

Somerset NHS Foundation Trust Annual General Meeting and Annual Members Meeting

Programme for 24 September 2:30pm, The Canalside, Marsh Lane, Bridgwater, TA6 6LQ

2:30pm	Welcome and Opening Remarks Colin Drummond, Chairman Approval of the minutes of the Annual General Meeting and Annual Memb Meeting held on 20 September 2023		
2:40pm	Overview of the Year Peter Lewis, Chief Executive		
3:10pm	To formally receive the Somerset Foundation Trust Annual Report and Annual Accounts for 2023/24: The annual reports and accounts are available on the internet under the publication scheme.		
3:15pm	Presentation 1 – Estates with David Shire and team		
3:45pm	Presentation 2 - Postmenopausal Bleeding Service with David Milliken and team		
4:15pm	Lead Governor reports and Items for information		
	 Kate Butler, Lead Governor To note: Update on membership strategy Changes in Governors during the year Report on the proceedings of the CoG (also included in the Lead Governors Report) 		

4:25pm	Question and Answer Session with Peter Lewis, Chief Executive and the Executive Team	
4:55pm	Closing Remarks and Close	
_	Colin Drummond, Chairman	





SOMERSET NHS FOUNDATION TRUST ANNUAL GENERAL MEETING AND ANNUAL MEMBERS MEETING

Minutes of the meeting held on 20 September 2023 At the Monks Yard, Horton Cross, Ilminster, TA19 9PY

Attendance: The meeting was attended by Governors, members, members of the public, colleagues and members of the Board of Directors:

Colin Drummond Chairman
Alexander Priest Non-Executive Director
Martyn Scrivens Non-Executive Director
Jan Hull Non-Executive Director
Paul Mapson Non-Executive Director

Kate Fallon
Graham Hughes
Inga Kennedy
Tina Oakley
Non-Executive Director
Non-Executive Director
Non-Executive Director

Peter Lewis Chief Executive

Phil Brice Director of Corporate Services

Andy Heron Chief Operating Officer
Pippa Moger Chief Finance Officer

Hayley Peters Chief Nurse

Dan Meron Chief Medical Officer

Isobel Clements Chief of People and Organisational Development
David Shannon Director of Strategy and Digital Development

No	
1	WELCOME AND OPENING REMARKS
1.1	Colin Drummond welcomed all to the Annual General Meeting and Annual Members' Meeting for Somerset NHS Foundation Trust (SFT) and thanked everyone for taking the time to attend the meeting. He explained the importance of member and governor attendance and set out the role of members in electing Governors and the role of Governors in electing the Chairman and the Non-Executive Directors and providing the trust with invaluable feedback.
2	APPROVAL OF THE MINUTES OF THE JOINT SFT AND YDH ANNUAL GENERAL MEETING HELD ON 30 SEPTEMBER 2022
2.1	The minutes of the YDH and SFT Joint Annual General Meeting held on 30 September 2022 were approved as a true and accurate representation of the meeting.

3 OVERVIEW OF THE YEAR

- Peter Lewis reiterated the thanks to everyone for attending the first Annual General Meeting and Annual Members Meeting as a merged organisation. He presented the overview of the year and highlighted:
 - The past year the NHS, both nationally and locally, continued its recovery from the COVID19 pandemic.
 - The Trust saw significant demand and faced its toughest winter.
 - The discussions around the barriers of integrating care.
 - That SFT serves a significant proportion of people across a wide geography and the general population is older than the national average in England.
 - The strategic objectives around the health and wellbeing of the population and meeting the needs of the people through a proactive rather than reactive service. The clinical objectives were aligned to the system wide clinical objectives to ensure a consistent and robust focus on these objectives. The Trust's objectives further included three additional objectives, one of which related to colleagues.
 - The need to make best use of the resources available to the Trust and ensuring this is sustainable.
 - The need to support colleagues through the Trust values of kindness, respect and teamwork.
 - The challenges of 22/23 still present include:
 - Significant demands on the trust and primary care.
 - Longer waiting lists and delays to treatments causing more backlog.
 - Urgent and Emergency care and access when patients need it.
 - Workforce pressures
 - Challenges in patient flow and discharge
 - The need to look into how the Trust can do things differently to overcome these challenges and how people can be supported to stay out of hospital through programmes such as hospital@home services.
 - The review of facilities on offer to make sure the patients get the right care and treatment at the right time.
 - The importance to work together as a Somerset system NHS Somerset, County Council, primary care, Voluntary, Community, Faith and Social Enterprise (VCFSE), and a range of partners across the county.

