



DRAFT Minutes of Annual Members' Meeting
Held Thursday 20 July, 2023 at 15:00hrs via Microsoft Teams

Present:	Name	Job title	Initials
	Matthew Swindells	Chair	MS
	Lesley Watts	Chief Executive	LW
	Simon Dyer	Lead Governor	SD
	Jeffery Ahmed	Consultant Gynaecologist/ Service Director	JA
	Arcel Santiago	Senior Sister	AS
	Richard Flint	Senior Fellow in Gynaecology	RF
	Louise Robinson	Consultant in Palliative Care	LR
	Nicola O'Neill	Butterfly Volunteer	NO'N
	Stephen Gill	Vice Chair and Senior Independent Director	SG
	Robert Hodgkiss	Deputy CEO and Chief Operating Officer	RH
	Roger Chinn	Chief Medical Officer	RC
		Chief Financial Officer	VM
	Robert Bleasdale	Chief Nursing Officer	RB
	Peter Jenkinson	Director of Governance	PJ
	Emer Delaney	Director of Communications	ED
	Lindsey Stafford-Scott	Interim Chief People Officer	LSS
	Neville Manuel	Non-Executive Director	NM
	Catherine Jervis	Non-Executive Director	CJ

1.0	Welcome and Apologies
	<p>MS introduced himself as Chair of the Chelsea and Westminster Hospital NHS Foundation Trust (CWFT) and Chair of the North West London Acute Provider Collaborative (NWL APC).</p> <p>MS gave an update on the progress made by the NWL APC which, since being set up, has seen improvements to health care provided to over 2.4m people in NWL, including:</p> <ul style="list-style-type: none">• Being one of the highest performing sectors within the NHS, returning to, and in some cases exceeding, pre-pandemic levels of service.• The planned completion of the roll out of a single electronic patient record system during 2023/24 which will further enhance the quality of services to patients within the NWL APC. <p>MS then took the opportunity to thank the staff for their hard work during the year and added that he was proud to be Chair of one of the best performing Trusts in the country before introducing a short video showcasing the Trusts highlights of 2022/23.</p>

1.1	Chief Executive review 2022/23
	<p>LW started by saying 2022/23 had been another exceptional year for the Trust with the Trust being ranked as one of the leading NHS providers in the country.</p> <p>During the year, the Trust:</p> <ul style="list-style-type: none"> • Opened an extra 80 beds to care for patients during the winter period • 350,000 patients were seen through urgent care and emergency departments • 800,000 patients seen through outpatients appointments • 450,000 diagnostic procedures took place • Nearly 10,000 babies were delivered • 25,000 operations were performed <p>LW took the opportunity to thank all 7000 staff who have contributed to this success and highlighted that the Trust had the lowest mortality rate of any NHS Trust in England.</p> <p>LW highlighted the great strides the Trust was making with its innovative digital work and highlighted as an example the fantastic work taking place with robotic surgery. LW added that the Trust was always looking at ways to use technology to benefit our patients. Furthermore, the Trust was the leader in the UK in sexual health services, HIV vaccine trials, technology supporting women, and leading the way in endometriosis treatment.</p> <p>LW confirmed the Trust aims to be the employer of choice by offering a wide range of services to support staff including; delivering Quarterly ‘Wellfest’ health and wellbeing campaigns and providing training to staff to become Mental Health First Aid officers, who in turn would be able to support colleagues.</p> <p>LW explained the Trust continued to implement improvements in the quality of care delivered to patients and in particular for the most elderly and frail.</p> <p>The Trust had put a new priority in place to monitor patients via virtual wards. This helped by ensuring more patients were treated in their own homes.</p> <p>LW added the Trust had over 500 volunteers who help deliver high quality care and that the Trust continues to work towards decarbonisation of all activities.</p> <p>LW then took the opportunity to thank the Trust stakeholders including local authorities, local mayors, local MPs, and local community and sports clubs for their support. A special thanks was given to the Arts club who support in decorating both the Trusts main Hospital sites and to the Research team, who provide the innovation to deliver improvements in care to our patients.</p> <p>LW finished by repeating her thanks to all staff for their work and continued support.</p>

1.2	Annual Report and Accounts
	<p>VM confirmed that the Annual Report and Accounts had been audited and signed off by Deloitte, the Trust’s external auditors, who gave a clean audit opinion and good ‘value for money’ assessment.</p> <p>VM then highlighted:</p> <ul style="list-style-type: none"> • The Trust had a £46k surplus against break even plan • That turnover was £867m • Property valuation had increased by £6.8m • And finally due to healthy cash balances, £36m of capital had been reinvested into estates, medical and IT equipment and created a new discharge lounge at the West Middlesex. Hospital site.
1.3	Governors update
	<p>SD confirmed the main responsibilities of the Council of Governors including to represent the interests of the Members and the Public, and in turn to be held to account by the public.</p> <p>SD informed the audience that the Trust was continually looking at ways to better engage with members and he welcomed the new Non-Executive Directors appointed and the new Governors who were elected during 2022/23.</p> <p>MS took the opportunity to thank SD and the Council of Governors for their efforts and support throughout the year.</p>
1.4	Robotic Surgical Advancement
	<p>JA gave a brief update, introduced his colleagues and the da Vinci robotic arm, which had just finished performing a procedure on a patient, and informed the audience that previously a patient who had a midline laparotomy, would have had a cut down their tummy, spend three days in hospital and would take 6-8 weeks before they would be fully recovered and be back working. Now with the robotic arm surgery a patient goes home the next day at the latest and will be back at work within two weeks.</p> <p>The wider team, AS and RF, then introduced themselves, both stating it was a privilege to work at the Trust and to be given the opportunity to learn how to operate the robotic arm and contribute to the success of the programme.</p> <p>JA concluded by thanking his team for their support and saying the programme had been a great success and costs show a saving of £1300 per patient, per procedure, with patients spending less time in hospital and improving their quality of care.</p>

1.5	Butterfly volunteers end of life programme
	<p>LR presented this programme which was set up a year ago and run from the West Middx Hospital site. She took the opportunity to thank her colleagues and financial support of the Charity CW+ and spoke about the close work with the Anne Robson Trust, who provided the training for this programme.</p> <p>The programme provides companionship via our volunteers to patients in the last days of their lives and ensure they get the best care possible. LR went on to explain that the volunteers are there to provide support not only to the patients but also to their families and give them the opportunity to take breaks and/or address other matters.</p> <p>The volunteers also write calling cards to inform the family that they have visited and tell them what they have done during their time with the patient. Feedback from the wards and patient family/friends had been positive.</p> <p>LR finished by confirming that there were 16 volunteers at the West Middx site, with a further two waiting to be trained and were in the process of rolling out the service at the Chelsea Hospital site. During the year 800 visits had been made by the volunteers seeing 270 patients in the process.</p> <p>LR introduced NO’N, a Butterfly volunteer who provides emotional support and comfort to patients who gave a moving account of helping on the programme.</p>
1.6	Q&A
	<i>There were no questions raised by the audience.</i>
1.7	End
	MS thanked everyone for their contributions and highlighted that as a Trust CWFT demonstrated what is possible to achieve within the NHS using leading edge innovation with robotic technology and also at the same time the very human touch of having volunteers sit with patients at the end of their lives and holding their hand.

Meeting closed at 15:50hrs