Bundle Annual General Meeting 28 September 2023

1 10:00 - Welcome and introduction by the Chairman

Lead: Sir David Nicholson, Group Chair

Apologies received:

Dr Julian Parkes, Non Executive Director

2 10:05 - Register of Declarations of Interest

Lead: Sir David Nicholson, Group Chair

Action: To Note and receive any declarations of interest that may not already be on the attached register and which may pertain to any items on the agenda.

Declarations of Interest - August 23 - v3

3 10:10 - Minutes of the previous Annual General Meeting held 28 September 2022

Lead: Sir David Nicholson, Group Chair

Action: To receive and APPROVE as a true and accurate record

Final - Minutes of the Annual General Meeting held September 2022

4 10:18 - Matters arising from the Minutes of the Annual General Meeting held on 28 September 2022

Lead: Sir David Nicholson, Group Chair

Action: To review and update

- There are no matters arising or actions outstanding.

5 Annual Report and Quality Account (Section Heading)

5.1 10:23 - Review of the Year – Annual Report Summary 2022/23

Lead: Professor David Loughton, Group Chief Executive

Action: To Inform and Assure

5.2 10:38 - Quality Account Summary 2022/23

Leads:

Dr Manjeet Shehmar, Chief Medical Officer

Lisa Carroll, Chief Nurse Officer

Action: To Inform and Assure

6 Audited Annual Accounts (Section Heading)

6.1 10:53 - Audited Accounts Summary for the year ending 31st March 2023

Lead: Kevin Stringer, Group Chief Financial Officer/Group Deputy Chief Executive

Action: To Inform and Assure

7 General Business (Section Heading)

7.1 11:08 - Questions received from Public, Staff and Other Stakeholders

Lead: Sir David Nicholson, Group Chair

Action: To receive and discuss questions received from public, staff and other stakeholders

