

PHIN Annual General Meeting 12th December 2019

Meeting held at Chandos House, 2 Queen Anne Street, London W1G 0LQ.

Attendees

Member representatives	
Rob Anderson	Aspen Healthcare
Doug Wright	Aviva
Annabel Bentley	AXA PPP Healthcare
Hannah Kirby	The Benenden Trust
Steven Luttrell	BMI Healthcare
Greg Swarbrick	Bupa UK
Dr Robin Clark	Bupa UK
Paolo Pieri	Circle Health
Sarah Cottam	Circle Health
Rosemary Hittinger	Federation of Independent Practitioner Organisations
Cliff Bucknall	HCA International
Tim Cross	HCA International
Saba Anjum	Healthcare Management Trust
Mahmood Shafi	Nuffield Health
Rachel Wheeler	Nuffield Health
Viv Heckford	Ramsay Health Care UK
Justin Ash	Spire Healthcare
Claire O'Neil	Vitality Health
Charlie McEwan	Western Provident Association
Jo Jenner	Spencer Private Hospitals Ltd

PHIN Directors	
Dr Andrew Vallance-Owen	Chairman
Matt James	Chief Executive
Jayne Scott	NED/Vice Chair
Prof Sir Cyril Chantler	NED
Don Grocott	NED
David Hare	NED
Michael Hutchings	NED
Natalie-Jane Macdonald	NED
Prof Sir Norman Williams	NED
Gerard Panting	NED (Apologies received)

Non-voting guests	
Mark Sherlock	Brebners
Sam Colclough	Brenbers
Dr Brian Donley	Cleveland Clinic
George Brenton	Competition & Markets Authority



Nigel Mercer	FSSA
Emily Okwuosa	Great Ormond Street Hospital
Christine Mozzamdar	The Hospital Group
Sally Taber	ISCAS
Neil Hubbard	PPF
Teresa Sheperdian	The Royal Marsden Hospital
Jenny Levett	ULAJO

PHIN Staff - In Attendance	
Jonathan Finney	Member Services Director
Jon Fistein	Chief Medical Officer
Jack Griffin	Finance & Commercial Director
David Minton	Chief Medical Officer
Mona Shah	Director of People & Process (Company Secretary)
Robert Atherton	Data Protection Officer
Anne Coyne	Consultant Relationship Manager
Megan Dunaway	Hospitals Relationship Manager
Aleksander Gould	Office Manager/EA to Matt James
Lea McMahon	Product Manager
Peter Mills	System Information Manager



Minutes of the meeting

At 11.00 the Chair welcomed Members to the formal Annual General Meeting, and advised that the Notice of the AGM would be taken as read. AVO informed the meeting that 19 Member representatives were expected and 15 were present, fulfilling the requirements for quorum per PHIN's Articles of Association.

In his introductory remarks, AVO reflected on 25 years working in the independent sector where his constant focus had been on the patient customer, examples including his work on shared decision making, patient information and patient reported outcome measures (PROMs). The work on the routine collection of PROMs in the late 90s in what was then Bupa Hospitals had started as a result of the Rodney Ledward scandal. Building on that work in patient engagement the NHS established the National PROMs Programme.

Retiring from Bupa in 2012, AVO took on the chairmanship of the PHIN Board. The Competition Commission (now the CMA) published its remedies in 2014 and very few had understood the enormity and complexity of the task set. PHIN now had over 40 million events in its database. It had been a hard slog for both providers and PHIN; engagement has been difficult, GDPR and consent issues have added to the complexity and, not surprisingly, mistakes have been made. Initially and for some time, despite all the effort, there had been little to show publicly but now that would change as, in the next week, PHIN would be announcing the publication of infection rate and PROMs data on its website.

In 2020, there would also be an increasing focus on the information needs of healthcare consumers because, fundamentally, this is where the choice of public or private healthcare is made. Early in 2020 there was likely to be criticism of the sector in two reports; therefore the publication of this new information on the PHIN website was timely. AVO thanked all concerned for the work already done but added that there was still a lot to do; however, by working together through this difficult process, the information now being published would, hopefully, begin to add real value to patients, healthcare consumers and to the independent sector at large.

AVO invited Jayne Scott (JS), Chair of PHIN Audit & Risk Committee to present the Annual Report and Accounts. JS highlighted the key figures for the meeting including the income generated resulting in a small surplus for the year. Reserves stood at just in excess of 5 months operating costs and the target was 6 months. JS added that governance was taken very seriously across the organisation and the auditors, Brebners, had remarked how well controlled the processes and systems were in PHIN.

Justin Ash (JA - Spire Healthcare) remarked that PHIN had managed to build a good reserve figure and produced a glossy annual report, as the following year was a year for consolidation, could the Board give assurance that there would not be any increase in subscription fees.

JS responded that assurance could not be given that there would not be any fee increase but reiterated that the finances were very carefully managed and also the aim to hold a 6 months operating reserve was good practice in any business.



The following Ordinary Resolutions were proposed to the meeting;

- a. **Resolution 1: to accept the Minutes of the 2018 AGM** and this resolution was carried unanimously.
- b. **Resolution 2: to accept the Annual Report and Accounts for 2018-19** and this resolution was carried with one abstention.

No other questions were raised by the members.

There being no other business the Chair drew the formal business of the AGM to a close at 11.15.

