has been lower than usual across all the network groups.</p> <p>Ability network: Promotion of sunflower lanyards to raise awareness amongst staff had been agreed. WCHC would work alongside WUTH with their campaign in Oct/Nov.</p> <p>A member of the ability staff network group had offered to do a day in the life to promote dyslexia awareness week.</p> <p>Good progress was being made in relation to the WDES (Workforce Disability Equality Standards) action plan.</p> <p>Working carers network: The Wired charity attended the last meeting. Carers UK will attend the next meeting.</p> <p>Menopause staff network: World Menopause day 10 October. There were a</p>	<p>No actions.</p>			

		<p>lot of activities organised last year, but they were not well attended. It had been agreed to postpone the Trust's planned events until November, as it was felt that October was a particular busy month.</p> <p>NP reported that there was no chair for LGBTQ+ staff network group since Rachel Markey had left. Members of the group had attended New Brighton Pride with the Sexual Health team.</p> <p>BAME network: There had been two extraordinary meetings with Execs to discuss staff safety concerns from the racist riots that followed the recent events in Southport. The meetings were very much appreciated.</p>	
10	Future Agenda Items	Nothing to report.	No actions.
11	Any Other Business	<p>PT had been asked by Comms to ask if there were any members of this group who would like to attend Staff Awards on 25 October. Anyone interested should contact PT and they could be added to the waiting list.</p> <p>PT had received a query about the mileage policy, which was more appropriate for CM to respond to.</p> <p>PT informed the group that this was CM's last Staff Voice Forum. PT thanked CM and wished him well. CM thanked PT and all SVF members for their engagement and collaboration.</p>	No actions.

		AH highlighted that there were new screen savers around Governor elections, advertising a staff governor opportunity and seats for public governors (8/9 seats).	
Date, Time and Location of next meeting: Monday 18 November 2024 from 1-3pm on MS Teams			

Council of Governors Meeting

DRAFT Decision and action log from the formal meeting held on 11 September 2024

Agenda Item	Ref.	Decision	Action	Lead	Due Date	Status
In Attendance		Chris Bentley (CB) Eve Collins (EC) Lynn Collins (LC) Meredydd David (MD) Cathy Gallagher (CG) Fiona Fleming (FF) Mark Greatrex (MG) Alison Hughes (AH) Bev Jordan (BJ) Gerald Meehan (GM) Dave Miles (DMi) Ronnie Morris (RM) Frieda Rimmer (FR) Emma Robinson (ER) Kevin Sharkey (KS) Paula Simpson (PS)	Non-Executive Director Appointed Governor, University of Chester Lead Governor, Wirral West Non-Executive Director Senior Assistant (minute-taker) Head of Communications & Marketing (item 10) Interim Chief Executive Director of Corporate Affairs Non-Executive Director Interim Chair Interim Chief Finance Officer (item 8) Public Governor - Wirral West Public Governor - Wirral South Associate Non-Executive Director Public Governor - Wirral South Chief Nurse (item 6)			
1.		Governor pre-meet				
2. Apologies for Absence	COG24/25-15	The CoG received apologies from: Jenna Brassington, Public Governor Lauren Francom, Staff Governor Gary Kelly-Hartley, Public Governor				

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3. Minutes and matters arising - 15 May 2024	COG24/25-16	The minutes from the meeting on 15 May 2024 were agreed as a true and accurate record.	No actions.			
4. Journey of Care - Long Covid Service	COG24/25-17	<p>Journey of Care - Long Covid service</p> <p>PS introduced the Journey of Care story which focused on the Long Covid Service.</p> <p>The patient featured had been diagnosed in 2021 with long Covid symptoms and was referred to the service at Victoria Central Health Centre.</p> <p>The service had provided the patient with continuity of care which included seeing the same nurse, GP, physiotherapist and social prescriber. She described how the exercise programme, care plan and holistic approach had improved her health and wellbeing.</p> <p>The patient thanked the Long Covid Team for their support, care and dedication.</p> <p>FR asked for more information on the Long Covid service.</p>	<p>AH to share with governors' information on the Long Covid Service.</p> <p>ACTION UPDATE - Service Lead attended the CoG Quality Forum meeting in September 2024.</p>	AH	13/11/24	Complete.
5. Chair's report	COG24/25-18	BJ presented the report and as SID thanked Gerald Meehan for accepting the interim Chair position following the departure of Professor Michael Brown at the end of September 2024. It was noted that the outcome of the Wirral System Review was imminent, and the anticipated recommendations would provide clarity on the future Chair arrangements in Wirral.	No actions.			

