

Annual General Meeting

MEETING
17 September 2025 13:00 BST

PUBLISHED
15 September 2025

Agenda

Location
The West Stand, AFC Telford, Wellington

Date
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Time
13:00 BST

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5	2024/25 Financial Overview - Our Annual Accounts	Deputy Chief Finance Officer	13:25	-
6	ACE Award Annual Winners	Chair in Common & Chief People Officer	13:30	-
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MINUTES OF THE ANNUAL GENERAL MEETING

HELD AT THE RAMADA HOTEL, TELFORD

AT 2.00PM ON THURSDAY, 3 OCTOBER 2024

PRESENT

Chair and Non-Executive Members

Mr. Andrew Morgan	(Chair in Common)
Ms. Tina Long	(Non-Executive Director)
Mr. Peter Featherstone	(Non-Executive Director)
Ms. Alison Sargent	(Non-Executive Director)
Mr. Harmesh Darbhanga	(Non-Executive Director)

Executive Members

Ms. Patricia Davies	(Chief Executive)
Ms. Sarah Lloyd	(Director of Finance)
Dr. Mahadeva Ganesh	(Medical Director)
Ms. Claire Horsfield	(Director of Operations & Chief AHP)
Ms. Clair Hobbs	(Director of Nursing)
Ms. Shelley Ramtuhul	(Company Secretary/Director of Governance)

In Attendance

Ms. Stacey Worthington	(Minute Taker)
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There were approximately 40 members of the public, staff and speakers in attendance.

1. Welcome and apologies

On behalf of the Board, Mr Morgan welcomed all present to the AGM. He had recently been appointed as Chair in Common of Shropshire Community Health Trust (ShropCom) and Shrewsbury and Telford Hospitals Trust (SaTH). Mr Morgan summarised his background, he had retired as Chief Executive of an NHS Trust in June. Mr Morgan thanked Ms Long for her service as Acting Chair.

Apologies were received from Ms Cathy Purt (Non-Executive Director) and Ms. Jill Barker (Non-Executive Director).

2. Minutes of the AGM held on 5 October 2023

The minutes of the last AGM were received and approved.

3. Chair's introduction

Mr Morgan asked Ms Long to provide the Chair's Introduction.

Ms Long stated that she was looking forward to working with Mr Mogan. She stated that it had been a busy year for the Trust with many exciting developments. Services had been

established and embedded in sustainable ways, such as the Virtual Ward, which was in its infancy 12 months ago but was now embedded into the System.

Ms Long summarised the Chair's Awards she had presented over the last 12 months and the staff and patient stories that had been shared with the Board.

Ms Long praised the work the Trust had done with working with communities, System colleagues and local Councillors, particularly around Bishops Castle, which had been a real success story. Ms Long said that the foundations were now in place to build on.

4. Guest Speakers

Mr Morgan welcomed the guest speakers and advised that there would be four teams showcasing services across the Trust.

Social Prescribing in the Prison Service

Ms Helen Newton and Ms Debbie Saklatvala discussed the social prescribing in Stoke Heath prison. Building on the previous work in relation to Health Champions where prisoners were trained and supported to support other prisoners, the prison had introduced social prescribing.

The scheme had been successful and there was real evidence of improvements in their confidence and ability to work with others. The scheme included food behind bars, where the prison had established its own garden where produce could be grown and cooked in the prison kitchens. The service had a number of plans in place for development, such as a park run and keeping bees to produce Stoke Heath honey.

Several stories were shared of prisoners involvement with the scheme and the benefits it had for them. The scheme enabled health champions to gain a qualification and music therapy had been very popular.

Family Nurse Partnership – Dudley 0-19 Service

Ms Laura Pritchard provided a presentation on the Family Nurse Partnership service, which worked with young, first time mums under 19 years old, from their pregnancy until their child turned 2 years old. The programme was evidence based and encouraged them to believe in themselves.

The outcomes were clear and the team developed really strong relationships with the mums and families. There were excellent public health outcomes from the scheme; breastfeeding rates were high and smoking cessation had improved. Attendees heard feedback from the clients and that they often keep in contact with the nurses years afterwards.

Care Transfer Hub

Ms Sharon Huckerby and Ms Amber Bugler advised that the Integrated Discharge Team had transformed into the Care Transfer Hub on the 1st October. The team was made up of different staff groups including nurses, social workers and admin staff. The model had been developed with all System partners.

The service had positive outcomes, including reducing the average length of stay, and the team consistently met its KPIs. The Care Transfer Hub would embed and develop the work already done, and there were plans in place for development, including

collation with brokerage from the Local Authorities and aligning communications. The team wanted to 'pull' patients rather than waiting for them to be referred at point of discharge.

District Nurses – Patient Safety Huddles

Ms Laura Edmond, Ms Sarah Jones and Ms Jayne Carter discussed the district nursing teams across the Trust, noting that they covered a huge range of services and a large geographical area. The service had 8 teams covering specific areas, and within those teams, each had 4 smaller teams. Each Band 6 District Nurse could hold a caseload of 100 patients.

Previously, there had been no set handovers and each team worked in silo. The Trust had established twice daily patient safety huddles, each lasting 30 minutes. They were structured and utilised digital technologies as much as possible. The teams had really benefited from senior oversight and support.

