

ANNUAL MEMBERS MEETING 11 NOVEMBER

Questions submitted in advance from members

Question 1

Last year I asked on behalf of myself and others about improving communication between the Council of Governors and members. I was given a positive response and assured things would improve. However, the lines of communication are sadly lacking, with online access to the membership/ governor area having limited content, nothing from governors in the way of information or how to contact them. I find the website is not easy to navigate. Compare that with BTHFT where I can access the following, membership e bulletins, BTHFT Members news together with virtual access to Board and COG meetings amongst a number of other things. At this time when there is much misinformation information from various sources including social media in relation to Covid it is essential governors play their part in providing clarity support on the messages Airedale are trying to share.

I keep up to date via the website and newspapers, the comms team are excellent and informative, however lacking in issues in relation to governors, I do try and read up on COG meetings, but they are always out of date however I must say the input from staff governors is well thought out and relevant. Are there any plans going forward? Thanks for listening. I hope I don't have to ask the question again next year.

Response

- Thank you for your follow up to this matter raised at last year's Annual Members Meeting (AMM). I recall that question and still agree that communication remains critical. Throughout 2020/21 and the current financial year to date, the pandemic has reinforced that view and several developments have, or will be implemented soon, as follows.
- The Trust remains active on social media and finds that a valuable communication tool to interact with the public / members. The Lead Governor is also active on social media too.
- The Airedale Hospital & Community Charity have recently put live a new website and a new website for the Trust is being developed. Representatives of the Council of Governors have been actively involved in the latter. The Trust's new website will be both easier to update and navigate and is due to be launched this December.
- Papers from all the Board and Council of Governors meetings held in public were, and will continue to be, published on the Trust's website.
- As you would expect, the nature of Governors activity was shaped by the current pandemic and associated requirements applicable to the public throughout the different phases of the pandemic. All Governor's activity has had to be virtual.
- In addition, soon after the pandemic broke in spring 2020, NHSE/I required certain changes to various parts of the Trust's Governance arrangements, including the activities of Governors.
- From the start of the pandemic, Governors have had access to the virtual weekly staff briefings and have also had monthly updates discussions with members of the Board (the Chief Executive; Chief Operating Officer; Director of Corporate Affairs; the Chair along with the Deputy Chair and Senior Independent Director).
- Governors did issue updates to all Trust members in November 2020 and February 2021. In addition, the AMM provides Members much information as well as the opportunity to ask

questions of the Board. The Trust's 2020/21 AMM scheduled initially for July and then in September regrettably had to be deferred for reasons outside the Trust's control. This has unduly extended the timescales between the AMM and the last email update from Governors to all members.

- A new website is being developed and will enhance the Trust's communication with its members and I know the Council of Governors' aim is to issue further periodic updates to members reflective of ongoing activity.

Question 2

There are a limited number of disabled car parking spaces on flat ground next to the Outpatients entrance. As a service user of the Trust, and as a someone who has to use a walker, I cannot manage slopes. Are there any plans to increase the number of disabled car parking spaces on flat areas at the Trust?

- I'm sorry if you experience any difficulties parking. Blue badge parking remains free for visitors to the hospital and there are 21 blue badge spaces outside Outpatients: 54 in total across our site. Currently there are no immediate plans to increase the number of blue badge spaces, although we are reviewing it as part of our estate strategy.

Question 3

Do you feel that the formation of AGH Solutions has been a success?

- Yes

Question 4

How close is AGH Solutions operating to the original business plan?

- The focus of the business plan was people. The intention was to improve employment terms and conditions as well as engagement. This has been achieved such that there is now commitment to AGH Solutions continued paying the living wage. In addition, recruitment and retention has improved, for example the Leaver Turnover Rate FTE (Rolling 12-month average) was 10.01% at 31 March 2021.
- There has also been the intended insourcing of services such as catering and transport and AGH Solutions has been successful in providing services to other parts of the system and the local community an also increasingly sources supplies from local businesses.
- AGH Solutions has been very valuable in supporting the Trust's sustainability ambition and the requirement towards net zero carbon usage. All this AGH Solutions activity supports achievement of the Trust's objective to become an anchor institution in our community.

Question 5

How much has the company profits contributed to ANHSFT?

- Draft unaudited accounts show profit for the year ended 31 March 2021 amounted to £881,439 (period to 31 March 2020: £1,163,312).

Question 6

When was the last review of public car parking at ANHSFT?

- The last major review was in 2018; however, we are constantly reviewing our parking infrastructure due to the changes brought about by the pandemic and as part of our estate strategy going forward.

Question 7

Have you had many complaints about the car parking?

- We had 3 complaints in 2020/21

Question 8

Have you considered reducing the charges?

- We have benchmarked the charges with other Acute Trusts in WYAAT and believe they represent fair value. We also offer the first 20 minutes as free parking which benefits over 36,000 patients a year. There was free parking for both patients and colleagues from 25 March 2020. On 16 October 2020 patients had to pay for parking (certain exemptions applied)

Question 9

How much has the car parking charges contributed to ANHSFT in 2020 – 2021?