- The Somerset FT response to challenges with innovative solutions such as:
 - Ready to go units and focusing on reablement.
 - Setting up services in other locations
 - Two ophthalmic diagnostic centres in Yeovil and Taunton
 - Blood testing in communities.
 - Specialist community hub for children and young people
 - Surgical assessment: Day theatre at YDH and secured investment for another theatre ward at YDH.
 - Breast care unit currently being built.
 - Construction on surgical unit at Musgrove Park Hospital to replace critical care unit and a number of operating theatres.
 - New hospitals programme continues with the development of Musgrove Park Hospital, as part of the 2030 project there is significant development particularly within paediatrics and maternity.
- The reflections on the merger including significant organisational change. The legacy Trusts merged to provide better care to the people of Somerset and surrounding areas and to provide consistent access to high quality services across the system. To support people to stay well, be more proactive and provide equal priority to mental health as well as physical.
- The ability of the merged organisation to cover and provide a whole breadth and depth of services including acute, mental health, learning, community services, and with the wholly owned subsidiary Symphony Healthcare Services (Symphony) providing 22% of the general practice services across the county as well.
- The positive NHS Staff Survey results against the national people promise categories; SFT performed well, coming top for colleagues recommending our Trust as a place to work. The Trust aims to continue to make sure colleagues stay happy and engaged.
- The performance against the key performance standards where there is evidence of the Trust performing well against the national position, but also areas for improvement. Indicators show the trust needs to focus on proactively supporting patients to stay out of hospital where possible.
- Challenges in primary care are similar across these sites as nationally.
 Exmoor Medical Centre in Symphony was rated Outstanding by the Care Quality Commission and other practices rated as Good. Burnham and Berrow was integrated in April and work is ongoing within this practice.
- The financial position the Trust is in a good place for the financial year with legacy YDHFT breaking even and a small surplus achieved at legacy SFT. This does not negate the financial challenges going forward.
- For the Single Oversight Framework, trusts are graded between one and four. Both organisations were placed in segment two which is a good place

to be and the merged organisation is also placed in the second segment.

- The reflections on 2023/24 so far:
 - The Trust is integrated systems and services in a phased approach. The focus has been on learning from each other, using learning to provide the best care in an equitable way.
 - Services and departments are being restructured and colleagues are supported through this process.
 - Industrial action regarding consultants and junior doctors are overlapping which is creating additional challenges and this has impacted on patients including the need to reschedule patients' care, operations and appointments.
- The Trust has incredible amount of support from many communities, organisations, and individuals across the county and beyond and Peter Lewis took the opportunity to thank the third sector organisations, charities, volunteers, individuals' organisations, governors, members and members of the public for the support received across a wide variety of services.

4 TO FORMALLY RECEIVE THE ANNUAL REPORT AND ANNUAL ACCOUNTS FOR 2022/23

4.1 Colin Drummond advised that the Annual report and Annual Accounts for Somerset Foundation Trust are available on the internet. These reports provided an overview of the services and performance of the organisations for 2022/23 and asked if the attendees were happy to formally receive the report. The reports were formally received.

5 PRESENTATION 1 – CAMHS COMMUNITY SERVICE

- Claudine Brown introduced herself and told how honoured she felt to be telling those present about the Child and Adolescent Mental Health Services (CAMHS).
- 5.2 Claudine Brown provided an overview of the history of the service, how it has developed and how it has improved to the service provided today, and highlighted the following:
 - Reviewing the referral process and started connecting patients to the right services.
 - Assistant psychologists have been able to offer more support and the feedback from this has been really positive.
 - Developing relationships with other organisations such as Young Somerset and voluntary services based in schools to help with early intervention. This has been well received and gives the service a sense of confidence.
 - Support self-referral, where patients can contact the team directly.

