



***Minutes of a Trust Board Meeting held on Thursday,  
30 January 2014, 2.00pm at Mourne Country Hotel, 52 Belfast Road,  
Newry, Co Down, BT34 ITR***

**Present:**

Mr P Archer	Chairman
Mr L McIvor	Chief Executive
Ms A Paisley	Non-Executive Director
Prof M Hanratty	Non-Executive Director
Mr R Mullan	Non-Executive Director
Mr N McKinley	Non-Executive Director
Dr J Livingstone	Non-Executive Director
Mrs S McCue	Director of Finance & ICT
Mr B McNeill	Director of Operations
Dr D McManus	Medical Director
Ms R O'Hara	Director of Human Resources and Corporate Services

**In Attendance:**

Ms P Burn	Executive Administrator (Temp)
Miss K Baxter	Senior Secretary

**Welcome and Format of the Meeting**

The Chairman opened the meeting by welcoming members of the public and Trust Board.

**1.0 Apologies**

No apologies were received.

**2.0 Procedure: Declaration of potential Conflict of Interest / Pecuniary Interests  
Quorum.**

No potential conflicts of interest / pecuniary interests were declared and the Board was confirmed as quorate.

**3.0 Minutes of the Previous Meeting of the Trust Board held on 28 November 2013**

Members accepted the Minutes as a true reflection of discussions held on the proposal of Ms Paisley, seconded by Professor Hanratty.

**4.0 Matters Arising**

**4.1 10,000 Voices Campaign**

An update was given by the Chairman who confirmed that the Trust had been

involved in discussions over funding issues with Mary McMahon and members of her staff from Public Health Agency.

It was agreed that benchmarking would take place with regional ambulance services and other trusts regarding management costs.

The Director of Finance and ICT confirmed that she would bring benchmarking paper to next Audit Committee for further discussion.

## **5.0 Chairman's Business**

### **5.1 Chairman's Update**

The Chairman gave a brief outline of his diary commitments since the last Board meeting.

### **5.2 Visit to Newry Station**

The Chairman applauded the work of this busy station when Trust Board members were able to meet with the Area Manager and Station Officers at the station.

It was noted that there was a lack of space in the station especially in the changing/toilets areas.

Mr Livingstone queried why there was only one PC in the Station. Mrs McCue confirmed that infrastructure was currently being reviewed.

Ms Paisley thanked the staff for their hospitality at station visit.

## **6.0 Chief Executive's Business**

### **6.1 Chief Executive's Update**

The Chief Executive gave a brief outline of some of his activities since the last Board meeting:

- The Chief Executive and Director of Operations met with representatives from HSC Board re managing Emergency Department demand and creation of an electronic dash board which was going to be made available to Trusts to measure patient movements through A&E and ambulance turnaround times.
- The Chief Executive attended a meeting with HSC Board re Emergency Department closures in South Eastern Trust
- The Chief Executive visited A&E Departments in Royal Victoria Hospital and Antrim
- The Chief Executive attended major incident which occurred at Royal Victoria Hospital
- The Chief Executive along with Directors and the Chairman attended Mid Year Assurance and Accountability meeting with the Department.

## 6.2 Transforming Your Care Update

An update was provided by the Chief Executive who confirmed that he was due to attend TYC Transformation Programme Board meeting on Friday 31 January 2014 and reported that the programme is still at amber as per previous update given.

The following issues were highlighted:

- Transitional funding and investment for the rest of this financial year and next
- Chief Executive and Director of Human Resources and Corporate Services seeking external support for implementation
- Director of HR & CS attended workshop on TYC where she highlighted NIAS position
- It was confirmed that NIAS received approval for TYC proposal 13/14 and 14/15 of £495,000
- £60,000 was approved for Programme Management

## 7.0 Performance Report as at 31 December 2013

The Chief Executive presented the Performance Report. He referred members to page 6 of the document which outlined an overview of the Strategic Aims and Objectives.

The Chief Executive reported that the Trust was still unable to achieve the Cat A call target, but assured that the Trust was working with HSCB on this issue; it was also discussed at the Mid Year Assurance meeting on 9<sup>th</sup> January. There were a number of reasons for this, one being a geographical issue. .

### Operations

The Director of Operations updated members on his report. He referred to page 103 of the document which set out performance charts showing monthly cumulative position 2013/2014 as at December 2013 of Cat A calls.

The following issues were discussed by the Director of Operations:

- The Trust is achieving 68.5% of the regional target of 72.5%.
- Northern Division is under achieving at 60.5% of the LCG target of 65%.
- The hard work of managers and staff in RMC who worked extremely hard over December covering shifts due to holidays and sickness was commended.
- The full effect of winter pressures has not yet been experienced yet and these will be ongoing over the next couple of months.
- It was noted that good progress had been made with the HALOs working in Emergency Departments assisting to reduce ambulance turnaround times to less than 30 minutes.
- There were a number of ongoing issues such as staff being stood down for meal breaks, shifts with late finishes etc.

It was stated that the Trust will not meet the Cat A target by end of year but it was

important to focus on plans to address it next year. The new automated call system should contribute to improvement plans.

Reference was made to the report presented to the In Committee meeting on ambulance turnarounds and page 110 of the Performance Report for the turnaround times in main hospitals in December 2013.

Of note, although Northern LCG lost 2.1% of Cat A calls there had been an exceptional 20% rise in Cat A activity and a 16% increase in the number of Cat A calls responded to within 8 minutes.

A question was asked about a 'Physical Assault with a weapon' incident in Emergency Ambulance Control which had been reported. This referred to an abusive telephone call with the caller threatening the call taker.