- The above generated the £187k of car parking revenue in 2020/21.

Question 10

I am sorry that Brendan has decided to leave Airedale. During the last 3 years he has brought in a truly professional senior management team and guided the Trust through one of the most difficult periods in NHS history. He should receive some kind of award as well as a hearty vote of thanks from everyone. I would like to ask Brendan if he is leaving for ambitious reasons only or for other reasons?

- This is obviously a personal matter for Brendan who did dedicate his weekly message to all colleagues on 28 October to this which was as follows

Dear all

This is a different message to the one I normally share with you all.

As you will know from Andrew Gold's message, I will be moving on in the new year to become the Chief Executive at Calderdale and Huddersfield Foundation Trust.

At this point I wasn't looking to move on from Airedale as I am extremely happy here and very proud of working with you. I'm lucky to work with such a superb team and believe we have collectively achieved - and continue to achieve - some incredible things.

I imagined I would stay here for many years, but Calderdale and Huddersfield FT is my local trust, and I know it well from my time there as Chief Nurse and Deputy CEO. The current CEO, Owen, announced earlier this summer that he is moving on to a role in Manchester and so the opportunity unexpectedly presented itself.

Details are yet to be confirmed but I expect to be here until Christmas. Meanwhile the Board, led by Andrew as the Trust's Chair, are working through the appointment of my successor and I know they will keep you updated.

When the time comes, I will be extremely sad to leave Airedale. This is an organisation that consistently achieves and has a great reputation locally, regionally, and nationally - and the reason for that is you. You make this Trust what it is, you're committed, tenacious and ambitious, and above all you provide our communities with heartfelt care.

I know this will have come as a surprise to you. Please know that I am not doing this lightly; I have written this message with a heavy heart. However, I am confident that we have a strong, committed executive and senior leadership team, and that Airedale will remain in excellent hands.

Thank you for your good wishes, and your support, comradery, and friendship over the past three and a half years.

Brendan.

Questions asked during the Annual Members' Meeting

Question 11

When you receive a negative comment from a patient via text. What action is taken please. I presume that the data is collected automatically and would like to know if the percentage of negative comment are published.

- Yes, we do act as is appropriate to the comment. We share the comment with the divisional teams. We also collect the information. We are rolling out the new electronic friends and family test – balancing this with other mechanisms for feedback recognising that electronic mechanisms are not appropriate for everyone. We publish the feedback and ensure that this is also balanced against positive feedback to ensure we are learning from both positive and negative comments.

Question 12

I know many of the people images are stock images, but can we find some that feature people with disabilities please. Wheelchairs, crutches, artificial limbs, hearing problems, sight difficulties etc. I'm sure we have many staff with these differences.

- We try to be as representative as possible in all the images we use in materials across the Trust. We sincerely apologise this wasn't the case on the slides used at this meeting and will endeavour to ensure this is the case in our future communications.

Question 13

Could you please advise me about your over £2M capital spend on theatres? How did you spend it and is it complete?

- This is just the 2020/21 spend of the overall £8M we have invested in three brand new theatres on our site. This will enable us to grow our elective surgical services and will make us a significant provider of elective care.

Question 14

What are the plans for the Property Arm of the Trust and is this expected to provide any extra deficit in the accounts or to give rise to extra funding?

- We are not expecting there to be any additional deficit resulting from the accounts of AGH Solutions. They are currently very focused on supporting the Trust in delivering its ambitions. The profit from AGH Solutions is included in the Trust's accounts in its entirety.

Question 15

Do you have a public representation of people with disabilities? National figures are around 18% I believe?

- Our membership database doesn't routinely record disabilities and people are not routinely asked to declare them, but we will look at this going forward. The Chair of the Trust is the non-executive director representative on the Trust's disability network along with the Director of Finance. A campaign is being run in December to seek feedback on the impact of the environment within which colleagues work for those with a disability.

Question 16

How do you propose to heat the carbon neutral hospital - Ground Source Heat Pumps or air source?

- Yes, we will be using bore holes for ground source heating and air pumps alongside solar and wind power.

Question 17

Will it be possible for the Members to watch the Governors "in action" with a Team link for their monthly meetings?

- The Council of Governors meet every three months in public. There have been observers to these meetings during the year. We will look to provide this opportunity via remote technology in the future.

Question 18

Can you comment on the health centre in Keighley town centre?

- A group of health organisations, including Airedale, submitted a bid to the Town's Fund to build a health and wellbeing centre in Keighley. The group has been awarded a grant of over £3m to progress this plan. This requires the development of a detailed business case by June 2022 setting out the building of the centre, the services that will be available and the benefits to the community in Keighley. The plan would be to offer an integrated health and wellbeing service for the future in a central location, accessible for all, which supports the regeneration of Keighley.