

Bundle Annual governors meeting/ annual members meeting 16 September 2026

Agenda attachments

00 A – front cover

00 B– AGM agenda 2026 FINAL

- 1.26 Welcome, apologies, declarations of interest and introductory comments
Angela McNab, interim Trust Chair
- 2.26 Draft minutes of the meeting held on 23 September 2025
Angela McNab, interim Trust Chair
Minutes– AGM– 2025 DRAFT V1
- 3.26 QVH review of 2025/26 (Annual report 2025/26) and plans for the year ahead
Abigail Jago, acting Chief Executive Officer
- 4.26 Summary of 2025/26 audit findings
Rebecca Lister, Azets LLP
- 5.26 Questions from the public
Angela McNab, interim Trust Chair
- 6.26 QVH Council of Governors
Janet Hall, Lead Governor (Public Governor)
- 7.26 East Grinstead Community Diagnostic Centre
Ashley Hunt, Deputy Chief Operating Officer
- 8.26 Questions from the public
Angela McNab, interim Trust Chair
- 9.26 Questions received in advance
Angela McNab, interim Trust Chair

Annual Governors' Meeting Annual Members' Meeting

Wednesday 16 September 2026

13.00-14.30

Education centre QVH / Microsoft Teams (hybrid)



Annual Governor Meeting/Annual Member Meeting
Wednesday 16 September 2026 13.00-14.30
Education centre, QVH (location 40) / Microsoft Teams (hybrid meeting)

AGM/AMM			
Welcome and introductions			
Ref	Item	Mode	Timing
01-26	Welcome, apologies, declarations of interest and introductory comments <i>Angela McNab, interim Trust Chair</i>	<i>Verbal</i>	<i>13:00</i>
Standing items			
Ref	Item	Mode	
02-26	Draft minutes of the meeting held on 23 September 2025 <i>Angela McNab, interim Trust Chair</i>	<i>Enclosed</i>	<i>13.10</i>
Annual report and accounts 2025/26			
03-26	QVH review of 2025/26 (Annual report 2025/26) and plans for the year ahead <i>Abigail Jago, acting Chief Executive Officer</i>	<i>Presentation</i>	<i>13.15</i>
04-26	Summary of 2025/26 audit findings <i>Rebecca Lister, Azets LLP</i>	<i>Presentation</i>	<i>13.30</i>
05-26	Questions from the public <i>Angela McNab, interim Trust Chair</i>	<i>Verbal</i>	<i>13.45</i>
Presentations			
06-26	QVH Council of Governors <i>Janet Hall, Lead Governor (Public Governor)</i>	<i>Presentation</i>	<i>13.55</i>
07-26	East Grinstead Community Diagnostic Centre <i>Ashley Hunt, Deputy Chief Operating Officer</i>	<i>Presentation</i>	<i>14.05</i>
08-26	Questions from the public <i>Angela McNab, interim Trust Chair</i>	<i>Verbal</i>	<i>14.15</i>
Questions received in advance			
09-26	Questions received in advance <i>Angela McNab, interim 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 14 September 2026). Please forward questions to qvh.corporategovernance@nhs.net clearly marked "Questions for the AGM".</i>	<i>Verbal</i>	<i>14.25</i>

Document: Minutes (Draft & Unconfirmed)																																																									
Meeting:	AGM/AMM Tuesday 23 September 2025 6pm, Education centre, QVH/ MS Teams (hybrid meeting)																																																								
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Members of the public/ staff	19 public members 12 members of staff 5 stakeholders																																																								
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1-25	Welcome, apologies, declarations of interest and introductory comments 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 SOL, AS, DH, DP and CF as above. 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. There were no declarations of interest other than those recorded on the register of interests.																																																								

