

**FIFTY-SIXTH BOARD OF DIRECTORS MEETING**

**WEDNESDAY 3 MAY 2017**

**2:00 PM**

**TRAINING SUITE - 3<sup>RD</sup> FLOOR**

**ST. CATHERINE'S HEALTH CENTRE**

**DERBY ROAD**

**BIRKENHEAD**

**WIRRAL**

## BOARD OF DIRECTORS MEETING

Wednesday 3 May 2017 at 2.00 pm  
Training Suite, 3<sup>rd</sup> Floor, St. Catherine's Health Centre

### AGENDA PART II

No	Time	Item (10 minutes)	Action	Reference
1.	10 mins	<b>Patient Story - Weight Management</b> Director of Nursing & Quality Improvement	To assure	WCT17/18-001 (d)
<b>STATUTORY BUSINESS: (50 minutes)</b>				
2.	15 mins	<b>Apologies for Absence</b>		WCT17/18-002 (v)
3.		<b>Chairman's Report - May 2017</b>		WCT17/18-003 (d)
4.		<b>Report from the Lead Governor</b>		WCT17/18-004 (d)
5.		<b>Declaration of Interests</b>		WCT17/18-005 (v)
6.		<b>Minutes of the previous meeting:</b> • 1 March 2017	To approve	WCT17/18-006 (d)
7.		<b>Matters Arising:</b> • 1 March 2017	To assure	WCT17/18-007 (d)
8.	15 mins	<b>Chief Executive's Report</b>	To note	WCT17/18-008 (d)
9.	20 mins	<b>Reports from the sub-committees of the Board - March &amp; April 2017</b> Non-Executive Chairs of the Committees	To note	WCT17/18-009 (d)
<b>PERFORMANCE: (25 minutes)</b>				
10.	15 mins	<b>Integrated Performance &amp; Risk Report - March 2017</b> Chief Executive	To assure	WCT17/18-010 (d)
11.	10 mins	<b>Board Assurance Framework</b> Trust Board Secretary	To assure	WCT17/18-011 (d)
<b>QUALITY GOVERNANCE: (10 minutes)</b>				
<b>CORPORATE GOVERNANCE: (10 minutes)</b>				
12.	10 mins	<b>Well Led Framework Quarterly Review</b> Director of Nursing & Quality Improvement	To assure	WCT17/18-012 (d)
<b>STRATEGY &amp; PLANNING: (20 minutes)</b>				
13.	10 mins	<b>Quarterly Communications, Marketing &amp; Engagement Strategy Update for reporting period January - March 2017</b> Interim Director of HR & Organisational Development	To assure	WCT17/18-013 (d)
14.	20 mins	<b>Healthy Wirral - Whole System Integration Update</b> Director of Integration & Operations	To assure	WCT17/18-014 (d)
<b>POLICIES</b>				
		None		

**COMMITTEE REPORTS: (5 minutes)**

15.		<b>Staff Council:</b> <ul style="list-style-type: none"><li>• 26 January 2017</li></ul>	To note	<a href="#">WCT17/18-015 (d)</a>
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**ITEMS FOR INFORMATION:**

16.		<b>Any Other Business</b>		<a href="#">WCT17/18-016 (v)</a>
17.		<b>Invitation for Public Comments:</b> The public meeting of the Trust Board is a meeting held in public, rather than a public meeting. At the discretion of the Chairman there will be an opportunity at this point for attending members of staff and the public to make relevant points.		<a href="#">WCT17/18-017 (d)</a>
18.		<b>Items for Risk Register</b>		<a href="#">WCT17/18-018 (v)</a>
19.		<b>Summary of actions and decisions</b>		<a href="#">WCT17/18-019 (v)</a>

**Date and Time of Next Meeting:**

The next Public Board of Directors meeting will take place on **Wednesday 5 July 2017** at 2.00pm.