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		<p>BJ also welcomed Emma Robinson, Associate Non-Executive Director to her first formal CoG meeting. It was noted that the Associate NED role was a developmental role, as previously described to the CoG and thanks were extended to all governors who participated in the appointment process.</p> <p>BJ advised that the new 'Lets Talk' service had launched which was aimed to help young people to develop knowledge, skills and confidence to make informed decisions about their health and wellbeing.</p> <p>The Team WCHC Awards would take place on 25 October 2024 at the Crown Plaza, Liverpool and all governors were invited to attend. BJ noted that this year over 140 nominations had been received.</p> <p>BJ welcomed any further questions or comments on the report. All governors present noted the points raised with no further comments or questions.</p>				
<p>6. Year-end reports 2023-24</p>	<p>COG24/25-19</p>	<p>AH presented the Year-end Reports for 2023-24 including the Annual Auditors Report to the Council of Governors.</p> <p>AH confirmed that the Trust's Annual Report had been laid before Parliament and would be published on the Trust's public website with highlights formally presented at the Annual Members Meeting in November 2024 (<i>date TBC</i>).</p>		<p>No actions.</p>		

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		<p>It was noted that the independent auditors report provided governors with information on the basis for the audit opinion, conclusions relating to the going concern of the Trust, opinion on other matters prescribed by the Code of Audit Practice and matters on which external auditors are required to report by exception.</p> <p>PS was present to provide an overview of the Trust's published Annual Quality Account 2023-24 confirming that it aligned with the work of the Governor Quality Forum and had been published, as per the national deadline by 30 June 2024. PS noted the key achievements referenced throughout the report including the CQC inspection results in December 2023 and good progress to deliver the objectives and goals as described in the Trust's Quality Strategy.</p> <p>The members of the CoG received the update noting the independent report from the external auditors and the unqualified opinion given for the financial year 2023-24. There were no further comments or questions.</p>				
<p>7. BRIEFING: Wirral System Review</p>	<p>COG24/25-20</p>	<p>MG provided an update on the Wirral System Review recognising updates previously shared with governors following Phase 1.</p> <p>It was noted that the work of the Value Circle, appointed by the Cheshire & Merseyside ICB to conduct the review, was nearing completion and the final report was expected by the end of September 2024.</p>				

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		<p>MG reminded governors that the findings of Phase 1 recognised examples of partnership working and collaboration already taking place and it was expected that the recommendations from Phase 2 will seek to identify further opportunities in both clinical and corporate services.</p> <p>MG added that Executive colleagues had participated in a recent workshop with WUTH Executives and other system partners, facilitated by the Value Circle, which had been positive and useful.</p> <p>The final report would be shared in the next few days and following this each of the respective Boards of Directors including the ICB would receive the report to formally accept and approve the recommendations included.</p> <p>LC asked about the opportunities in corporate services and if this would feature as part of the recommendations from Phase 2. MG confirmed that greater partnership working between corporate services to address any duplication and streamline systems and processes was a real opportunity across both Trusts. However, there would be a robust process to determine what this might look like for each relevant corporate service.</p> <p>LC also asked if there was a threat to the future of community services, as a result of the move towards greater integration and collaboration.</p>				