2-25	Draft minutes of the meeting held on 16 September 2024 The draft minutes from the meeting held on 16 September 2024 were received and approved as a true and accurate record of that meeting.
3-25	QVH review 2024/25 (Annual report 2024/25) and plans for the year ahead AJ presented a summary of the Annual report and accounts 2025/26 (available in full on the Trust's website), plans for the year ahead and an update on the Trust's membership strategy. Key highlights from the presentation included: • QVH was rated best in the country in the 2024 CQC Adult Inpatient Survey and was the highest scoring hospital in the country in the 2024 Children and Young People Survey. 93% of QVH staff said that they would recommend the care provided at QVH to family and friends • QVH has a strong membership of just under 7000 people. The Trust values its membership as a key way to keep its local communities informed and hear first-hand experiences of care provided to help to make decisions about how services are developed • QVH met its financial plan and achieved a breakeven position for 2024/25. The Trust's financial position will become more challenging during 2025/26, with a requirement of a £7.5m cost reduction • The Trust declared significant control issues within its Annual governance statement for 2024/25. During the year, the Trust had challenges with contracting, procurement and compliance. An action plan is in place to address these challenges and a recent internal audit has confirmed significant improvement. The Trust is committed to continued improvement in this area • During the year, the Trust opened its new local anaesthetic unit, has designed its new electronic patient record (EPR) and community diagnostic centre (CDC) and has launched its continuous improvement programme and QVH Strategy 2025-2030 • The QVH Strategy 2025-2030 was developed in line with national and local policy. The Trust's vision is to be a centre of excellence for reconstruction and sleep and to provide an offer for the local population • During 2025/26, the Trust must focus on securing a strategic partnership. In order to thrive, QVH must adapt to build resilience and ensure it remains sustainable for the long term. The Trust is progressing partnership opportunities that support the delivery of its strategy and delivers long term sustainability for QVH services • AJ extended thanks to all QVH staff and volunteers for their hard work during the year. The annual report and accounts 2025/26, update on the Trust's membership strategy and the update on the Trust's forward plan were received.
4-25	Summary of 2024/25 audit findings AR presented the summary of the Azets LLP 2024/25 audit findings against the requirements. He reported that Azets issued an unqualified audit opinion on the 2024/25 accounts with no significant adjustments. The Trust achieved a breakeven position for 2024/25, although some savings were delivered non-recurrently. The audit work did not identify any significant weaknesses in financial sustainability. The audit work did identify significant weaknesses in governance arrangements during 2024/25 related to contracting, procurement and compliance. These issues were identified by the Trust which acted promptly to take the appropriate action. AR thought that the Trust's response to these issues was strong. He confirmed that the auditors will follow up in the 2025/26 audit to ensure that that the Trust has embedded improvements.

	AR confirmed that there were no weaknesses identified related to economy, efficiency and effectiveness. The summary of 2024/25 audit findings and auditor's annual report were received.
5-25	Questions from members and members of public The Chair invited questions regarding the Annual report and accounts 2024/25 and the summary of audit findings for the period. One member commented that the communities within Edenbridge value QVH and its services. There were no questions.
6-25	QVH Council of Governors JRH (deputy Lead Governor) presented an overview of the work of the Council of Governors during the year to the members. Key highlights from the presentation included: • 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- welcome to seven new public governors who joined the Council of Governors during the period. Three public governor vacancies remain • Key areas of focus- NHS ten year plan, QVH strategy 2025-2030, additional licence conditions, land sale • Improvements- relationship with the Board, working groups, informal Council meetings, departmental visits The Chair thanked JRH for his presentation which was noted.
7-25	Facial palsy service at QVH RK, consultant plastic surgeon, joined the meeting to share a presentation about the facial palsy service at QVH, the challenges patients have being diagnosed and that work that he and the team do to help others set up their own facial palsy units. KH, a facial palsy patient, joined the meeting to share his experience of being a facial palsy patient at QVH. KH explained that his facial palsy started in 2006 after being diagnosed with a benign tumour. He was referred to QVH and met with a psychologist which struck him as being caring. He later met with RK who explained his care options in a great amount of detail and his operation was successful. He had further operations and has ongoing botox. He had tried to receive care more locally to him but felt QVH continues to provide the best care for him. He shared that the facial palsy care at QVH in his view is exceptional. The Chair thanked both RK for sharing information about the world class facial palsy service and KH for sharing his experience as a patient, which is invaluable. She wished KH well for the future.
8-25	Questions from members and members of public The Chair invited questions regarding the Council of Governors and facial palsy presentations. The following questions were asked and responses given. Question

	How many patients does the facial palsy unit treat each year? <u>Response</u> RK responded to confirm that the facial palsy unit treats c.4000 patients each year. There were not further questions received.
9-25	Questions received in advance of the meeting There were none. The Chair thanked all that had attended the AGM, and the teams for their work to organise the meeting. There was no further business and the Chair closed the meeting.