7.2 11:28 - Closing Remarks

Lead: Sir David Nicholson, Group Chair

Employee	Current Role	Interest Type	Interest Description (Abbreviated)	Provider
Sir David Nicholson	Chair	Outside Employment	Chairman	Sandwell & West Birmingham Hospitals NHS Trust
Sir David Nicholson	Chair	Outside Employment	Non-Executive Director	Lifecycle
Sir David Nicholson	Chair	Outside Employment	Visiting Professor	Global Health Innovation, Imperial College
Sir David Nicholson	Chair	Shareholdings and other ownership interests	Sole Director	David Nichoslon Healthcare Solutions
Sir David Nicholson	Chair	Outside Employment	Member	IPPR Health Advisory Committee
Sir David Nicholson	Chair	Outside Employment	Advisor	KMPG Global
Sir David Nicholson	Chair	Outside Employment	Senior Operating Partner	Healfund (Investor in healthcare Africa)
Sil Bavia Menoisen	Criuii	outside Employment	Serior operating ruriner	National Director of Urgent and Emergency Care and Deputy Chief
Sir David Nicholson	Chair	Loyalty Interests	Spouse	Operating Officer of the NHS
Sir David Nicholson	Chair	Outside Employment	Chairman	The Royal Wolverhampton NHS Trust
Sir David Nicholson	Chair	Outside Employment	Chairman	The Dudley Group NHS Foundation Trust
Ms Catherine Griffiths	Director of People and Culture	Shareholdings and other ownership interests	Director	Catherine Griffiths Consultancy Itd
Ms Catherine Griffiths	Director of People and Culture	Loyalty Interests	Member	Chartered Institute of Personnel (CIPD)
Professor David Loughton	Chief Executive	Outside Employment	Chair	West Midlands Cancer Alliance
Professor David Loughton	Chief Executive	Loyalty Interests	Member of Advisory Board	National Institute for Health Research
Professor David Loughton	Chief Executive	Loyalty Interests	Chief Executive	Royal Wolverhampton NHS Trust
Professor David Loughton	Chief Executive	Loyalty Interests	Member	Companion of Institute of Health and Social Care Management
Mc Dawn Brathwaita	Non Evacutiva Director	Outside Employment	Consultant/Former Partner	(CIHSCM)
Ms Dawn Brathwaite	Non-Executive Director	Outside Employment	Consultant/Former Partner	Mills & Reeve LLP
Mr Edward Hobbs	Deputy Chief Executive/Chief Operating Officer	Loyalty Interests	Father – Governor Oxford Health FT	Governor Oxford Helath FT
Mr Edward Hobbs	Deputy Chief Executive/Chief Operating Officer	Loyalty Interests	Sister in Law – Head of Specialist Services St Giles Hospice	St Giles Hospice
Mr Edward Hobbs	Deputy Chief Executive/Chief Operating Officer	Outside Employment	Director of Operational Improvement for Urgent & Emergency Care (0.2 WTE)	NHS England
Dr Julian Parkes	Non-Executive Director	Loyalty Interests	Daughter – Nurse in ED at Royal Wolverhampton NHS Trust	The Royal Wolverhampton NHS Trust
Dr Julian Parkes	Non-Executive Director	Loyalty Interests	Trustee	Windmill Community Church in Wolverhampton
Mr Junior Hemans	Non-Executive Director	Outside Employment	Visiting Lecturer	Wolverhampton University
Mr Junior Hemans	Non-Executive Director	Outside Employment	Company Secretary	Kairos Experience Limited
Mr Junior Hemans	Non-Executive Director	Outside Employment	Chair of the Board	Wolverhampton Cultural Resource Centre
Mr Junior Hemans	Non-Executive Director	Outside Employment	Chair of the Board	Tuntum Housing Assiciation (Nottingham)
Mr Junior Hemans	Non-Executive Director	Outside Employment	Director	Libran Enterprises (2011) Ltd
Mr Junior Hemans	Non-Executive Director	Loyalty Interests	Member	Labour Party
Mr Junior Hemans	Non-Executive Director	Loyalty Interests	Business Mentor	Prince's Trust
Mr Junior Hemans	Non-Executive Director	Loyalty Interests	Non-Executive Director	The Royal Wolverhampton NHS Trust
Mr Junior Hemans	Non-Executive Director	Loyalty Interests	Wife works as a Therapist at The Royal Wolverhampton NHS Trust	The Royal Wolverhampton NHS Trust
Mr Junior Hemans	Non-Executive Director	Loyalty Interests	Second Cousin works as a Pharmacist at The Royal Wolverhampton	The Royal Wolverhampton NHS Trust
Mr Keith Wilshere	Group Company Socrotary	Shareholdings and other ownership interests	NHS Trust Sole owner, sole trader	Keith Wilshere Associates
IMI VEITH MIRHEIG	Group Company Secretary	Shareholdings and other ownership interests	Secretary of the Club which is a registered Co-operative with the	REIGH WHISHELE ASSOCIATES
Mr Keith Wilshere	Group Company Secretary	Loyalty Interests	Financial Conduct Authority.	The Royal British Legion (Beeston) Social Club Ltd
Mr Keith Wilshere	Group Company Secretary	Loyalty Interests	Trustee, Director and Managing Committee member of this registered Charity and Limited Company since May 1988.	Foundation for Professional in Services for Adolescents (FPSA)
Mr Keith Wilshere	Group Company Secretary	Shareholdings and other ownership interests	Sole owner, sole trader	Keith Wilshere Associates
Mr Keith Wilshere	Group Company Secretary	Loyalty Interests	Company Secretary	Royal Wolverhampton NHS Trust
Mr Keith Wilshere	Group Company Secretary	Loyalty Interests	Committee member of registered Charity and Limited Company – Foundation for Professional in Services for Adolescents (FPSA)	Foundation for Professional in Services for Adolescents (FPSA)
Mr Keith Wilshere	Group Company Secretary	Loyalty Interests	Interim Company Secretary	Dudley Integrated Healthcare NHS Trust
Mr Kevin Bostock	Group Director of Assurance	Shareholdings and other ownership interests	Sole director	Sole director of 2 limited companies Libra Healthcare Management Limited trading as Governance, Risk, Compliance Solutions and Libra Property Development Limited
Mr Kevin Bostock	Group Director of Assurance	Loyalty Interests	Group Director of Assurance	The Royal Wolverhampton NHS Trust
Mr Kevin Bostock	Group Director of Assurance	Outside Employment	Trustee of a Health and Social Care Charity	Close Care Charity No 512473

anagement Association
anagement Association
re Commissioning Support Unit
ute of Management Accounts)
NHS Trust
Foundation Trust
North Midlands NHS Trust
North Midlands NHS Trust
e for Health and Clinical Research
North Midlands NHS Trust
ton NHS Trust
rsity
K
vealth Society
ucation)
vealth Association
ommonwealth Chamber of Commerce
ships Group
JK
ation and Life Sciences at Birmingham
Council
gnancy Units UK
JK
ciation of Early Pregnancies Units UK
ire
tion
st Midlands) Ltd
nent Company Limited (residential property)
The rest of the second