- Outreach team have worked hard to be able to offer same day advice and care if and when needed.
- Within eating disorders services, 100% of patients are receiving care on time which is against national trend. Following covid, the NHS has seen a lot of young people in poor mental and physical state.
- Paediatric teams in MPH and YDH and partner organisations have been able to stay responsive and support whereas before all eating disorders support came from CAMHS.
- Claudine Brown commended the team for all the hard work from a huge culture change, to rebuilding the foundations through to working on further innovations and said the services are now rated Outstanding with the CQC.

6 PRESENTATION 2 – HOMELESSNESS AND ROUGH SLEEPER NURSING SERVICE

- Karen George sent her apologies and Dan Meron introduced the work by the Homelessness and Rough sleeper nursing service, which started as a core work stream presented as part of the collaborative merger work. This is unique as not many trusts offer this service.
- 6.2 Dan Meron talked to the presentation and provided an overview of the service:
 - Members of the public who are homeless or sleeping rough can have complex issues and challenging situations and they can struggle to sustain relationships and seek help for physical and mental health. A group of clinicians with a passion for helping vulnerable patients aimed at taking the best principles from both legacy teams and creating something unique and amazing to provide equitable services to those vulnerable people across the county in a consistent and reliable way.
 - The team are being nationally recognised for creating a new outstanding service.
 - Homeless and rough sleepers vary from homeless members of the public in the traditional sense, to those sofa surfing at friends and families and to those stopping in hostels and hotels.
 - There is a range of activities and services that the team provides for the elderly, young, those with mental health concerns, addiction, language barriers and with end of life when necessary.
 - Healthcare is provided in drop-in clinics with no appointments or telephone calls needed, so those vulnerable people with no established routine can come and go when they need a service. It is important that these clinics continue to provide some stability and consistency for these people.

• SFT provides county, community-based services, addiction services and after care all under one organisation that serves the whole population.

The audience was given an opportunity to ask questions and the following questions were raised:

• Where are the teams based?

6.4

- The teams are trust wide and move between hospitals, community sites and other areas.
- Does the Trust have data related to homeless patients?
 - Recently, been able to start compiling data, initial data suggests 600 people SFT are able to identify, but this is a comparatively small number. Life expectancy for men women in Somerset is around 80-84 but for rough sleepers and homeless people this drops to 40-45. Having this team that can provide access to healthcare for this small number will make a huge impact for them.

• How much help do you get from social services?

- This is an area that needs development. This specific team support healthcare needs and access to health, but connection and ability to relate and build on this is important, as well as developing a relationship with adult social care to help support in all areas and improve their life.

7 LEAD GOVERNOR REPORTS AND ITEMS FOR INFORMATION

- 7.1 Kate Butler (Lead Governor for SFT) thanked Ian Hawkins for successfully taking the Council through the merger process as the former lead governor and welcomed Paull Robathan as the deputy lead governor. On behalf of the Council of Governors she wanted to thank the Executive Team for their dedication and hard work ensuring the Trust values had been fulfilled in a very challenging year.
- 7.2 She presented her report and highlighted the items to note:
 - Governors from across Somerset and Dorset continue to work throughout the year as a cohesive and representative Council of Governors. This year the Trust gained new public, appointed and staff governors and their insight is proving invaluable.
 - Working groups are held quarterly and help to keep governors informed. A
 new working group was created: Membership, Involvement and
 Communications. This was established from legacy YDH and is already
 proving providing a value resource and group.

Minutes of the SFT AGM and AMM meeting held on September 2023 September 2024 Annual General Meeting and Annual Members Meeting

- Key focus will be to continue expanding membership to ensure a wide and accurate representation of the communities the Trust serves, and to work on engaging with members.
- The lead and deputy lead governors continue to have beneficial monthly meetings with the Chairman. Any questions raised at the informal governor meetings can be raised here for Colin or Peter if necessary.

7.3

The following was noted:

- Membership Strategy Update
- Changes in Governors during the year
- Report on the proceedings of the CoG (also included in the Lead Governors Report)

8 QUESTION AND ANSWER SESSION

- Peter Lewis thanked all presenters and introduced the panel of Executive Directors:
 - Peter Lewis, Chief Executive
 - Andy Heron, Chief Operating Officer
 - Daniel Meron, Chief Medical Officer
 - David Shannon, Director of Strategy and Digital Development
 - Isobel Clements, Chief of People and Organisational Development

The following questions relating to acute stroke services at Yeovil were submitted prior to the meeting:

8.2

- What is the current status of the proposed HASU/ASU changes at the YDH?
- What is the current status of the planned HASU at Dorset County Hospital in Dorchester?
- The proposed restructuring of HASU/ASU services at YDH are dependent upon Dorchester being able to accommodate a significant number of patients (some276) from Yeovil and North and West Dorset. We understand that Dorchester is nowhere close to having an operational HASU in place yet the Somerset NHS Foundation Trust plans are predicated on Dorchester taking 276 stroke patients who currently rely on the YDH HASU/ASU?

