

Bundle Annual governors meeting/ annual members meeting 23 September 2025

Agenda attachments

00 A – front cover

00 B– AGM agenda 2025 FINAL

- 1.25 Welcome, apologies, declarations of interest and introductory comments
- 2.25 Draft minutes of the meeting held on 16 September 2024
 - 2–25 Minutes– AGM– 2024– DRAFT V1
- 3.25 QVH review of 2024/25 (Annual report 2024/25) and plans for the year ahead
- 4.25 Summary of 2024/25 audit findings
- 5.25 Questions from the public
- 6.25 QVH Council of Governors
- 7.25 Facial Palsy service at QVH
- 8.25 Questions from the public
- 9.25 Questions received in advance

Annual Governors' Meeting Annual Members' Meeting

Tuesday 23 September 2025

18.00-19.30

Education centre QVH/ Microsoft Teams (hybrid)



Annual Governor Meeting/Annual Member Meeting
Tuesday 23 September 2025 18.00-19.30
Education centre, QVH (location 40) / Microsoft Teams (hybrid meeting)

AGM/AMM			
Welcome and introductions			
Ref	Item	Mode	Timing
01-25	Welcome, apologies, declarations of interest and introductory comments <i>Jackie Smith, Trust Chair</i>	<i>Verbal</i>	18.00
Standing items			
Ref	Item	Mode	
02-25	Draft minutes of the meeting held on 16 September 2024 <i>Jackie Smith, Trust Chair</i>	<i>Enclosed</i>	18.10
Annual report and accounts 2024/25			
03-25	QVH review of 2024/25 (Annual report 2024/25) and plans for the year ahead <i>Abigail Jago, acting Chief Executive Officer</i>	<i>Presentation</i>	18.15
04-25	Summary of 2024/25 audit findings <i>Andy Reid, Azets LLP</i>	<i>Presentation</i>	18.30
05-25	Questions from the public <i>Jackie Smith, Trust Chair</i>	<i>Verbal</i>	18.45
Presentations			
06-25	QVH Council of Governors <i>John Harold, deputy Lead Governor (Public Governor)</i>	<i>Presentation</i>	18.55
07-25	Facial Palsy service at QVH <i>Ruben Kannan, Consultant Plastic Surgeon</i>	<i>Presentation</i>	19.05
08-25	Questions from the public <i>Jackie Smith, Trust Chair</i>	<i>Verbal</i>	19.15
Questions received in advance			
09-25	Questions received in advance <i>Jackie Smith, Trust Chair</i> <i>We welcome relevant, written questions on any agenda item from our staff, our members or the public who are unable to attend the meeting. Written questions must be submitted in advance of the meeting (before 5pm on 19 September 2025). Please forward questions to Leonora.may1@nhs.net clearly marked "Questions for the AGM".</i>	<i>Verbal</i>	19.25