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Training Suite, 3<sup>rd</sup> Floor, St. Catherine's Health Centre

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## Patient Story - Weight Management

<b>Meeting</b>	Board of Directors		
<b>Date</b>	3 May 2017	<b>Agenda item</b>	1
<b>Lead Director</b>	Sandra Christie, Director of Nursing and Quality Improvement		
<b>Author(s)</b>	Anna Simpson, Information Governance Officer		

<b>To Approve</b>	<input type="checkbox"/>	<b>To Note</b>	<input type="checkbox"/>	<b>To Assure</b>	<input checked="" type="checkbox"/>
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Link to strategic objectives & goals - 2017-19	
<i>Please mark ✓ against the strategic goal(s) applicable to this paper</i>	
<b>Our Patients and Community</b> - To be an outstanding trust, providing the highest levels of safe and person-centred care	
We will deliver outstanding, safe care every time	✓
We will provide more person-centred care	✓
We will improve services through integration and better coordination	✓
<b>Our People</b> - To value and involve skilled and caring staff, liberated to innovate and improve services	
We will improve staff engagement	✓
We will advance staff wellbeing	
We will enhance staff development	✓
<b>Our Performance</b> - To maintain financial sustainability and support our local system	
We will grow community services across Wirral, Cheshire & Merseyside	
We will increase efficiency of corporate and clinical services	✓
We will deliver against contracts and financial requirements	

Link to the Board Assurance Framework (strategic risks)					
<i>Please mark ✓ against the principal risk(s) - does this paper constitute a mitigating control?</i>					
Our Patients and Community		Our People		Our Performance	
Quality and safety including addressing inequalities is not maintained or improved	✓	Lack of, or ineffective engagement and 2-way communication with staff & governors		Failure to respond to system changes and the requirements of the NHS Five Year Forward View	
Patient experience is not systematically collected, reported or acted upon	✓	Failure to maintain a competent, engaged and resilient workforce that feels trusted, listened to and valued at work within a changing environment	✓	Failure to deliver the efficiency programme and achieve all the relevant financial statutory duties	
Inability to deliver the benefits of integration within the defined timescales		Failure to provide quality training and supervision and opportunities for career development for all staff		Inability to sustain performance against contractual and financial targets	

Link to the Organisational Risk Register (Datix)
N/A

Has an Equality Impact Assessment been completed?	Yes	No
	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Paper history		
Submitted to	Date	Brief Summary of Outcome
No history		

## Patient Story

### Purpose

1. A person's story enables the board to hear directly from patients, their families or carers about their experience of care services. Patient stories engage service users, their families or carers in ways that use their knowledge and experience to directly influence the provision of care services.
2. The patient telling their story has consented to the board hearing their story and also to their photograph being used within the presentation. The patient has consented to their story being shared publicly and with care provider organisations.
3. This patient story specifically focuses on the patient's weight loss journey and the services she accessed.

### Executive Summary

4. In 2015 the Health Survey for England (HSE) showed that 62.9% of adults in England were overweight or obese (67.8% of men and 58.1% of women). The Public Health England (PHE) Health profile for Wirral (2015) indicates that 66.4% of Wirral residents are overweight or obese, this is higher than the England average (63.8%).
5. Healthy Lives, Healthy People: A call to action on obesity in England, (2011) reported that the health risks for adults with obesity are stark.
6. Research has shown that health benefits resulting from weight loss are evident with a weight reduction as low as 5-10%.
7. In this patient story the patient talks through their weight loss journey. The patient firstly accessed the Pelvic Health Physiotherapy service who advised that weight loss could help improve pelvic control. The patient was consequently referred to the Livewell service and saw a Health Trainer who referred her into the Tier 3 weight management service. The patient attended 20 weeks of weight management education, an appointment with a Specialist Bariatric Consultant, 3 sessions with a Dietician, a presentation on bariatric surgery and gym sessions with an Exercise Physiologist. Due to dietary change, increased physical activity and support, the patient has lost almost 5 stone during her weight loss journey. The weight loss and increased physical activity has contributed to improved wellbeing.

### Weight Management Patient Story

8. Data on overweight and obesity among adults are mainly from the HSE. Results for 2015 showed that 62.9% of adults in England were overweight or obese (67.8% of men and 58.1% of women). The PHE Health profile for Wirral (2015) indicates that 66.4% of Wirral residents are overweight or obese, this is higher than the England average (63.8%).
9. There is now a considerable body of evidence linking obesity with a wide range of health issues. Healthy Lives, Healthy People: A call to action on obesity in England, (2011) reported that the health risks for adults with obesity are stark. Obesity is associated with health problems such as; cardiovascular disease, musculoskeletal conditions, type 2 diabetes, cancers, reproductive issues, non-alcoholic fatty liver disease and psychosocial problems.
10. Research has shown that health benefits resulting from weight loss are evident with a weight reduction as low as 5-10%. Weight loss of 5-10% can reduce cholesterol and blood



pressure, reduce risk of type 2 diabetes, increase wellbeing, improve sleep apnoea and reduce joint pain.