### **Finance & ICT**

The Director of Finance & ICT presented her report highlighting that the Trust was on track to delivering financial breakeven in 2013/14 on the basis of the key assumptions including Agenda for Change noted in the paper. She also pointed to Service Developments and Bridging Funding.

She reported that plans needed to be put in place for the savings required in 2014/15, recognising that bridging funding is unlikely to be available and that savings required will have risen to a cumulative total of £3,047,000 for 2014/15.

The following issues were raised:

- The feasibility of the delivery of the Ballymena site project was being reviewed
- £4,195k was to be spent on Fleet by end of year.

It was noted that if plans to spend capital funds on Fleet were not achieved in the current year they may not be available to NIAS in 2014/15.

### **Human Resources & Corporate Services**

The Director of Human Resources and Corporate Services updated members on her report. The following issues / comments were raised :

- Three Directorates are currently green on absence target with the exception being Operations who were under performing with a absence figure of 7.78%
- It was noted that South Division had worked hard at reducing absenteeism figures although a high percentage of staff were on to long term sickness due to musculoskeletal injuries
- A new Addiction Policy was currently being worked on
- Flu vaccinations was discussed and new clinic arrangements for next year are to be put in place to allow more staff to get vaccinations
- KSF was noted with NIAS being quoted as a good example for other Trusts at a recent workshop
- The workforce information on permanent and temporary contracts (pages 120 & 103) was discussed.

Tribute was paid to colleague, Gillian Humphreys who died on the evening of

Tuesday 28 January. Gillian worked at HQ and was based in the Training and Quality Assurance Unit. She was an esteemed colleague and was very much involved and committed to the Job Evaluation and Agenda for Change processes as a Trade Union lead.

### **Medical**

The Medical Director presented his report. The following issues/comments were raised:

- Page 83 reported on Serious Adverse Incidents along with findings/learning outcomes and recommendations which have been implemented
- One serious incident following which the employee was suspended and was awaiting the completion of Police investigation
- Page 89 reported on Patient Client Experience Standards and illustrated patient satisfaction surveys, which had been tested in the third and fourth quarters of 2013/14. Since then Mrs Wilkinson has developed a NIAS specific questionnaire which will be used in future. It was asked if the Trust has looked into including questions directed at experience of using Ambulance Services in government household questionnaires.
- Page 98 was a new clinical and quality patient outcome measure including report that showed the number of FAST positive patients who were transferred to stroke centres.

## **8.0 Items for Approval**

### **8.1 Business Continuity Strategy and Business Continuity Policy**

The Medical Director confirmed that this Strategy and Policy had been presented to the Assurance Committee on Monday 27 January 2014. Dr McManus now presented a revised version as two amendments had been requested

1. Amended review dates have been included
2. Removal of Appendix 2 as this had been inserted inadvertently

Board approval was given on the proposal of Mr McKinley and seconded by Professor Hanratty.

Professor Hanratty left the meeting at 15.50.

### **8.2 Proposal for Implementation of Revised Booking Procedure for scheduled Non – Emergency Ambulance Transport (Patient Care Services)**

The Director of Operations presented this paper. He confirmed that this proposal had been completed in partnership with Commissioners to manage / review efficiency savings in PCS area. It was confirmed that 208,000 journeys were received by the service each year, with 56% PCS and 44% VCS.

The proposal describes the booking process including the Trust requesting

more information on the requirements of the patients, which will enable the patient to be matched with the correct vehicle and skill mix of staff depending on their requirements.

Page 12 Appendix 3a was a sample of the questionnaire that will be used when considering if a patient needs an ambulance transfer.

A Board member queried initials MP being used in appendices and said that it would be clearer if this was spelled out in full as it is not always used for Medical Practitioner.

The process of the procedure was that it would go to public consultation, then comments would be considered and sent to Department for approval.

The consultation paper was welcomed by the Board.

Board approval was given on the proposal of Mr McKinley and seconded by Miss Paisley.

## **9.0 Items for Noting**

### **9.1 Draft responses to consultation on Community Resuscitation Strategy for Northern Ireland**

The Director of Operations presented the Strategy.

It was noted that the Medical Director and Chief Executive had been involved in the development and delivery of the strategy through the Working and Steering Groups respectively.

The key themes of the Strategy were noted.

It was recognised that NIAS had a large role in the strategy going forward as it would be NIAS who would receive the initial calls to out-of-hospital cardiac arrest.

### **9.2 Staff Satisfaction Survey Action Plan 2013-2016**

The Director of Human Resources and Corporate Services presented the action plan for noting.

It was confirmed that the action plan had been presented to Assurance Committee along with a presentation from Assistant Director of HR&CS on Monday 27 January 2014.

It was reported that the Action Plan had been developed to address key areas that the Trust needed to tackle.

There were a number of actions which would need to be carried out alongside normal core HR&CS business plus actions arising from the Mid Staffordshire Review.

Ms Paisley welcomed the action plan and asked how the actions would be

communicated to staff and especially the 34% of staff who indicated that they felt that their work was not recognised.

The Director of HR&CS confirmed that the action plan and findings would be placed on the internet and sent to managers for distribution.

Ms Paisley suggested placing an article in NIAS news.

**10.0 Application of Trust Seal**

It was confirmed that Trust Seal has not been used since the last Trust Board meeting.

**11.0 Forum for Questions**

No questions were received.

**12.0 Any Other Business**

None.

**Date, Time and Venue of Next Meeting**

The next meeting of the Trust Board will be held on Thursday 27 March 2014 in the Western Division (venue to be confirmed).

The Chairman thanked those present for attending and called proceedings to a close.

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_  
**Chairman**