8.3

Peter Lewis advised that the consultation process and the commissioning of acute stroke services was the responsibility of NHS Somerset Integrated Care Board (ICB) and a decision on the model for acute stroke services will be made at the November 2024 meeting of the ICB.

Peter Lewis set out the consultation process and options considered and, on behalf of the Trust, provided assurance that no changes will be made to the service model until the necessary services and capacity are in place.

Members of the audience asked the following questions:

- Are farmers markets, such as Frome and Exmoor, included in areas visited by health teams?
- 8.5 It was noted that teams do visit farmers market as part of the programme to reach out to vulnerable and hard to reach members of the public.
 - What are Strategic Objectives?
- Strategic objectives are part of the strategy of the Trust and the objectives are a breakdown of different elements of the strategy so that progress can be monitored over a period of time. The clinical objectives (strategic objectives one to five) are aligned to the system wide clinical objectives. The objectives further include the management of particular pressures, e.g. waiting times, winter pressures, etc.
- 8.7 It was noted that the 2022/23 winter was most difficult and showed that the Trust has to be prepared for the future by focussing on providing services in the community, such as through hospital@home, by proactively identifying patients who need services, as well as managing an increase in demand.
- Andy Heron advised that a focus for the Trust will include looking into unpaid carers, who provide a valuable service to those in need and who have saved NHS and social care services money over the years by providing unpaid healthcare support. They are however often overlooked and do not get holidays or breaks. Andy Heron advised that there is a lot of pressure discharging patients from hospital, but the discharge will need to be a good discharge to avoid the risk of patients having to be readmitted. It was noted that the patient experience team are liaising with carers across the organisation to seek feedback about areas which could be improved.
 - What research has been completed on ambulance times and the effect this could have on stroke patients?
 - Daniel Meron advised that the time from the onset of stroke to the start of treatment is critical and feedback from stroke services and ambulance services, including timings in relation to the start of treatment, has been fed into the consultation process.
 - A Somerset patient was sent to Weston General Hospital for blood tests and check-up but was advised that Weston General Hospital could not access the Trust's medical record for the patient and it was queried whether this happens often.

Minutes of the SFT AGM and AMM meeting held on September 2023 September 2024 Annual General Meeting and Annual Members Meeting

8.9

8.10	Patients from Highbridge and Burnham can be sent to various hospitals, including Musgrove Park Hospital and Weston General Hospital. Weston General Hospital is not part of the Trust and is therefore not able to access the full medical record. Test results are integrated and accessible to Weston General Hospital. Work in relation to the sharing of medical records was taking place both locally and nationally.	
	Thanked the hospital for the efforts especially with the enormous challenges the NHS faces and asked about its future plans.	
8.11	The Trust is looking to move some activity from inpatient to community services and to work closely with community services and carers to try to help patients stay at home where possible. This will enable the Trust to focus more on elective activity.	
8.12	Somerset FT is unique, both in relation to the services it provides, and area covered. The Somerset system as a whole is working closely with voluntary partners, which are doing excellent work specifically in adult mental health, community and partnership services. Many services are approaching patients for earlier intervention and the Trust is looking to do more of this.	
8.13	There will continue to be a focus on creating an environment which will enable all colleagues to flourish and offer the best opportunity despite the challenges the NHS faces. There will also be an ongoing focus on offering a safe space for colleagues to talk openly and honestly. It was recognised that there continued to be challenges recruiting to some roles and there will need to be a focus on retaining leaders and colleagues.	
8.14	A further area of focus will be on technology, including robotic surgery, and how AI could be used to transform colleagues working lives.	
	Explain about future workforce and the use of physician assistants.	
8.15	Isobel Clements advised that the Trust is looking into its future workforce requirements and is really excited to embrace new ideas and ways of working and to work with new colleagues such as advanced practitioners and physicians' assistants.	
9	CLOSING REMARKS AND CLOSE	
9.1	Peter Lewis thanked everyone present at the AGM/AMM.	
9.2	Colin Drummond thanked everyone for their presentations and questions and closed the meeting by saying that, despite the challenges the Trust faces, working together as a system will provide better outcomes for the population of Somerset.	