11. The patient in this story first accessed the Pelvic Health Physiotherapy service mid-2015 and was advised that weight loss could help improve pelvic control. The patient was consequently referred to the Livewell service and saw a Health Trainer who referred her into the Tier 3 weight management service. The Tier 3 weight management service is for obese patients requiring specialised management, including assessment for bariatric surgery.
12. The patient was interested and potentially eligible for bariatric surgery. To access the bariatric service she was required to attend 20 weeks of weight management courses provided by Livewell. The patient attended all sessions until March 2016 when the Livewell service was decommissioned.
13. The patient went back to her GP and was referred into Slimming World in September 2016.
14. The patient then received an appointment to see a Specialist Bariatric Consultant who confirmed that she was eligible for surgery.
15. The Consultant referred her back to Nutrition and Dietetics at the Trust where she was given 3 sessions with a Dietician and the patient was given a presentation on bariatric surgery; this explored the pros and the cons of having the surgery. Additionally the patient attended gym sessions with an Exercise Physiologist.
16. The sessions with the Dietician confirmed and reinforced that the patient was making healthy dietary choices.
17. The patient attended the gym at St Catherine's Health Centre for an initial 1-1 gym induction. The patient was provided with a personal exercise plan to use when attending gym sessions. She attended 15 times. The gym sessions increased the patient's fitness, introduced her to resistance training and motivated her to exercise independently. She still attends the session for a weekly weigh in.
18. The patient lost 4-5kg whilst in the Livewell service and has since lost 4st 2lb. As a consequence of the lifestyle changes made the patients husband has also lost weight and increased his physical activity. Furthermore, the patient has Type 2 diabetes and her medication has recently been reduced from 3 metformin tablets a day to 1. Her blood sugar levels have stabilised as a result of weight loss, healthy eating and increased physical activity. Lastly, the patient comments on her increased wellbeing and how she is looking forwards to a healthy happy future.
19. The patient demonstrated her dedication to losing weight through the management of weight and lifestyle changes. Consequently the Multi-Disciplinary Team have referred her to Salford Hospital to see the Consultant, Dietician and Psychologist for a pre-operative consultation. Due to the success of her intervention and increased confidence in her own ability to manage her weight, she is no longer sure if she would consider the surgery. The risks may actually outweigh the benefits.
20. The new Tier 3 weight management programme is currently being set up and will recommence next month.
21. The patient story has been mapped against the CQC key lines of enquiry to determine if their care was safe, effective, responsive, caring and well led:

### **Are we safe?**

All staff within the Trust have the relevant qualifications, competences, skills and experience to ensure patients are safe.

### **Are we effective?**

The Trust has provided effective care. Pelvic Health Physiotherapy service, Livewell and Nutrition and Dietetics have supported the patient to lose weight, reduce her BMI and consequently improve her wellbeing by providing care that was person centred and clinically effective.

### **Are we responsive?**

The Pelvic Health Physiotherapist responded to the pelvic and holistic needs of the patient and referred them into Livewell for weight loss support. Livewell then enrolled the patient onto the Tier 3 weight management programme in response to the BMI of the patient and the potential benefits of weight loss through bariatric surgery. The Nutrition and Dietetics service then provided care that was person centered through the 1-1 dietician appointments and personalised gym sessions/exercise plan. The needs of the patient were responded to by all services accessed. Consequently the patient has lost almost 5 stone.

### **Are we caring?**

The patient described all staff that she came into contact with as helpful and caring.

### **Are we well led?**

The leadership, management and governance of the organisation encourages learning and innovation. Patient feedback has been used when developing the new Tier 3 weight management pathway, this service will recommence May 2017.

22. A transcript of the patient story can be found at **appendix 1**.

### **Board Action**

23. The Board are asked to be assured of the delivery of high quality, safe and effective Wirral Community NHS Foundation Trust services. Furthermore this story shows effective internal and external system wide pathways.

