

## **ANNUAL MEMBERS' MEETING 2025**

### **Minutes of the Annual Members' Meeting held on Tuesday 12<sup>th</sup> November 2024 via Microsoft Teams**

AMM2024/01

#### **Chair's Welcome and Introductions**

The Chair formally opened the virtual Annual Members' Meeting (AMM) and welcomed those in attendance. A warm welcome was extended to new members of the Trust joining their first AMM.

The purpose of the meeting was to present the Annual Report and Accounts for the financial year 2023/24. The Annual Report sets out the Trust's achievements in terms of our performance, it also acknowledges the fantastic work undertaken by various teams at Alder Hey and the awards won during the year. A copy of the full report was available on the Trust website [HERE](#).

The Chair drew attention to the MS Teams 'ask a question' function and encouraged members to put forward any questions they may have during the meeting, as far as possible these would be answered during the meeting when appropriate, otherwise they would be picked up during the Q&A session at the end.

The Chair wished to record her gratitude to:

- Louise Shepherd for her leadership during her sixteen-year tenure and support during the past year who had stepped down from her role as Chief Executive in October 2024.
- the Council of Governors for their dedication and mindfulness in holding the Board to account through the Non-Executive Directors with particular thanks Lead Governor, Ana Samuel for her continued support.
- Board Member colleagues for their exceptional leadership and unwavering determination in ensuring that children and young people receive safe and high-quality services. Their persistent efforts to deliver state-of-the-art innovation and learning to improve our services.
- the Alder Hey Charity for continuing to raise vital funds enabling us to go above and beyond for children and young people; helping us to deliver everything from distraction therapies to the new Neonatal Unit currently being built.
- Trust Volunteers who are such a valuable part of the Alder Hey community giving their time freely.
- The children and young people for continuing to actively influence the decision making and innovations for the future, and indeed for playing their part in shaping this evening's agenda.

**Minutes of the previous meeting**

A copy of the minutes from the 2023 meeting had been previously circulated to Board Members and Governors.

No comments or suggested updates were provided.

The minutes of the meeting held on 13<sup>th</sup> November 2023 were APPROVED as an accurate record.

**Interim Chief Executive's Highlights (a year in review)**

Interim Chief Executive, John Grinnell delivered a presentation sharing some of the key achievements from 2023/24 despite the challenges faced in relation to continued high demand in some services coupled with ongoing financial challenges facing the NHS.

Mr Grinnell referred to Alder Hey's new Strategy 'Vision 2030' which had been developed in partnership with The Forum and system partners to address the real challenges facing children and young people. He went on to highlight some of our key achievements during the year including:

Outstanding care and experience

- Opening of our Paediatric Assessment Unit.
- Emergency Department ranked first in the North West and second nationally for its performance.
- Delivery of new models of care within community and mental health services.

Support our people

- Over 250 staff undertaking an apprenticeship across 43 different subjects.
- Several staff networks in place to help form relationships and foster belonging.
- Continually encouraging staff to 'speak up' and 'listen up' through our Freedom to Speak Up Guardian.

Collaborate for children and young people

- Alder Hey continues to jointly host the North West Paediatric Partnership Board with Royal Manchester Children's Hospital (RMCH) to improve standards and lead the way for the development of a more joined up care in the region.
- Collaborating with Liverpool City Region, The Prince's trust and Elevate Business Partners to maximise career opportunities for young people from across the region.
- Formation of the Liverpool Neonatal Partnership – a model to streamline patient transfers between hospitals and improving quality of care, outcomes and patient experience.

Pioneering breakthroughs

- Alder Hey is one of the top two recruiting organisations in the North West Coast Clinical Research Network.
- First in the world to perform Deep Brain Stimulation (DBS) on a child.
- Development of the remote patient management platform 'Isla Care'.

Revolutionise care

- Pioneering digital solutions to enable our clinical teams to maintain contact with patients and families.
- The Trust continued to develop its digital capability in its workforce systems.
- Digital technology used to help aid in the checking process of medication safety.

Mr Grinnell concluded his presentation by acknowledging the hard work of the staff that help deliver these achievements.

#### **AMM2024/04 2023/24 Special Broadcast News Report**

The Chair introduced the first video of the evening which had been prepared by members of the Executive Team and members of the Youth Forum, Darcie Farrell and Laaibah Ashard. The video was presented in a role reversal scenario with the young people acting as Executive Team Members asking questions on Alder Hey's performance and achievements during 2023/24 with the Executive Team responding in the style of 'Gen Z', highlighting:

- How we continued to keep our staff, patients and families safe through initiatives such as the move to the Patient Safety Incident Response Framework, better utilisation of our new risk management system (InPhase) which allows us to triangulate data more effectively and learn when things go wrong. Last year 99% of our staff completed L1 patient safety learning, in addition some of our young volunteers have become patient safety partners.
- Our strong performance in delivery of national standards and targets.
- Alder Hey's Green Plan and how we are continuing to reduce our carbon footprint.
- The launch of Vision 2030; our commitment to improving the lives of children and young people which was developed using the feedback from The Forum.
- Alder Hey's involvement in the Beyond Programme which aims to address inequalities that children and young people face.
- Launch of the Alder Hey People Plan 2024-2030 developed to create an environment in which all of our colleagues are thriving, have a brilliant experience at work, and can give their best to every child and young person we look after and serve.
- Our fantastic staff survey results which had a 60% response rate with 71% of staff stating that they would recommend Alder Hey as a place to work, and 93% of staff stating that they would recommend Alder Hey as a place for family and friends to receive care.
- Our commitment to delivering the best quality of care for children and young people through development of our promises to children, young people and their families.
- Development of the Alder Hey Innovation Strategy, "Today's Child, Tomorrow's Healthier Adult," which aims to transform paediatric care through bold innovation and deliver scalable solutions that improve outcomes and reduce health inequalities.

Mr Grinnell thanked the Youth Forum and members of the Executive Team for helping us to showcase some of our proudest achievements.

#### **AMM2023/05 Presentation of Annual Accounts 2023/24**

Rachel Lea, Director of Finance and Development presented the 2023/24 financial highlights, these included:

- In 2023/24 the NHS continued to operate under a 'blended' payment model with PbR based payments for elective activity.
- The Trust delivered a £10.3m surplus against the NHSE control total.
- After taking into account exceptional items such as impairments, donated assets and PFI adjustments, the Trust ended the year with a reported deficit of £6.5m

- In 2023/24 our operating turnover was £416m of which £377m directly related to the clinical services we provide.
- 36% of our clinical income is non-specialised and 64% is specialised.
- Our capital expenditure was £25.3m.
- Our cash balance at year end £78.2m.
- £17.7m Cost Improvement Plan target achieved.

Rachel concluded by reiterating Alder Hey's ongoing commitment to being a financially sustainable organisation despite the current financial challenges and offered her appreciation to the finance team for their hard work and dedication conducting the year-end process.

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### **Report from the Council of Governors**

Lead Governor, Ana Samuel presented an overview of the Council of Governors (CoG) activity over the past year including:

- The focus in-year on developing a greater knowledge of, and working relationship with, the Non-Executive Directors along with implementing systems to aid with their primary function of holding NEDs to account.
- Received and agreed the independent auditors report on the Annual Report and Accounts and received and commented on the Annual Quality Report.
- Re-appointed one of the existing Non-Executive Directors and approved the appointment of a new Non-Executive Director of the Trust.
- Received reports from the Non-Executive Directors in order to hold them to account.
- Took part in a bespoke face-to-face training session facilitated by NHS Providers which focussed on accountability.
- Continued to input into a fully inclusive process for the Chair's annual appraisal.
- Continued to publish our members' newsletter every other month through the Membership Strategy Committee.
- Continued with informal governor meetings with the Chair and Non-Executive Directors as an additional mechanism in holding the Non-Executive Directors to account.

Ana went on to formally announce the election results from 2023/24 and congratulated both newly appointed and re-elected governors. Two new appointed governors were welcomed to the Council along with the new pool of governors.

Ana concluded her presentation by thanking all governors for devoting their time to this crucial role and stated that she, along with her fellow governors were proud to continue to support Alder Hey.

Mr Grinnell thanked Ana for her leadership and to the whole Council for their continued support during the year.

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### **Reflections of a fantastic year**

Members watched a short video that had been prepared to once again, showcase some of the wonderful achievements at Alder Hey during 2023/24 featuring families, patients and staff including celebrations, fundraising accomplishments and how we are continuing to build for the future.

John thanked the staff and families that had contributed to the making of the video.

**AMM2024/07 Forward Look for Alder Hey: Vision 2030**

John Grinnell, Interim Chief Executive concluded the meeting by setting out the objectives to be achieved during 2025-27 and how we intend to deliver these.

Work is now well underway to deliver the Strategy with system partners to ensure children receive the support that they need.

Alder Hey's Vision 2030 Brochure can be found [here](#).

**AMM2024/08 Open Forum – Questions & Answers**

The Chair thanked all those who presented for their contributions and opened the meeting up to questions.

In response to a question raised about increased waiting times, Chief Operating Officer, Adam Bateman replied:

*“The Trust is working incredibly hard to reduce waiting times and this has remained our top priority with a significant reduction seen over the last 12-18 months. Notwithstanding, discreet pockets of challenging areas remain particularly ENT & dentistry along with mental health and neurodiversity. Our focus is now ensuring that care in these, and other services is delivered closer to home along with increasing the workforce in these areas to address the high demand experienced. In 2023/24 the Trust met the 65 week wait standard”.*

In response to a question raised about how we deliver the phlebotomy service, Interim Chief Executive, John Grinnell provided assurance that a workstream has recently been established to review this service and how we can improve the experience of children and young people, and indeed the phlebotomy team.

No further questions we raised from Members.

The Chair closed the meeting by reiterating her appreciation to all Alder Hey colleagues for their on-going work and support stating that she was enormously proud of the work that goes on at the hospital and the continual drive for improvement.

Video link: [Annual Members' Meeting 2024](#)