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		<p>MG noted that the importance and value of community services had been recognised by the Value Circle and all partners. The ambition was to maximise the benefits of community services in supporting people's health and independence.</p> <p>EC asked if financial efficiencies were also a driver of the review and asked if there were likely to be redundancies. MG advised that the review and the commitment of all partners was to identify where greater efficiencies could be made but this did not mean redundancies, which also have a cost implication.</p> <p>KS asked if any research had been completed on services that would not be appropriate to work more closely together. MG advised that any opportunities for greater collaboration would be rigorously assessed from a staff, financial, service and importantly a patient perspective.</p> <p>FR asked why cardiology services had been identified, in Phase 1 as a potential opportunity for greater collaboration. RM added that the community cardiology services, and the hospital cardiology services were very different for specific reasons. MG advised that some elements of the services were similar, and the review had simply identified an opportunity for further exploration to ultimately ensure the best outcomes for patients in Wirral.</p> <p>Aligned to the review, LC reflected that the ICB had asked the Trust and governors to pause the appointment of a CEO and Chair and asked if</p>				

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		<p>there was any update on the anticipate timetable. LC expressed concern for the NEDs workload during this period confirming that a timely update would be important.</p> <p>MG advised that next steps in these key appointments would be driven from the recommendations of the Value Circle Report.</p> <p>EC asked if the report would be shared with the Council of Governors. AH suggested that the findings from the report would be shared with governors. It was agreed to provide an update to governors as soon as possible including at the next meeting in November which would be re-categorised as a formal meeting, rather than just a development session.</p> <p>FR asked if other Liverpool acute trusts were involved in the review. MG confirmed that the review only related Wirral.</p> <p>The governors welcomed the update provided and agreed that the meeting in November 2024 would be focused on the recommendations from the Value Circle Report. It was noted that any updates in the interim would be communicated to the governors as quickly as possible.</p>	<p>CG to move the Development session to January 2024 and hold CoG meeting on 13 November 2024.</p>	<p>CG</p>	<p>13/11/24</p>	<p>Complete.</p>
<p>8. Financial Plan 2024-25 - update</p>	<p>COG24/25-21</p>	<p>DMi provided an update on the Financial Plan 2024-25 noting a planned surplus position of £6.5m.</p> <p>The CIP target, as part of the Financial Plan, remained challenging with continued oversight at the Integrated Performance Board and the</p>				

Agenda Item	Ref.	Decision	Action	Lead	Due Date	Status
		<p>Finance & Performance Committee. This was a risk on the Trust's risk register.</p> <p>DMi confirmed that the Cheshire & Merseyside ICB had commissioned intensive support from PWC to scrutinise financial performance and trajectory to achieve plan across all Trusts. All Trusts had subsequently been RAG rated and the Trust had been Amber rated. This required the submission of key data to the ICB on a weekly basis which the Trust was managing.</p> <p>EC asked about the RAG rating and specifically for any Trusts rated Green who were asked to overachieve on their plan. EC queried what the incentive was to be Green when asked to 'go further'. DMi acknowledged that it was challenging for individual Trusts as the ICB was focused on the system performance across all nine Places.</p> <p>LC noted concern for staff given the challenging financial position and potential impact on vacancies. MG stressed that the Board of Directors recognised the obligation upon it, to maintain the quality of services and the safety of patients and staff. The Trust had therefore established a number of measures to ensure appropriate review, scrutiny and oversight of any enhanced financial controls, including a vacancy panel supported by QEIAs.</p> <p>The governors welcomed the update on the Financial Plan 2024-25 and recognised the challenging position and the extensive work</p>				<p>No actions.</p>

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		underway across the Trust to manage the financial risks.				
9. Chair & Non-Executive Director recruitment	COG24/25-22	AH reflected on the previous agenda item and the outcome of the Wirral System Review.	No actions.			
10. Council of Governors elections 2024 - timetable	COG24/25-23	AH provided an update on the governor elections confirming that discussions were on-going with an independent election provider to confirm the timetable. The plans were being put in place based on previous agreements with the CoG on the distribution of seats particularly in the Birkenhead and Wallasey constituencies.	Governors to raise awareness of the elections and encourage members to get involved.	All.	October 2024	Complete.
		To support the election process, a detailed communications plan had been developed to ensure maximum engagement with members and the populations of Wirral, Cheshire East, St Helens and Knowsley. FF was present to provide an overview of the plan to governors.	AH, LC & BJ to meet to discuss Appointed Governors before CoG in November.	AH BJ LC	Nov 2024	Complete.
		FF confirmed that the communications campaign objectives included;	AH to share list of seats up for election with governors.	AH	13.11.24	Complete.
		<ul style="list-style-type: none"> - Sharing the role of the governor and the value in the role - Increasing interest across constituencies - Increasing Trust membership including targeting areas with current vacancies - Encouraging younger candidates including targeting NHS Cadets - Sending text messages to patients to raise awareness - Sharing information with stakeholders 	FF send EC flyers to share with students.	FF	13.11.24	Complete.

