

Annual General/Annual Members Meeting**Held on Thursday, 23 September 2021 at 3.30pm****West Park Hospital, Edward Pease Way, Darlington, DL1 2TS****Via virtual arrangement (MS Teams Live)****Present**

Ms M Harte, Chairman
Mr B Kilmurray, Chief Executive
Dr H Griffiths, Deputy Chairman
Prof P Hungin, Non-Executive Director
Dr A Khouja, Medical Director
Mr J Maddison, Non-Executive Director
Mr P Murphy, Non-Executive Director/Deputy Chairman
Mrs B Reilly, Non-Executive Director
Mrs S Richardson, Senior Independent Director
Mrs A Bridges, Director of Corporate Affairs (Non-voting)
Mrs E Moody, Director of Nursing and Governance
Mrs L Romaniak, Director of Finance, Information and Estates
Mrs S Pickering, Director of Planning, Commissioning, Performance and Communications (Non-voting)
Dr S Baxter, Public Governor (Redcar and Cleveland)
Mr L Bell, Staff Governor (Corporate)
Mrs S Blackamore, Staff Governor (North Yorkshire and York)
Mr Carter, Public Governor (Redcar and Cleveland)
Mr E Chan, Staff Governor (Teesside)
Mr G Emerson, Public Governor (Stockton on Tees)
Mrs C Gibson, Public Governor (Harrogate and Wetherby)
Mr D Haney, Public Governor (Durham)
Mr A Heslop, Public Governor (Durham)
Mrs J King, Staff Governor (County Durham and Darlington)
Cllr A McCoy, Lead Governor/Appointed Governor (Stockton Borough Council)
Mr J Manson, Public Governor –(York)
Dr B Posmyk, Appointed Governor (NHS Tees Valley Clinical Commissioning Group)
Mr J Preston, Public Governor (Harrogate and Wetherby)
Mr G Robinson, Public Governor (Durham)
Mr J Venable, Public Governor (Selby)
Mrs J Wardle, Public Governor (Durham)

In attendance

Mr P Bellas, Trust Secretary
Mrs S Paxton, Head of Communications
Mrs A Grant, Senior Administrator
Mrs H Warburton, Communications Manager
Mr A Flannagan, Communications Officer
Mr R Yaldren, Head of Information Services (IT and Systems)
Mrs L Hughes, Interim Corporate Governance Consultant (Projects)
Mr C Waddell, Partner at Mazars
17 staff members
4 public members

AGM/9/21/1 Welcome and Apologies

- 1.1 Miriam Harte, Chairman opened and welcomed everyone to the Trust's Annual General/Annual Members Meeting (AGM) and explained that due to the COVID-19 pandemic it had been agreed to hold the meeting via MS Teams Live, which would be recorded.
- 1.1.2 Miriam thanked those that had submitted questions before the meeting and explained the process in place for raising questions during the meeting.
- 1.2 Apologies were received from Mr R Patton, Mrs Charlotte Carpenter, Dr S Dexter-Smith, Director of People and Culture, Mr L Alexander, Appointed Governor (Durham County Council), Mrs G Birchwood, Public Governor (Selby), Mrs S Brent, Appointed Governor (Sunderland University), Mr M Brierley, Appointed Governor (NHS County Durham Clinical Commissioning Group), Mrs A Carr, Public Governor (Durham), Mrs P Coombs, Public Governor (Durham), Mrs J Goddard, Public Governor (Scarborough and Ryedale), Mrs H Griffiths, Public Governor (Harrogate and Wetherby), Mr I Hamilton, Appointed Governor (University of York), Mrs C Hodgson, Public Governor (York), Mrs C Jones, Public Governor (Rest of England), Mr K Kelly, Appointed Governor (Darlington Borough Council), Mrs J Kirkbride, Public Governor (Darlington), Mrs J McNulty, Public Governor (Durham), Mrs R Morris, Appointed Governor (Teesside University), Mrs J Rayment, Public Governor (Hartlepool), Mrs G Restall, Public Governor (Stockton on Tees), Dr M Sani, Public Governor (Stockton on Tees), Mr E Scollay, Appointed Governor (Middlesbrough Council), Mrs Z Sherry, Public Governor (Hartlepool), Mr S Stevenson, Public Governor (Hambleton and Richmondshire), Cllr H Swiers, Appointed Governor (North Yorkshire County Council), Mrs J Stoker, Public Governor (Durham), Dr R Walker, Appointed Governor (NHS Vale of York Clinical Commissioning Group), Cllr D Wann, Appointed Governor (City of York Council), Mrs J Webster, Public Governor (Scarborough and Ryedale).
- 1.2.1 Mr M Combs, Public Governor (York), Dr A Fairbairn, Appointed Governor (Newcastle University), Mrs A Lax, Public Governor (Darlington), Mrs M Booth, Public Governor (Middlesbrough) and Mr K Marsden, Public Governor (Scarborough and Ryedale) attempted to join the meeting but were unable to connect.
- 1.3 Miriam explained that it was her pleasure to introduce Sir Norman Lamb as the Trust's Guest Speaker. Sir Norman Lamb, for many years has been a prominent advocate for Mental Health, for the elimination of stigma and support for parity of esteem between physical and mental health.