Document: Minutes (Draft & Unconfirmed)																																																	
Meeting:	AGM/AMM Monday 16 September 2024 6pm, Education centre, QVH/ MS Teams (hybrid meeting)																																																
Present:	<table> <tr><td>Jackie Smith (JS)</td><td>Trust Chair</td></tr> <tr><td>James Lowell (JL)</td><td>Chief Executive Officer</td></tr> <tr><td>Leonora May (LM)</td><td>Company Secretary</td></tr> <tr><td>Paul Dillon-Robinson (PDR)</td><td>Non-Executive Director</td></tr> <tr><td>Russell Hobby (RH)</td><td>Non-Executive Director</td></tr> <tr><td>Karen Norman (KN)</td><td>Non-Executive Director</td></tr> <tr><td>Peter O'Donnell (POD)</td><td>Non-Executive Director</td></tr> <tr><td>Shaun O'Leary (SOL)</td><td>Non-Executive Director</td></tr> <tr><td>Abigail Jago (AJ)</td><td>Chief Strategy Officer (MS Teams)</td></tr> <tr><td>Tania Cubison (TC)</td><td>Chief Medical Officer</td></tr> <tr><td>Helen Edmunds (HE)</td><td>Chief People Officer</td></tr> <tr><td>Kirsten Timmins (KT)</td><td>Chief Operating Officer</td></tr> <tr><td>Liz Blackburn (LB)</td><td>Deputy Chief Nursing Officer</td></tr> <tr><td>Jonathan Wharton (JW)</td><td>Deputy Chief Finance Officer</td></tr> <tr><td>Chris Barham (CB)</td><td>Public Governor</td></tr> <tr><td>Janet Hall (JH)</td><td>Public Governor</td></tr> <tr><td>Richard Green (RG)</td><td>Public Governor</td></tr> <tr><td>Bob Lanzer (BL)</td><td>Stakeholder Governor for WSCC</td></tr> <tr><td>Julia Searle (JSe)</td><td>Public Governor</td></tr> <tr><td>Linda Skinner (LS)</td><td>Stakeholder governor for League of Friends</td></tr> <tr><td>Denise Holland (DH)</td><td>Public Governor</td></tr> <tr><td>Ken Sim (KS)</td><td>Public Governor</td></tr> <tr><td>Chris Parrish (CP)</td><td>Staff Governor (MS Teams)</td></tr> <tr><td>Andy Reid (AR)</td><td>Azets LLP</td></tr> </table>	Jackie Smith (JS)	Trust Chair	James Lowell (JL)	Chief Executive Officer	Leonora May (LM)	Company Secretary	Paul Dillon-Robinson (PDR)	Non-Executive Director	Russell Hobby (RH)	Non-Executive Director	Karen Norman (KN)	Non-Executive Director	Peter O'Donnell (POD)	Non-Executive Director	Shaun O'Leary (SOL)	Non-Executive Director	Abigail Jago (AJ)	Chief Strategy Officer (MS Teams)	Tania Cubison (TC)	Chief Medical Officer	Helen Edmunds (HE)	Chief People Officer	Kirsten Timmins (KT)	Chief Operating Officer	Liz Blackburn (LB)	Deputy Chief Nursing Officer	Jonathan Wharton (JW)	Deputy Chief Finance Officer	Chris Barham (CB)	Public Governor	Janet Hall (JH)	Public Governor	Richard Green (RG)	Public Governor	Bob Lanzer (BL)	Stakeholder Governor for WSCC	Julia Searle (JSe)	Public Governor	Linda Skinner (LS)	Stakeholder governor for League of Friends	Denise Holland (DH)	Public Governor	Ken Sim (KS)	Public Governor	Chris Parrish (CP)	Staff Governor (MS Teams)	Andy Reid (AR)	Azets LLP
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Members of the public/ staff	16 public members 8 members of staff 2 stakeholders																																																
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01-24	<p>Welcome, apologies, declarations of interest and introductory comments</p> <p>The Chair opened the annual governors meeting (AGM)/ annual members meeting (AMM) welcoming all those present in person and on MS Teams. Apologies were noted from JD, JSq, AFS, JD and MW as above.</p> <p>She thanked all those present for attending the Trust's AGM and stated that it is a chance for the Trust to reflect on the previous year and think about the future. She explained that there will be opportunities for members and members of public to ask questions throughout the meeting.</p> <p>There were no declarations of interest other than those recorded on the register of interests.</p>																																																
02-24	<p>Draft minutes of the meeting held on 12 September 2023</p> <p>The draft minutes from the meeting held on 12 September 2023 were received and approved as a true and accurate record of that meeting.</p>																																																