			Wife working as a Physiotherapy Assistant at Birmingham	T
Mr Matthew Dodd	Interim Director of Integration	Loyalty Interests	Community Health Care	Wife
Ms Ofrah Muflahi	Associate Non-Executive Director	Outside Employment	UK Professional Lead	Royal College of Nursing
Ms Ofrah Muflahi	Associate Non-Executive Director	Loyalty Interests	Member	Royal College of Nursing
As Ofrah Muflahi	Associate Non-Executive Director	Loyalty Interests	Mentor	The Catalyst Collective
As Ofrah Muflahi	Associate Non-Executive Director	Loyalty Interests	Husband an employee of the Royal College of Nursing UK	Husband
ns Ofrah Muflahi	Associate Non-Executive Director	Loyalty Interests	Member	Q Community at Health Foundation
1s Ofrah Muflahi	Associate Non-Executive Director	Loyalty Interests	Husband Director of OBD Consultants, Limited Company	Husband
As Ofrah Muflahi	Associate Non-Executive Director	Loyalty Interests	Member	UK Oncology Nursing Society
As Ofrah Muflahi	Associate Non-Executive Director	Loyalty Interests	Member	The Seacole Group
1s Ofrah Muflahi	Associate Non-Executive Director	Loyalty Interests	Member of Health Inequalities Task Group	Coalition for Personalised Care
1s Ofrah Muflahi	Associate Non-Executive Director	Loyalty Interests	Founder/Director (Unpaid Association)	BANMA - British Arab Nursing & Midwifery Association
1r Paul Assinder	Non-Executive Director	Outside Employment	Honorary Lecturer	University of Wolverhampton
1r Paul Assinder	Non-Executive Director	Loyalty Interests	Governor	Solihull College & University Centre
Ir Paul Assinder	Non-Executive Director	Loyalty Interests	Director	Rodborough Consultancy Ltd.
1r Paul Assinder	Non-Executive Director	Loyalty Interests	Voluntary Role as Treasurer (unpaid)	Parkinson's UK Midlands Branch
As Sally Evans	Group Director of Communications and Stakeholder Engagements	Outside Employment	Group Director of Communications and Stakeholder Engagement	Royal Wolverhampton NHS Trust
As Sally Rowe	Associate Non-Executive Director	Loyalty Interests	Executive Director Children's Services	Walsall MBC
Is Sally Rowe	Associate Non-Executive Director	Loyalty Interests	Trustee	Association of Directors of Children's Services
1r Simon Evans	Group Chief Strategy Officer	Loyalty Interests	Group Chief Strategy Officer	Royal Wolverhampton NHS Trust
1r Simon Evans	Group Chief Strategy Officer	Outside Employment	Governor (unpaid)	University of Wolverhampton
Ir Alan Duffell	Group Chief People Officer	Loyalty Interests	Member	Chartered Management Institute
r Alan Duffell	Group Chief People Officer	Loyalty Interests	Member	CIPD (Chartered Institute for Personnel and Development)
Ir Alan Duffell	Group Chief People Officer	Outside Employment (Ended)	System Workforce Lead	BC&WB System Workforce SRO
Ir Alan Duffell	Group Chief People Officer	Outside Employment	Interim Chief People Officer	The Dudley Group NHS Foundation Trust
1r Alan Duffell	Group Chief People Officer	Outside Employment	Group Chief People Officer	The Royal Wolverhampton NHS Trust
1r Alan Duffell	Group Chief People Officer	Outside Employment	Provider Collaborative HR & OD Lead	Black Country Provider Collaborative
1r Alan Duffell	Group Chief People Officer	Outside Employment	Member	NHS Employers Policy Board
r Jonathan Odum	Group Chief Medical Officer	Loyalty Interests	Group Chief Medical Officer	The Royal Wolverhampton NHS Trust
r Jonathan Odum	Group Chief Medical Officer	External private employment	Private out-patient consulting for general medical/hypertension and nephrological conditions	Wolverhampton Nuffield Hospital
Pr Jonathan Odum	Group Chief Medical Officer	External Role	Chair	Black Country and West Birmingham ICS Clinical Leaders Group
Or Jonathan Odum	Group Chief Medical Officer	External Association Fellowship	Fellow of the Royal College of Physicians	Royal College of Physicians of London
1r Daniel Mortiboys	Interim Director of Finance	No interests to declare	i chow of the hoper contege of this state.	ine yar contege or mystatans or contact.
As Claire Bond	Deputy Director of People and Culture			
As Carla Jones-Charles	Director of Midwifery	No interests to declare		
Is Fiona Allinson	,	Outside Employment	Exam Invigilator	St Benedicts High School, Alcester
1s Fiona Allinson	Associate Non-Executive Director	Loyalty Interests	Son works for Provider	Care Quality Commission
1s Fiona Allinson	Associate Non-Executive Director	Outside Employment	Trustee	The Shakespeare Hospice
As Rachel Barber	Associate Non-Executive Director	Outside Employment	Non Financial Professional - Lay Member	Walsall ICB (Walsall Place)
As Rachel Barber	Associate Non-Executive Director	Outside Employment	Non Financial Professional	Onward
1s Rachel Barber	Associate Non-Executive Director	Outside Employment	Non Financial Professional	Housing Plus Groups, Homes Board
1s Rachel Barber	Associate Non-Executive Director	Outside Employment	Non Financial Professional	Customer Service Committee, A2Dominion
1s Rachel Barber	Associate Non-Executive Director	Outside Employment	Non Financial Professional	OPCC NWP Join Audit Committee
1s Rachel Barber	Associate Non-Executive Director	Outside Employment	Non Financial Professional - Magistrate	Ministry of Justice
As Rachel Barber	Associate Non-Executive Director	Indirect	Health Assistant	Sister in Law - Wolverhampton Royal Hospital Health NHS Trust
As Stephanie Cartwright	Group Director of Place	Nil Declaration	Treatm 7555tant	Volvernampton Noyal Hospital Health Wils Hust
or Salman Mirza	Deputy Chief Medical Officer	Loyalty Interests	Sister - Consultant Surgeon - Colorectal	The Royal Wolverhampton NHS Trust
or Salman Mirza	Deputy Chief Medical Officer	Loyalty Interests	Sister - Consultant Surgeon - Colorectar Sister - Chiropodist	Solihull Hospital
r Salman Mirza	Deputy Chief Medical Officer	Loyalty Interests	Member	The Royal College of Surgeons
or Salman Mirza	Deputy Chief Medical Officer	Loyalty Interests	Sister-in-Law - GP	GP at Practice in Manchester
Dr Salman Mirza	Deputy Chief Medical Officer	Loyalty Interests	Member	Medical Protection Society