AGM/9/21/2 Guest Speaker

- 2.1 Sir Norman Lamb, joined the meeting from Lagos. He acknowledged the tough year experienced across the NHS and in his capacity of Chair of South London and Maudsley NHS Foundation Trust (SLAM) he was aware of the extreme pressure on staff, their anxiousness of working during the COVID-19 pandemic. Sir Norman paid tribute to Tees Esk and Wear NHS Foundation Trust (TEWV) staff for everything they had done whilst working through the COVID pandemic and working throughout the tough times in response of the Care Quality Commission's (CQC) concerns raised. He explained that the CQC had also

raised concerns regarding SLAM in the past and it is essential that NHS providers are not complacent about the services they provide. Sir Norman thanked everyone involved in the improvements made by the Trust in response to the CQC's findings, which had been recognised by the CQC.

- 2.2 Sir Norman congratulated the Trust on its Big Conversation and the development of its strategy, Our Journey to Change. He thanked everyone involved in the engagement exercise across the Trust's footprint, which had helped to inform the strategy and included important elements such as co-creation and collaboration.
- 2.3 Sir Norman shared insight into his background and his interest in mental health, which he had developed as Shadow Secretary of State for Health and from his experience of supporting family members suffering from mental illness. His ambition is to see increased standards for mental health, equivalent to the standards in place for acute NHS providers. His personal experience of mental health resulted in his drive for equality and to restore equal access for people suffering from mental ill health. During his time as Minister for Health some standards were introduced together with the establishment of 'Think Ahead', a mental health social worker training programme for graduates, which he is most proud to have been part of.
- 2.4 Sir Norman expressed the need to embrace collaboration with external organisations including those outside of the NHS such as housing to support mental health services into the future. He was pleased to see this was included in TEWV's new strategy. He highlighted the importance of a triangle of care, engaging people, their carers and family members in their treatment.
- 2.5 Sir Norman shared his experience of visiting Trieste's mental healthcare model in Northern Italy prior to lockdown. He had observed their radical approach and ambitions to improve mental health services. Trieste's mantra is 'Freedom First' with a tradition of strong local co-operatives that employ people with mental health problems to deliver services within their local community. To achieve dignity and self-worth, Trieste identifies the importance of employment for people suffering from mental illness, the importance of good quality housing and the need to collaborate with community mental health services and acute hospitals.
- 2.6 Sir Norman shared his views on the importance of treating mind and body and his frustration that often the psychological needs are neglected for people who suffer from acute chronic physical conditions. He explained that statistics show that many people who suffer mental health conditions die younger and needed to change.
- 2.7 Sir Norman highlighted the increase in demand for mental health services at that time and the importance of prevention. The changes to the health and social care system through the Integrated Care Systems (ICS) developments will provide an opportunity to work together with the local community and providers to prevent mental illness.
- 2.8 Finally, Sir Norman shared his vision, to be more ambitious to shape mental health services, which SLAM and the Trust had in common. Both Trusts were currently members of the International Mental Health Collaborative Network, which brings international mental health providers together with a shared vision to de-institutionalise mental health, to support people to avoid admission to hospital, which he observed working well when he visited Trieste. The

importance of involving people in their care and not imposing on their human rights, reducing the use of the Mental Health Act and reducing the use of restraint. He drew reference to the ethnic diverse community in South London, with young, black people six times more likely to be detained under the Mental Health Act than young white people and SLAM had been working to confront this and reduce the need for restraint. SLAM had successfully achieved one week without the need to use restraint recently, which he was most pleased to share.