LEAD GOVERNOR REPORT ANNUAL MEMBERS MEETING 2023/24

- 1. This has been the first full year since the merger with Yeovil Hospital and working as a fully integrated trust, it has been a challenge not only for the trust but also for our Council of Governors.
- 2. Communication across the trust has been the biggest challenge for the Governors. We have continued to hold our routine meetings on the internet, which has limited the ability to have general and often informative conversations over a cup of coffee. However, we have held our informal Governors meeting on a monthly basis and this has enabled Governors to raise questions and queries and build relationships in an informal environment.
- 3. Our Council of Governor quarterly meetings and our development days have been face to face, but again this has proven a challenge as Somerset is a large county and therefore finding venues to suit all has meant some Governors have been unable to attend. However, I would like to thank all those Governors who throughout the year have attended and have made such a valuable contribution ensuring the statuary duties of the Governors have been adhered to.
- 4. Our Governor Development days have enabled us to stay abreast of specific areas of interest across the Trust, and we remain amazed at the dedication shown by the staff ensuring the best delivery of health care to the people of Somerset.
- 5. Our Governor working groups are ensuring all areas of the Trust come under the scrutiny of the Governors; these are the Quality and Patient Experience, People, Strategy, Membership Involvement and Communication, and the Nomination and Remuneration.
- 6. The Governors main duty is to hold the NEDs to account and this year it has been increasingly important to ensure this duty has been adhered to, Listed below are the ways we attempting to ensure the governors feel confident to challenge the N.E.D's:-
 - The non-executive directors have resumed their attendance by rotation at the Governor Development Days; this has allowed the Governors to directly challenge the NEDs
 - Governors are invited to join the walkarounds across the acute community and mental health wards; these are undertaken by an executive, NED and Governor. The group talk to staff, patients and this allow any problems, and examples of good practice to be observed, this also allows the governors to see the NEDs working and provide them with the reassurance they are holding the executives to account.



- The lead and deputy lead Governors have monthly meetings with the chairman, the senior NED and usually the chairman of the governance committee attends. This provides an excellent conduit for information to pass between Governors and executives ensuring the Governors are kept informed of developments within the trust.
- The following committees are attended by a Governor representative; Finance and Audit, Governance, People and Strategy, and it is hoped over the next year to allow two Governors to attend as observers, on a rotational basis.
- 7. The relationship that Governors have with their constituents is increasingly important, Governors are now holding Governor surgeries throughout the Trust, they have attended Musgrove, Yeovil, South Petherton and Shepton Mallet. This allows our constituents to ask questions and also gain an understanding of the Governor role. It is also a good way of encouraging membership of the trust which allows people to gain more knowledge of the trust and how it ensures it meets the needs of the people of Somerset. It is hoped that we will be able to continue to visit other community hospitals throughout 2025.
- 8. Our Staff Governors are a very important part of the council and we are very grateful for the time they give to us in their very busy work schedule. Their input is invaluable as they give the Governors a unique perspective on their working lives and the challenges they have to overcome in their increasingly challenging health environment.
- 9. Our executive team have continued throughout this year ensured that the Governors have benefited from the open and inclusive culture which is Somerset Foundation Trust and we look forward to working together during which will be another challenging year.
- 10. I would like to thank my deputy Lead Governor for his wise and helpful assistance during the last year and I look forward to the next year.
- 11. The governors would also like to thank all our support staff without which we would not be able to carry out our duties.

Kate Butler Lead Governor



PROGRESS IN RELATION TO THE MEMBERSHIP STRATEGY

We recognise the importance of having a strong and engaged membership. With circa 26,000 members (public and staff combined), the Trust has access to the local population, interaction with which helps to improve services.

The membership strategy for 2023/26 came into effect from 1 April 2023. The focus of the Trust's membership strategy is on improving meaningful engagement with its members and a key form of engagement is through the annual members' meeting held in September each year. Membership and membership engagement, including the implementation of the membership strategy action plan, is monitored via the Membership, Involvement and Communications working group.