**Sandra Christie**  
**Director of Nursing and Quality Improvement**

**Contributor:**  
Anna Simpson, Information Governance Officer

27 April 2017

## Appendix 1 Story transcript

### Patient

'My name is Gina Robbins... I work in the Physio Department at St Catherine's... I accessed pelvic health services about two years ago... I was able to access it quite easily via the GP...and through that service I was then referred through to weight management because that can have an impact on pelvic health...I was referred through probably this time two years ago... I saw a health trainer in the summer of 2015... who then put me on the initial 10 week course... which I was told I needed to attend twice if I wanted to be considered for bariatric surgery...I did start that in the September of 2015 and I continued every week going to that until March 2016 when the service was decommissioned... over that time I probably lost 4 - 5 kilos in weight... I then wasn't in any service but had been referred through to see the surgeon and I received an appointment for that for October 2016 so between end of March and October 2016 I wasn't in any of the services in the trust other than I had an appointment in the future... I then decided coming up to my appointment that I would access a slimming group via a GP referral...and then I saw the surgeon on the 25 October last year by then I had probably lost another stone in weight.. so he was happy that he would then refer me then through to the next stages.. and that involved seeing a dietician... Karen Coleman... I saw her three times... the dietician basically the food knowledge advice what not to do... however she did agree that I was pretty much doing what I needed to do anyway... but the more weight I lost the more determined I was to not have the surgery because I didn't feel that I was going to do this by myself... and it was more of an achievement to do it by myself than to just go into hospital and be cut open... and you know... even though it would have worked... it would have been a bigger stress on my body... obviously there's health risks as well to having surgery as well...I also had a presentation... a bariatric presentation...showing me the pros and cons... visualising what bariatric surgery... with all the information... different types of surgery... that was really interesting... it made me think about if it was really what I wanted...because it's not just you have the surgery and you lose weight... there's lots of pros and cons and other health and lifestyle changes you need to make on top of that... and I was also referred to the gym in the cardiac centre I was told I needed to attend there at least 12 times for exercise sessions...in order for me to progress through and further be considered for surgery... the exercise sessions are you get a 1 on 1 with someone who inducts you into the gym... they then ask you lots of questions about your health and your diet and lifestyle and how mobile or immobile you are... they then take you into the gym and show you all the equipment... then when you go back the following week you're given a gym routine... and you follow that every week... then every 2-3 weeks its reviewed... and obviously if you're finding stuff easy they then up how long you're on a machine or up the intensity of the machine so you're having to work harder every week...I don't stay in the gym anymore... I've done like 15 weeks in the gym now... I still go and get weighed every week... but I don't actually stay for the exercise class... they are happy for me to just go and get weighed... by the time I'd finished I was doing a lot more strenuous activity than when I started so that for me has started my exercise part of the weight loss thing... I hadn't really exercised before... weights and painful joints prevented me from doing that... I am now able to take long walks... we've got two dogs we kind of took over from someone who left the country and couldn't take them with them... so we've got two spaniels... we got them about 3 months ago... and they're obviously encouraging us to get out and about... my husband's also lost about 2 and a half stone alongside supporting me on my weight loss journey... I can honestly say that physically I feel like a different person than I did this time last year... I could barely walk up stairs at times... now I can run up stairs... so from that point of view physically I do feel like I'm a completely different person... I feel so much lighter on my feet... I feel like I've got more energy... it lifts your mood to feel that you're not going to... you're not sort of... stuck in the doldrums with feeling fat and dumpy... also working in the physio and podiatry department you do see a lot of people who are very infirm... and who can't walk properly... and that's another reason for being happy about my physical sort of ability... knowing that I'm hopefully... I won't end up as you know doing something about it now... by the way I turned 50 last year and that's spurred me on as well... if I'm doing something now I've got time to make a difference... if I leave it another 5 or 10 years it might not have made a difference to me... to the rest of my life... because that's what I'm thinking about now planning for the rest of my life and being as healthy as I can... I was thinking of the pros of this... it was easy for me to access

because I knew because I work in the trust... I'm not sure how easy it would be for people not working in the trust... although I'm sure the GPs and everything have all the information they need... I was lucky because I knew how to access stuff... I also think the service is good because they are very thorough with how they assess a patient's suitability for surgery... I was committed to having the surgery when I initially went on this route... I have been offered an appointment with the consultant in Salford but it's an 18 week wait... so that will be in the summer or autumn some time... having lost the weight I have... I now feel that the risks outweigh the benefits... I probably won't go down that route anyway... the only downside is it's 2 years down the line and I still haven't got the surgery but I can understand why that is... because you do need to be thorough about goes through and the betting process... and make sure the people that are being considered for surgery are suitable... anyway it's now April, well end of April 2017 since September last year I've lost 4 stone and 2 pounds in weight and that's with a combination of Slimming World... with a combination of advice from the dietician... and also with going down to the gym downstairs in the Heart Support Centre... I am type 2 diabetic and over the last 6 months I've had two diabetic reviews and both of which have been able to reduce my medication and I am now on one tablet of metformin a day as opposed to three when I first started back in September and that my story really...'