- 2.9 In summary, Sir Norman highlighted it is essential to increase investment, commit to collaborate, support people in the community to prevent admission, help people gain employment and a good standard of housing to achieve a good standard of life, which the rest of us take for granted. Good progress had been made over the last 10 years to reduce stigma of mental health but he felt there is a long way to go.
- 2.10. A member of public queried Sir Norman's views on the role and value of experts by experience. Sir Norman shared his view that expertise by experience should be totally embraced to ensure people are part of the decision-making process. In SLAM they had started to build up their workforce of peer workers to include people who had experienced mental health or had experience of caring for others suffering from mental health issues. In his experience, people's involvement across an organisation including Board level helped to change the culture of the organisation to becoming more empathetic.
- 2.10.2 A member of public queried what Sir Norman had learned since becoming Chairman of a mental health NHS Foundation Trust that he wished he knew when he was a Health Minister. Sir Norman felt it is much harder and tougher for people on the front line to deliver change and finds it invigorating to change things that have an impact on people's lives but does not underestimate the challenges in implementing changes.
- 2.10.3 A member of public queried Sir Norman's opinion on progress made with parity of esteem and what needs to happen next. Sir Norman explained that progress had been made to reduce stigma over the last decade with people sharing their mental health experiences. People in the public eye who share their mental health experience help to encourage others to speak up and seek help. The level of stigma had reduced but not gone away entirely. Resources had improved with investments to support mental health services but with the demand evidenced through increasing waiting lists he would like to see further investments that are shared fairly across mental health and the acute sector in the future. Further progress was needed to implement access standards and prior to Sir Simon Stevens departure as NHS England Chief Executive he had announced new standards in crisis care but before they are introduced across the mental health system additional investment is needed to make them achievable. He was pleased to report that on 8 October 2021, he would be joined by the Trust's Chief Executive, Brent Kilmurray and Interim Medical Director, Steve Wright on the International Mental Health Collaborating Network webinar, which will focus on de-institutionalising mental health and to improve the human rights of people with mental health issues. Sir Norman paid tribute to the Trust who had been a member of International Mental Health Collaborating Network for much longer than SLAM. The Trust's Interim Medical Director, Steve Wright had been involved from the beginning and through Steve Wright's work in York he had been outstanding and had made others rethink their approach to mental health to recognise the importance of respecting people and their human rights. He paid tribute to Steve Wright for leading the

way and for the work he had done and to the Trust's Chief Executive, Brent Kilmurray who was fully in support of their work and was joining the webinar. He was pleased to report that SLAM and TEWV had collaborated on an approach which he believed is achievable, through parity of esteem, equality of treatments that respect human rights, which is so important.

2.11 Sir Norman thanked the Trust for inviting him as their Guest Speaker.

AGM/09/21/3 Chairman's Introduction

3.1 Miriam Harte, Chairman opened the formal part of the meeting and confirmed that the minutes of the previous AGM held on 24 November 2020 had been approved by the Council of Governors at its 18 February 2021 meeting and were provided for information on the Trust's website.

3.2 Miriam explained that the meeting gave the Trust the opportunity to reflect on the financial year 2020/21. The year had been dominated by COVID, which had affected patients, carers, families, partners and stakeholders. Throughout the pandemic, the Trust's services had remained open, which was in recognition of the efforts, flexibility and dedication of staff. She also thanked volunteers, colleagues in neighbouring Trusts, Local Authorities and third sector organisations who had supported the Trust during such unprecedented times.

3.3 Miriam referred to the changes to Executive Director Board positions during 2020/21, which included Brent Kilmurray appointed as Chief Executive, Liz Romaniak appointed as Director of Finance, Information and Estates and Sarah Dexter-Smith appointed as Director of People of Culture.

AGM/09/21/4 Lead Governor's Report

4.1 Ann McCoy, Lead Governor on behalf of the Council of Governors, thanked staff across the Trust for their hard work and support.

4.2 Ann drew reference to statutory duties that the Governors are required to carry out. She reported that the Council of Governors had been informed on the concerns raised by the CQC and on the supporting action plan, which Governors had scrutinised to ensure lessons are learned and best practice is shared.

4.3 Ann confirmed that the Governors looked forward to the Trust's plans to take forward the revised strategy and the positive outcomes that would achieve.

4.4 Ann thanked the Trust Secretariat for their support in helping Governor's fulfil their statutory duties and confirmed that Governors will continue to be advocates and a critical friend to support the Trust in its determination to provide high quality mental health services. She explained that Governors had faith, support and confidence in Executive Directors and the Board.

AGM/09/21/5 Chief Executive's Report

5.1 Brent Kilmurray, Chief Executive thanked Ann McCoy for her kind words and for the work that the Governors carry out to support the Trust.

5.2 Brent explained that he joined the Trust in June 2021 as Chief Executive and thanked all staff, Governors, partners and key stakeholders for their support. The Trust continues to work with partners across the ICS to offer support to healthcare and emergency workers affected by the COVID pandemic.

