

Notes

Board welcomed new Associate Non-Executive Directors Veena Allison, Carole Cumino, Biraj Parmar and Sue Hincks (who sent her apologies) as well as Interim Director of Digital and Chief Information Officer, Lisa Yates.

Patient story

Carla, a volunteer on the Trust's Youth Board set an inspiring tone for today's Board. Carla shared her experiences as a member of Youth Board as well as how it supported her while overcoming her illness. She shared that volunteering had supported her personal and professional development and growth, such as building her confidence in public speaking. Carla's voluntary work is now also forming part of her university studies in psychology.

[Watch the Board meeting full online](#)

Positive news/assurance

- AfC NHS Pay Award – expected in June pay. Additional mechanisms are in place to support staff negatively impacted due to benefits.
- Finance Team have gained full accreditation as a training and CPD registered employer with ACCA (Association of Chartered Certified Accountants), CIMA (Chartered Institute of Management Accountants) and AAT (Association of Accounting Technicians).
- Carenotes is now being routinely used again following the national outage.
- Osborne Court has received a rating of 'Good' following their recent Ofsted inspections.
- The 'Stay Connected' pledge has been signed, a commitment to helping people feel more connected, less isolated, and ultimately healthier.
- The term of office for Mark Yates, Chair has been extended until March 2026.
- IAPT/Talking Therapies services are on track to meet the 95% KPI for service users waiting less than 18 weeks to enter treatment.
- Urgent and immediate care teams are being held up as a national exemplar for their work on virtual wards.



Matters of concern

- NHS Oversight Framework – a move from segment 1 to segment 2 is proposed for Q4 to address concerns relating to mental health and workforce. The wider Herefordshire and Worcestershire system remains in segment 3.
- The Board Assurance Framework has been updated to reflect risks that may prevent the Trust from achieving its strategic objectives. They include; quality of care and breach of regulatory standards (1), long term financial sustainability (2), ICS approach does not lead to benefits of integrated care being realised (3), recruitment and retention (4), challenged health economy sometimes leads to focus on immediate areas of concern rather than longer term sustainability (5) and failure to achieve (the triple aim outcome of) improving the health of our population (6).
- While restoration work on Carenotes is progressing well, the outage continues to significantly impair the ability to quickly and accurately report on performance.



Updates provided

- Industrial action – Board thanked colleagues for their planning to help reduce impact on patients. There is an expectation of further industrial action from unions without outstanding ballots.
- Matthew Hopkins, is leaving his post as Chief Executive at Worcestershire Acute Hospitals NHS Trust. Board will provide a further update when his successor has been appointed.
- Natasha Morris-Day has been appointed to provide additional Freedom to Speak Up Guardian capacity.
- Recruitment, retention and wellbeing remain high priority for the People Directorate.



Decisions agreed

- A plan to improve uptake of face-to-face training will go ahead, with a review in six months.
- Mental Health Collaborative – the transfer of functions to us as Lead Provider will come to September Board ahead of the planned October transfer.
- NHS Staff Survey action plans will be monitored in line with the broader People Strategy, alongside live pulse survey data.