The teams previously carried significant vacancies, but now staff feel valued and are waiting on substantive posts to be available within the team. Student Nurses want to come back to the team once they have qualified.

5. Chief Executive's Review of 2023/24

Ms Davies' presentation included an outline of who we are and the population we serve, the services we provide, a review of 2021/22, this year's (2022/23) priorities, and our Ambition.

In terms of the population we serve, the key facts were detailed:

- Population – 511,000
- 1,347 Sq miles
- The Trust employed approximately 1,600 people

Ms Davies described the broad range of services provided by ShropCom, across 6 key areas, including:

- Urgent Care & Specialist Services
- Adult Community Services
- Planned Care
- Children and Families
- Vaccination Service
- Corporate / Support Services

In relation to achievements and celebrations, Ms Davies highlighted some of these, including:

- Welcoming back Dudley 0-19 Services
- Meeting 2023/24 financial targets
- Reopened inpatient beds at Bishops Castle Community Hospital
- Opened two rehab and recovery units in acute settings
- Healthy Smiles roadshows
- The Trust had won a series of national awards

Ms Davies outlined the 2024/25 strategic priorities and introduced the 'ACE' values. There were three key priorities for 2024/25:

- Looking After Our People
- Caring For Our Communities
- Managing Our Resources

6. Our 2023/24 Quality Account and Look Forward

Ms Hobbs summarised the Trust's Quality Account, highlighting the hard work by all teams in the last 12 months.

There were four key priorities:

- Looking After Our People – there had been huge success following the Bishops Castle Campaign. The Trust was working closely with higher education establishments and colleges and exploring new pipelines of training and development. Schwartz Rounds had taken place to support staff and the Trust's wellbeing days were receiving good feedback.
- Patient Engagement and Experience – there had been 54 recorded observe and act visits, which were initially a ShropCom initiative and has now become national scheme. Patient Stories had been heard regularly by the Board, both where things had worked well and when they had not, so the Trust could learn from these.
- Digital – the Trust had an electronic patient record and was trialling a virtual assistant, which had received positive feedback. The performance dashboard was coming through all committees, to ensure that each received the right level of assurance.
- Patient Safety – there had been significant work in the last 12 months in relation to this. The Trust had been using the patient safety response plan and the Trust was developing the PSIRF agenda, with the first thematic review taking place. There had been a new Freedom to Speak Up Guardian and there had been an increase in the number of questions coming through, which was positive.

7. Our 2023/24 Financial Performance and Annual Accounts

Ms Lloyd advised that the full set of accounts was available on the Trust's website for all to view.

This had been another excellent year for the Trust, and the Trust had met every financial target and obligation. Ms Lloyd noted this was a team effort and thanked all staff for their work in making this happen. The Trust had delivered a small surplus and had fully spent its capital allocation. The Trust's auditors had provided an unmodified opinion. There were no matters that Ms Lloyd needed to bring to the meetings' attention.

In regard to the Value for Money arrangements, Ms Lloyd highlighted the report of the auditor that they recognised our strong track record and governance arrangements, which enabled us to make good decisions and how positively the Trust worked with System partners.

The vast majority of the Trust's income was from the local commissioner and the Trust was working closely with partners across the System, ensuring that money was spent in the best and most efficient way possible.

Most of the Trust spending was on staffing costs, and Ms Lloyd stated that staff were like a jigsaw, with each piece coming together to deliver quality care. There had been an increase

in agency spending last year, linked to the opening of new services at speed as the new staff had been recruited but had not had time to join before the new services opened.

The CIP target had been exceeded by £400k, which was outstanding for a Trust of this size. In terms of Capital spending, there had been an end of life suite established at Whitchurch Community Hospital, and lovely feedback had been received from staff and families. Solar panels had been installed at Bridgnorth, supporting the Trust's green agenda and reducing energy bills.

8. Staff Recognition

Ms Boyode encouraged all staff to complete the national NHS staff survey and discussed the importance of staff feedback. Staff culture was fundamental to how people felt within an organisation and leaders create that environment.

Ms Boyode and Ms Davies formally launched the ACE awards, to acknowledge colleagues and the roles they have played in our organisation. There would be an individual and a team winner for each category and then an overall winner. The categories would be:

- Agile – We Create a simplicity to allow us to be responsive at pace to meet the needs of our community – continuously improving and learning as we go.
- Cohesive – We work together to deliver our services to our community – acting with integrity, inclusivity and transparency.
- Empowered – Decisions are made by those with the best information – people have permission to act – safely, quickly and accurately.

Ms Davies said that the 'ACE' wording had been chosen by staff, in the areas they wanted to focus on. The Trust wants to recognise special people and teams, who embody the value of this organisation.

Ms Davies then presented two special awards that highlight and represent the work of the Trust over the last year:

Richenda Treharne and Lauren Carter

Following an email from a patient's family for their care and compassion for a patient at the end of their life.

The IPC Team

The team were small but cover a wide range, and always go above and beyond. They always receive positive feedback on the support they offer and are always flexible.

9. Public Questions

None received.

10. Conclusion

Mr Morgan stated that it had been a very enjoyable meeting, with many fantastic things shared. He said he was proud of what had been achieved. The national direction was going towards what the Trust had always offered and this was our moment to shine.

Mr Morgan thanked all for attending and formally closed the meeting.