	There were no matters arising.
03-24	<p>QVH review 2023/24 and plans for the year ahead</p> <p>JL presented a summary of the annual report and accounts 2023/24 (available in full on the Trust's website), plans for the year ahead and an update on the Trust's membership strategy.</p> <p>Key highlights from the presentation included:</p> <ul style="list-style-type: none"> • Challenges- balancing the delivery of high quality care with rising demand and complexity; developing the Trust's organisational strategy; working in partnership and supporting patients to access services • Operational performance- continued focus on reducing the back log during the year; 489 patients waiting more than 52 weeks for treatment; significant increases in referrals • Successes- the CQC adult inpatient survey results published in 2023 showed that in questions about nurses and experience of leaving hospital QVH came top in the country; the NHS staff survey results published in 2024 showed that 76% of staff would recommend QVH as a place to work • Finance- QVH achieved a breakeven position for 2023/24; total operating expenditure was £104.7m; £4.79m was invested in capital programme in year • Board- JL has been CEO for one year; Russell Hobby, Shaun O'Leary and Peter O'Donnell joined the Board as Non-Executive Directors during the period; Kirsten Timmins joined the Board as Chief Operating Officer during the period; Helen Edmunds joined the Board as Chief People Officer during the period • Membership- we value our public members as a way to hear feedback and keep our local communities informed; the Trust has over 7,000 public members; from tomorrow until 15 October, public members can put themselves forward to become one of our public governors • Looking ahead- the Trust has submitted a breakeven plan for the next financial year • The organisational strategy will be published in November 2024; work will continue on the East Grinstead Community Diagnostic Centre (CDC) and an Electronic Patient Record (EPR) system <p>JL extended thanks to all QVH staff and volunteers for their hard work during the year.</p> <p>The annual report and accounts 2023/24, update on the Trust's membership strategy and the update on the Trust's forward plan were received.</p>
04-24	<p>Summary of 2023/24 audit findings</p> <p>AR presented the summary of the Azets LLP 2023/24 audit findings against the requirements. He reported that Azets issued an unmodified audit opinion on the 2023/24 accounts. There were no adjustments made to the draft accounts which impacted on the financial position as reported. There was one material adjustment to the balance sheet; to bring in valuation of surplus land at £2.25m as planning consent was granted in 2023/24.</p> <p>AR reported that Azets did not identify any significant weaknesses in the Trust's value for money arrangements including for governance, economy, efficiency and effectiveness and financial sustainability.</p> <p>The summary of 2023/24 audit findings and auditor's annual report were received.</p>
05-24	<p>Questions from members and members of public</p> <p>The Chair invited questions regarding the Annual report and accounts 2023/24 and the summary of audit findings for the period.</p> <p>The following questions were asked and responses given.</p>

	<p><u>Question</u> How much did the Trust get for the sale of the land?</p> <p><u>Response</u> JW confirmed that the Trust received £2.25m.</p>
06-24	<p>QVH Council of Governors CB (Lead Governor) and JH (Deputy Lead Governor) presented an overview of the work of the Council of Governors during the year.</p> <p>Key highlights from the presentation included:</p> <ul style="list-style-type: none"> • The role of the governor- holding Non-Executive Directors to account for the performance of the Board; representing interests of members of the Trust and public • Governors- thank you to three public governors who stepped down from their roles during the period; welcome to four new public governors who joined the Council of Governors during the period; welcome to one new stakeholder governor • Election- there are currently nine vacancies on the Council of Governors and an election process will commence shortly • Key areas of focus- strategy development; additional licence conditions; land sale; Governor code of conduct • Improvements- relationship with the Board, Deputy Lead Governor role established; Lead Governor questions at Board meetings <p>The Chair thanked CB and JH for their presentation which was noted.</p>
07-24	<p>QVH Strategy update JL presented an update on the development of the QVH strategy 2025-2030.</p> <p>Key highlights from the presentation included:</p> <ul style="list-style-type: none"> • Populations- strategy development in line with the needs of the populations that the Trust serves • Engagement- engagement has been central to the strategy development including constructive challenge being encouraged; honest, open and respectful conversations; opportunities to get involved; transparent decision making • Hopes, fears and ideas- stakeholders have been encouraged to share their hopes, fears and ideas; 345 responses to an online survey; 28 workshops; 3,000 pieces of feedback analysed • Case for change- our patients and services, the changing landscape; our people; our ageing estate; the financial outlook • Strategy structure- hybrid model, vision, organisational values; behaviours; strategic objectives and clinical strategy underpinned by case for change. Enabling strategies including research and innovation, people and culture, financial, partnerships, green, health inequalities, estates, anchor and digital • Vision- to be a centre of excellence that rebuilds lives and supports communities for a healthier future <p>The Chair thanked JL for the presentation which was noted.</p>
08-24	<p>Questions from members and members of public The Chair invited questions regarding the Council of Governors and strategy updates.</p> <p>The following questions were asked and responses given.</p> <p><u>Question</u> Has QVH considered overseas work?</p>

	<p><u>Response</u></p> <p>JL responded to say that more could be done in this area. Staff do go overseas to international conferences and are involved with international organisations and best practice is brought back to the Trust.</p>
09-24	<p>Questions received in advance of the meeting</p> <p>There were none.</p>
10-24	<p>Any other business</p> <p>The Chair thanked all that had attended the AGM, and the teams for their work to organise the meeting. She reminded all those present that the organisations strategy will be shared at the public Board meeting in November 2024 and that the meeting is open to all to attend and observe.</p> <p>There was no further business and the Chair closed the meeting.</p>