

Key Messages from the Board meeting held on 29th October 2019

Sharing a patient story – Andrea Sargeant, Deputy Head of Integrated Care and Professional Lead for Occupational Therapy had arranged for a service user who has to use a wheelchair due to his condition (and his partner) to attend the Board meeting to share an account of his story and his experience of how he has been supported by ECCH. Andrea Sargeant provided the background by informing the Board about the event held at ECCH regarding personal wheelchair budgets. The Board agreed that it is very important to meet and to hear an account of a situation told by the patient/service user and it is intended to arrange for this to be part of the Board meetings going forward.

Signature Behaviours – The Board started their meeting by Board members providing examples of where they have seen their colleagues demonstrate the signature behaviours and these were recorded in the minutes. This already takes place at the start of many team meeting across the organisation and the Board have agreed to include this on their standard meeting agenda.

Updates from the Chair and CEO – Tony Osmanski provided an account of recent meetings attended during October. As Chair of the Voluntary & Community Sector Health & Social Care Assembly Steering Group, Tony chaired three of the four Voluntary Sector Health & Social Care engagement events held in Norwich, Great Yarmouth and Lowestoft. Tony Osmanski also opened the ECCH Graduate Event and the feedback from this event has been very inspiring and positive for individual staff and for the organisation.

Jonathan Williams provided feedback following a recently held joint Executive Team meeting held with JPUH which is very positive and both organisations acknowledged the good working relationship which is in place. Jonathan Williams provided feedback following attendance at the regular provider CEO meetings. The discussions focused on the PCNs and the influence of the new model of care which is all very positive for ECCH and the local community.

CQC Leadership – Noreen Cushen informed the Board that she had recently met with Anna Morgan as she was happy to discuss the recent success of their CQC visit at NCH&C. They were happy to share their self-assessment on the well-led domain and the ECCH Board will be doing some further work and preparation in this area. Anna Morgan mentioned that the CQC are very interested in organisational culture which ECCH can provide good evidence for and this also shows how valuable the Pulse Checks are as part of developing our organisational culture. Noreen Cushen mentioned that the patient story is a key element and this is being introduced to Board meetings and is already in place for IGC meetings. However patient involvement and experience is an area for improvement.

WRES Report and Action Plan – The Board received the Workforce Race Equality Standard (WRES) data template and action plan for 2019/20 for information and assurance. Deborah French outlined that ECCH is required to publish this data on the external website once it has received Board approval and the report had been endorsed by the Board at the meeting.

Shareholder applications – There were 17 new shareholder applications received this month and the total shareholding has now increased to 84%.

NED visits – There were no updates to be reported at the October meeting however the Chair and Non-Executive Directors had a visit arranged at the Great Yarmouth and Northern Villages PCN that afternoon and will provide feedback at the next Board meeting.

Norfolk & Waveney STP Monthly update – the main focus of the October STP Chairs and Executives Group is the NHS long term plan and the primary and community care meetings and the local delivery groups will provide an opportunity for ECCH to have more influence and it is worth noting that ECCH is recognised as a key player even though we have social enterprise status.