			T
Deputy Chief Operating Officer	Loyalty Interests	Wife is a Vascular Surgery Training Registrar	West Midlands Deanery
Associate Non-Executive Director	Loyalty Interests	Lay Member	Employment Tribunal Birmingham
Associate Non-Executive Director	Loyalty Interests	Vice President of Pelsall Branch Conservative Party Association (from 19th June 2021)	Conservative Party Association
Associate Non-Executive Director	Loyalty Interests	Deputy Chair	Aldridge-Brownhills Conservative Association
Chairman	Loyalty Interests	Trustee	Nishkam Healthcare Trust Birmingham
Chairman	Outside Employment	Appointed as an unpaid Trustee for the Charity	Pathway Healthcare for Homeless People (ended April 2022)
Chairman	Loyalty Interests	Director	EJC Associates
Chairman	Loyalty Interests	Chair	The Royal Wolverhampton NHS Trust
Chairman	Loyalty Interests	Honorary Professor	University of Warwick
Chairman	Loyalty Interests	Honorary Professor	University of Birmingham
Chairman	Outside Employment	Advisor to Health Holding Company and Board Member of Makkah Health Cluster and Al Bahah Health Cluster, Kingdom of Saudi Arabia	Health Holding Company, Kingdom of Saudi Arabia
Chairman	Outside Employment	UK Special Representative for Healthcare to Saudi Arabia	British Embassy Riyadh
Chief Finance Officer	Loyalty Interests	Member of the Executive	West Midlands Healthcare Financial Management Association (HFMA)
Chief Finance Officer	Loyalty Interests	Director	Plan 4 E-Health
Deputy Chief Executive/Group Chief Nurse	Outside Employment	Professor of Nursing Sciences	Birmingham City University
Deputy Chief Executive/Group Chief Nurse	Loyalty Interests	Visiting Professor (Unpaid assignment)	Staffordshire University
Deputy Chief Executive/Group Chief Nurse	Loyalty Interests	Teaching (Fellow)	Higher Education Academy
Deputy Chief Executive/Group Chief Nurse	Loyalty Interests	Member	Royal College of Nursing
Deputy Chief Executive/Group Chief Nurse	Shareholdings and other ownership interests	Director	Ann-Marie Cannaby Ltd
Deputy Chief Executive/Group Chief Nurse	Outside Employment	Principal Clinical Advisor	British Telecom
Deputy Chief Executive/Group Chief Nurse	Outside Employment (ended)	Honorary Fellow (unpaid assignment)	La Trobe University, Victoria, Australia
Deputy Chief Executive/Group Chief Nurse	Outside Employment	Member of the Advisory Panel - Volunteer role	Cavell (Charity) Advisory Panel
Deputy Chief Executive/Group Chief Nurse	Loyalty Interests	Group Chief Nurse Officer	The Royal Wolverhampton NHS Trust
Deputy Chief Executive/Group Chief Nurse	Outside Employment	Advisory Board Member	Charkos Global Ltd
Deputy Chief Executive/Group Chief Nurse	Outside Employment (Unpaid)	Professor of Vice-Chancellor's Health Advisory Board	Coventry University
	Associate Non-Executive Director Associate Non-Executive Director Chairman Chief Finance Officer Chief Finance Officer Deputy Chief Executive/Group Chief Nurse Deputy Chief Executive/Group Chief Nurse	Associate Non-Executive Director Associate Non-Executive Director Associate Non-Executive Director Chairman Loyalty Interests Chairman Chairman Coutside Employment Chairman Outside Employment Chairman Outside Employment Chairman Outside Employment Chief Finance Officer Loyalty Interests Chairman Outside Employment Chief Finance Officer Loyalty Interests Chairman Chief Finance Officer Loyalty Interests Chairman Chief Finance Officer Loyalty Interests Deputy Chief Executive/Group Chief Nurse D	Associate Non-Executive Director Associate Non-Executive Director Loyalty Interests Loyalty Interests Loyalty Interests Deputy Chair Chairman Loyalty Interests Honorary Professor Chairman Chairman Chairman Coutside Employment Chairman Chairman Chairman Coutside Employment Chairman Chairman Chairman Coutside Employment Chairman Chair Machair Machairman Chairman C