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		<ul style="list-style-type: none"> - Raising awareness internally and externally - Using all social media channels for the campaign - Face to face events at Trust sites and a series of on-line webinars with the Director of Corporate Affairs - Meet the Lead Governor interview and case study <p>EC offered to share a slide or flyer on governor elections with students at The University of Chester, as part of their induction.</p> <p>The governors welcomed the update provided and supported the proposed communications plan. AH confirmed that as soon as the date to start the elections was confirmed all governors would be advised.</p>				
<p style="text-align: center;">11. Briefing from Non-Executive Directors from committees</p>	<p style="text-align: center;">COG24/25-24</p>	<p>Briefings from Non-Executive Directors</p> <p>People & Culture Committee</p> <p>GM presented key highlights from the People & Culture Committee on 14 August 2024 noting performance metrics were excellent in particular staff turnover had reduced, mandatory training compliance and management supervision had increased.</p> <p>The committee was closely monitoring the people data and staff experience data for any changes as a consequent of the Wirral System Review. The Safe Staffing Incident Report was routinely</p>	<p>No actions.</p>			

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		<p>presented to the committee and no issues or concerns had been raised.</p> <p>GM confirmed that Meredydd David, Non-Executive Director/Audit Chair was the new Wellbeing Guardian for the Trust.</p> <p>GM advised that the CQC Action Plan had been completed and closed.</p> <p>Quality and Safety Committee</p> <p>CB presented key highlights from the Quality & Safety Committee on 11 September 2024.</p> <p>The committee had received an update and assurance on the system work related to SEND and the Trust's contribution in respect of Children's Speech & Language Services.</p> <p>CB advised that an update on the strategic plan for supporting people with mental health, learning disabilities, autism or dementia diagnosis had been shared with the committee, noting that it was a CQC action.</p> <p>The committee continued to receive assurance on Safe Staffing to triangulate the data to identify any changes that occurred.</p> <p>LC referred to Safe Staffing and asked about the management of medication on the CICC wards. CB confirmed the systems for medicines management on CICC wards was robust with updates provided to the committee by the interim Medical Director.</p>				

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		<p>Audit Committee</p> <p>MD presented key highlights from the Audit Committee on 24 July 2024 confirming that the auditors had provided an update on the completion of the annual audit, however approval was managed through the Board of Directors.</p> <p>The committee received all regular updates from internal auditors and in relation to risk management across the Trust. There were no items for escalation to the Board of Directors.</p> <p>Finance & Performance Committee</p> <p>BJ presented key highlights from the Finance & Performance Committee on 24 July 2024 noting that key updates related to the financial position, operational and performance metrics.</p> <p>The committee had received assurance that decisions from vacancy management would not jeopardise the deliver of safe care and it was noted that this remained a key item on the Quality Safety Committee agendas.</p> <p>Performance across all services remained strong. All service waiting lists were reducing with the exception of Adult and Paediatric Speech & Language Therapy which had robust action plans and trajectories in place.</p> <p>LC highlighted the feedback from patients on Urgent Care was excellent.</p>				
12.	COG24/25-11	Briefing from Governor Quality Forum Chair				

Agenda Item	Ref.	Decision	Action	Lead	Due Date	Status
Briefing from Governor Quality Forum Chair		An update would be available at the next CoG meeting in November 2024.				
12. Any Other Business	COG24/25-12	Any Other Business There were no items of AOB.				

Meeting finished at 16:12.