- 5.3 Brent drew reference to the many achievements during 2020/21, which had been achieved despite the added pressure of working throughout the COVID pandemic. In April 2020, the Trust opened Foss Park hospital, a new, 72 bed purpose built mental health hospital in York, with an ongoing partnership with the University of York to carry out mental health research at dedicated research facilities at the hospital. The Trust was pleased to have been invited to support the development of a mental health storyline with a number of staff working with Emmerdale scriptwriters; and the Trust had won many awards, which were referenced within the Annual Report along with the list of all its achievements.
- 5.4 The Trust had experienced some challenges during the year, the continuation of the COVID pandemic and increased demand in mental health services, which continued to be challenging. In January 2021, the CQC raised significant risk management concerns, which resulted in enforcement action. He expressed his sincere apologies for those that had been affected. In response to the CQC's concerns the Trust developed an action plan and had made significant improvements, which resulted in the CQC recognising these improvements and re-rating services to inadequate. Brent acknowledged that the Trust is not celebrating a rating of inadequate and would continue to work to improve mental health services. He sincerely thanked staff and service users who had worked tirelessly to take forward the improvements to date.
- 5.6 The health and wellbeing of staff during the COVID pandemic had been a great focus with support provided and work practices adapted to ensure services could continue to be provided. Brent thanked all staff for their hard work and adaptability, going the extra mile during such unprecedented times. He thanked all volunteers for their support who had made a great difference over the last 18 months and thanked the infection prevention control team for their advice and dedication to continue to keep people safe.
- 5.7 In August 2020, Brent was pleased to report on the biggest listening event launched in the Trust's history with over 2500 people sharing 35,800 ideas to support the Trust's future direction. The outcome of the listening events had been taken forward to develop the Trust's strategy: Our Journey to Change, which included three goals to be taken forward over the next five years.

AGM/09/21/6 Annual Report and Accounts

- 6.1 Liz Romaniak, Director of Finance, Information and Estates formally presented the Trust's Annual Report for 2020/21 and informed attendees that copies were available on the Trust's website, along with the summarised version that provided a highlight of the Trust's achievements.
- 6.2 Liz provided information in relation to the Trust for the end of year accounts, which included detail on income, expenditure and capital expenditure. The Trust had reported a financial deficit of £16.7m for 2020/21 and there had been unprecedented national financial arrangements operated to support the NHS in response to the COVID pandemic. The external audit resulted in a clean audit with the Board of Directors endorsing the Going Concern statement.
- 6.4 Liz explained that national financial arrangements continue into 2021 with confirmation awaited on the financial arrangements for 2022/23.

AGM/09/21/7 External Auditor Report

- 7.1 Cameron Waddell, Partner at Mazars, the Trust's External Auditor explained that following Parliament's approval of the Code of Practice it was required to be applied to audits from the financial year 2020/21. He confirmed that the

audit found that the Annual Accounts and Annual Report, which included the Annual Governance Statement for the year ended 31 March 2021 were found to be a true and fair account of the Trust's financial position and performance. One recommendation was made following the CQC report published in March 2021, recommending that the Trust ensures that CQC actions plans are developed, and progress is scrutinised.

AGM/09/21/8 Questions and Answers

- 8.1 Brent Kilmurray, Chief Executive thanked everyone for the questions raised and confirmed that questions from members of the public had been invited prior and during the meeting.
- 8.2 A member of public queried why the physical and mental health departments are separated instead of patients being treated as a whole. In response, Elizabeth Moody, Director of Nursing and Governance explained that people who suffer physical illness often suffer from mental health. The NHS Plan provides a framework for partnership working/collaboration to provide holistic care, which NHS providers are working towards.
- 8.3 A member of public queried how people can share an idea in the NHS on a technique that can be used to help people manage mental health. In response, Steve Wright, Interim Medical Director explained that people can work with clinicians to take forward ideas, there is a form on the Trust's website that people can complete to share their ideas and there are also opportunities through co-creation to share ideas.
- 8.4 A member of public queried if the mental health services as so good in Trieste why services had not been commissioned in the same way in the United Kingdom. In response, Steve Wright, Interim Medical Director explained that the national Clinical Director had visited Trieste and the development of the Community Mental Health Framework includes these principles. At that time some progress had been made in the UK including Wales.
- 8.5 A member queried how people carrying out involvement roles can be supported. In response, Sharon Pickering, Director of Planning, Commissioning, Performance and Communications explained that this is being taken forward through the co-creation work and through the plans to include service users in the business planning process.
- 8.6 It was noted that any questions raised which had not been answered during the meeting would be posted on the Trust's website.

AGM/09/21/9 Closing Address

- 9.1 Miriam Harte, the Chairman formally thanked everyone for attending the meeting.
- 9.2 There being no further business, the meeting was formally closed.