Walsall Healthcare NHS Trust Minutes of the Annual General Meeting of Walsall Healthcare NHS Trust held on

28 September 2022 at 11:00am broadcast virtually using Microsoft Live Stream.

ATTENDEES:

Prof. Steve Field Chair

Prof. David Loughton Chief Executive

Prof. Ann-Marie Cannaby Deputy Chief Executive/Group Chief Nurse

Ms Mary Martin Non-Executive Director

Mr Rajpal Virdee Associate Non-Executive Director

Mr Junior Hemans Non-Executive Director

Ms Sally Evans Interim Group Director of Communications and Stakeholder

Engagement

Mr Kevin Bostock Group Director of Assurance
Ms Sally Rowe Associate Non-Executive Director

Mr Paul Assinder Non-Executive Director

Ms Catherine Griffiths Director of People and Culture Mr Matthew Dodd Interim Director of Integration

Mr Russell Caldicott Chief Finance Officer

Mr Simon Evans Interim Chief Strategy Officer
Mr Ned Hobbs Chief Operating Officer

Ms Ofrah Muflahi Associate Non-Executive Director

Dr Julian Parkes Non-Executive Director
Dr Manjeet Shehmar Chief Medical Officer

Apologies:

Ms Dawn Brathwaite Non-Executive Director
Prof. Louise Toner Non-Executive Director
Ms Lisa Carroll Director of Nursing
Ms Carla Jones-Charles Director of Midwifery

AGM001/22: Introduction and welcome by the Chairman

Prof. Steve Field, Chairman of the Board, welcomed all to the meeting.

AGM002/22: Apologies for Absence

Prof. Field noted the apologies received.

AGM003/22: Minute of the previous Annual General Meeting held 8th September 2021

Prof. Field confirmed there were no further revisions or changes to the minutes presented.

Resolved: That the minutes of the previous Annual General Meeting held 8 September 2021 be received as an accurate record.

AGM004/22: Matters arising from the minutes of the Annual General Meeting of Walsall Healthcare NHS Trust held on Wednesday 8 September 2021

Prof. Field confirmed that there were no matters arising from the minutes of the Annual General Meeting held on 8 September 2021.



AGM005/22: Declarations of Interest from Directors and Officers

Prof. Field confirmed that there were no further declarations of interest pertaining to the agenda that had not already been received and published.

AGM006/22: Review of the year – Annual Report Summary 2021/22

Prof. Loughton introduced the Annual Report Summary and said he was pleased to see the partnership between Walsall Healthcare NHS and Royal Wolverhampton Trust had matured and developed over the last 12 months.