Engagement with members during 2023/24 has been a work in progress. The Membership, Involvement and Communications group developed a membership workshop to discuss, review and formulate a plan for meaningful engagement. The group decided on re-introducing Governor Surgeries, Medicine for Members, and governor attendance at other events out in the communities. These sessions were re-introduced in 2024.

The Trust's membership is broadly representative of the population it serves. According to 2011 census data, the majority of Somerset residents are 'white British'. Somerset also has an increasingly older population, and the Trust's membership largely reflects this trend but there is an under representation of members in the 12-21 age group. There is also a slight under representation of male members.

The Membership, Involvement and Communications group has been actively involved in the development of new membership material and raising the profile of membership. Particular focus is being given to recruiting younger members and work is taking place to set up a Youth Forum and visiting Colleges to attract younger members.

The membership strategy draws on the FT Code of Governance and best practice identified nationally. The agreed objectives for 2023 to 2026 are:

- To build an engaged membership that is representative of the communities
 we service, with a strong focus on the recruitment of younger members and
 members from the South Somerset, Dorset and Taunton areas.
- To improve engagement with members.
- To effectively communicate with members.



CHANGES IN GOVERNORS

The Council of Governors is required to report on any changes which have taken place since the last annual meeting and below an overview of the changes over the period 19 September 2023 to 23 September 2024.

Governor	Constituency	Comments

Appointed Governors

The organisations eligible to nominate Appointed Governors are set out in the Constitution. Between 19 September 2023 to 23 September 2024 there have been the following changes to the governors:

- For the voluntary, community, faith and social enterprise two new appointed governors joined the Council on the 2 July 2024:
 - Jane Knowles from SASP (Somerset Activity and Sports)
 - Val Bishop from CCS (Community Council for Somerset)

Public and Staff Governors

GOVERNOR ELECTIONS – July 2024

Three new governors were elected via a public ballot held in July 2024, terms starting 1 May 2024:

- Alison James (Mendip constituency)
- James Mochnacz (Mendip constituency)
- Sarah Duncan (South Somerset constituency)

The following Governors have left due to personal reasons during the year:

- Jane Armstrong resigned from her position as public governor for Taunton and West Somerset on the 2 July 2024.
- James Mochnacz resigned from his position as public governor for Mendip on 16 September 2024.



COUNCIL OF GOVERNORS PROCEEDINGS COVERING THE PERIOD 1 SEPTEMBER 2023 TO 31 AUGUST 2024

SOMERSET NHS FOUNDATION TRUST

The Council of Governors met five times between 1 September 2023 and 31 August 2024.

The Council of Governors met on 20 September 2023, 14 December 2023, 20 March 2024 (plus confidential Extraordinary meeting) and 19 June 2024.

The standard agenda items for the scheduled meetings are:

- Minutes of the previous meeting and matters arising.
- Public Register of Council of Governors' Interests.
- Chairman Update; including Council of Governors meeting attendance and statutory duties of Governors 2023/24.
- Performance report from the Board of Directors.
- Feedback from working groups Strategy and Planning Group; the People Group; the Quality and Patient Experience Group; Membership, Involvement and Communications Group; and the Nominations and Remuneration Committee.
- Feedback from Governors, including Staff Governors.

The remaining items discussed at the Council of Governors meetings are set out below:

20 September 2023

- 2022/23 annual accounts for YDH and SFT, including the external audit opinion on the accounts, annual report and quality account, including the quality report.
- Appointment of Deputy Chairman
- Ratify the appointment of three Non-Executives.



SFT Charities Overview

14 December 2023

- To approve the re-appointment of a Non-Executive Director.
- Update from the ICB.

20 March 2024

- To approve the re-appointment of a Non-Executive Director.
- Transformation Update.

20 March 2024 - EO Confidential Meeting

External Audit Contract approval of process

13 June 2024

- Non-Executive Fit and Proper Persons check.
- Feedback from the Chairman's appraisal for 2023/24 and approval of the appraisal process and objectives for 2024/25.
- Feedback from the Non-Executive Director appraisals for 2023/24 and approval of the appraisal process for 2024/25.
- Non-Executive Director Succession planning.
- Chairman Recruitment Process.
- Symphony Healthcare Services update.