Prof. Loughton provided an update on the completion of the new emergency care unit and said the building works would be complete in mid-December 2022 and the opening of the building to patients was scheduled as February 2023. He reported that Walsall Healthcare Trust had had the 4th best performance in the Country for ambulance turnaround times despite the current ED building being not fit for purpose.

Prof. Loughton commended the important role volunteers had played in the NHS recovery. He said that at Walsall Healthcare Trust the age profile of volunteers had changed and that whilst volunteers had been, in the main, senior members of the public, there were now younger people volunteering and enjoying the benefits and satisfaction of working with patients and the public.

Prof. Loughton said that from his walkabouts to wards, the ward refurbishment programme had been one of his top priorities. He reported that the Trust upgraded several wards with a positive impact on staff who were working in environments fit for purpose. He added that the theatres would also be refurbished.

Prof. Loughton advised that following conversations with the Care Quality Commission (CQC) regarding paediatric outpatients, capital spend was required in this area.

Prof. Loughton highlighted that the Trust, along with every other NHS organisation, was struggling to achieve the required targets for cancer wait times.

Prof. Loughton reported on the recruitment of midwives and consultant obstetricians in midwifery. He said that the Trust had appointed approximately 300 nurses in the last 12 months and was aiming to not use agency nurses in future, as this improved the quality and care given by substantive staff. Prof. Loughton reported that the Trust had also recruited 30 consultants in the last 12 months.

Prof. Loughton said that due to the cost-of-living crisis, he had been in discussions to provide hot meals for staff at cost. He reiterated that the health and wellbeing of staff remained a top priority for him and the Trust.

AGM007/22 Quality Account Summary 2021/22

Mr. Bostock said that the key priorities that had been set over the last 12 months had all attained credible progress apart from VTE (Venous Thromboembolism Risk Assessment) and dedicated work had been initiated to address this. He said that the Trust had a reduced frequency of serious incidents under harm free care as well as an improved performance in the management of prevention of falls, the deconditioning of patients and improvement in nutrition and hydration and mouth care.

Mr. Bostock reported improvements in the sepsis pathway and in the management of Healthcare Associated Infections. He said that the Trust had ranked red in the previous inspection by NHS England (NHSE/I) however, following a recent reinspection the Trust had improved to a green rating which a significant improvement in quality.



Mr Bostock said that there had been improvement in reducing errors related to medication and medication management since the appointment of a dedicated governance worker to the pharmacy team.

Mr. Bostock reported significant improvements in safeguarding performance as well as the improvements in the management of patients with Mental Health needs with the Mental Health Trust and the Local Authority.

Mr Bostock reported on the key priorities for 2022-2023; 5 relating to patient safety, 4 to workforce and 7 to patient experience. He said the Trust had pledged to improve clinical systems with a clinical systems measurement framework that would provide detailed performance management and measurement dashboard at all levels.

Mr Bostock said the Trust had a programme in place for workforce to support improved partnership working across the ICS (Integrated Care System). He said that the program included standards of improvements in care, international patient safety standards, increasing clinical resilience and reducing avoidable harm in line with the patient safety incident response framework which was to be launched from April 2023.

Mr. Bostock said that due to the performance of the patient experience, the Trust had been selected as a pilot for the Parliamentary Health Service Ombudsman complaints management enhancements. He said the Trust was also implementing a PALS (Patient Advice and Liaison Service) chat 'bot' to improve experience for patients accessing PALS services for frequently asked questions.

AGM008/22: Annual Accounts Summary for the year ending 31st March 2022

Mr. Caldicott presented the finance report for the financial year 2021/2022. He said the Trust had delivered a surplus of £3.1m for the financial year of 2021/22 and the accounts had been given a clean bill of health from external auditors.

Mr. Caldicott reported that the Trust had a plan together to break even in 2022-2023 in line with the priorities of the organisation and within the financial resources allocated to the Trust. He presented the summary of the financial performance. He also highlighted the interest charge the Trust had paid of £9.5m.

Mr. Caldicott said the Trust expected to achieve a break-even position for 2022/2023 and that the upcoming year would be the first-year post Covid-19.

AGM009/22: Questions from the Public and Staff

Prof. Field said that no questions had been received from the public or members of staff.

AGM010/22: Closing remarks

Prof. Field delivered his closing remarks, he thanked everybody for their hard work and dedication to the Trust and said that he was increasingly confident that going forward, the Trust was moving in the right direction.

Close.