



***Minutes of a Trust Board Meeting held on
Thursday, 4 June 2015 at 2.00pm, in the Boardroom, NIAS Headquarters, SITE
30 Knockbracken Healthcare park, Saintfield Road, Belfast, BT8 8SG***

Present:

Mr P Archer	Chairman
Mr L McIvor	Chief Executive
Mr N McKinley	Non-Executive Director
Mr W Abraham	Non-Executive Director
Mrs S McCue	Director of Finance & ICT
Mr D McManus	Medical Director

In Attendance

Miss K Baxter	Executive Administrator (T)
Mrs J Pattison	Senior Secretary (T)

Welcome and Format of the Meeting

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

1.0 Apologies

Ms R O'Hara, Director of Human Resources & Corporate Services
Mr B McNeill, Director of Operations
Professor M Hanratty, Non-Executive Director
Mr T Haslett, Non-Executive Director
Dr J Livingstone, Non-Executive Director

**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 2 April 2015.

The Members accepted the minutes as a true reflection of discussions held on the proposal of Dr D McManus, seconded by Mrs S McCue.

Action: Approved

4.0 Action Log

4.1 Update on Appointment of Non-Executive Directors

The Chairman advised Members that three new Non-Executives had

been appointed to the Board. Mr William Abraham and Mr Trevor Haslett commenced their appointment from 18th May 2015 and that Mr Alan Caldwell would commence his appointment from 1st August 2015 once Professor M Hanratty's term expires.

4.2 Industrial Action Update

The Chief Executive gave the Board an Overview on Industrial Action and highlighted the following.

It was a challenging two week period with staff working to rule from 27 April to 12 May 2015 inclusive and with Unite the Union having a full day Industrial Action on 6th May 2015.

Comparing 27/4/15 – 10/05/15 with previous two week period:

- There was an increase in Cat A responses
- There was little change in total volume of responses
- Cat A response within 8 minutes was down on previous two weeks.
- Cat A calls conveying response within 21 minutes was down on the previous two weeks.
- A&E shifts covered were down compared with the previous two weeks
- RRV shifts covered were down compared with the previous two weeks.

Comparing 27/4/15 – 10/05/15 with previous year period:

- There was an increase in Cat A responses
- There was a small reduction in overall volume of responses
- Cat A responses within 8 minutes was down
- Cat A calls conveying within 21 minutes was down
- A&E shifts covered were down
- RRV shifts covered were down

5.0 Chairman's Business

5.1 Workshop

As the Trust Board meeting today was held in NIAS Headquarters the Members did not attend a Station Visit. Instead a Trust Board Workshop was held in which the Trust Delivery Plan was discussed.

5.2 Chairman's Update

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

6.0 Chief Executive's Business

6.1 Chief Executive's Update

The Chief Executive highlighted to members that Industrial Action Planning had taken priority and that lessons learned from this period would be implemented in future planning. He also highlighted that work had commenced on the Annual Report/Governance Statement. This is now complete.

7.0 Performance Report as at 30 April 2015

7.1 Operations

In the absence of the Director of Operations the Chief Executive updated members on the report. The following issues/comments were raised:

As at the 31st March 2015

- Category A Performance (Page 57) - it was highlighted that Cat A calls had increased by 12% compared to the same timeframe of last year. This averaged out at around 18 more calls per day.
- Introduced revised management of rest periods is amber, however revised management directive is in place for control officers to manage Emergency Ambulance Rest Periods. Future work is ongoing through Ops JCG.
- It was reported that the timeliness to 999 calls, including Cat A calls remains a concern
- Recruitment Programme - all paramedic vacancies have been filled and a schedule is in place for remaining vacancies.

A highlight report for the month of April 2015 performance was provided indicating continuing issues with delivering timely response exacerbated by industrial action. Plans to address response performance are in development within the operations directorate, alongside efforts to secure additional investment in response capacity.

Finance and ICT

The Director of Finance & ICT updated members on her report. The following issues/comments were raised:

As at the 31st March 2015:

- The Board were directed to Page 74 which relates to Financial Performance. The Director of Finance & ICT indicated that the financial position at the end of March 2015 was a small surplus of £22k and the Trust is currently forecasting breakeven. This position and all risks and assumptions are subject to the

completion of final accounts and review by External Audit. The Chairman congratulated the Finance Team on meeting the tight time deadlines

- The Board were directed to Page 75 which relates to capital spend. The Director of Finance & ICT indicated that the Trust had received a revised Capital Resource Limit (CRL) of £5.703m (previously £5.665m). The increase was in respect of small variances against the forecasted expenditure at year end for both Ballymena and Enniskillen Ambulance Stations. The Trust has also received approval from the DHSSPS to apply £5k of receipts from the sales of fixed assets towards capital expenditure. The Director highlighted that all figures are subject to the completion of final accounts and review by External Audit.
- The Board were directed to Page 78 which relates to Prompt Payment of Invoices. The Director of Finance & ICT highlighted to the Board that the target of 95% of invoices paid within 30 days was not achieved in 2014/15. This was largely due to the days of processing lost during preparation for and implementation of the new Finance, Procurement and Logistic (FPL) System. However the established ten working day target of 40% had been achieved.
- The Board were directed to Page 83 which relates to Freedom of Information. The Director of Finance & ICT indicated that 76.7% of requested had been processed within 20 working days as at the end of March 2015 and that there has been an increase in FoI requests of 37%.
- The Board were directed to Page 86 which relates to Data Protection (14/15 –PRF patients Numbers Comparison). The Director of Finance & ICT highlighted that there are 191K paper records in storage and that the e-PRP Business Case recognises the value of moving from these multiple paper records to electronic format.

The Director of Finance & ICT did not give a verbal update on April 2015 performance but it was noted.

Human Resources and Corporate Services

In the absence of the Director of HR&CS the Chief Executive updated members on the report. The following issues/comments were raised:

As at the 31 March 2015

- The Board were directed to Page 87 which related to Sickness Absence. The Director of HR&CS previously reported that Sickness Absence was a challenge regionally. It has been identified by the system calculation of sickness absence percentage, which has resulted in an apparent significant increase in sickness absence percentage across all Trusts. However the cause has now been identified and a change request process has been initiated to amend the system calculation accordingly. The

process remains ongoing and percentage sickness absence figures will not be reported until the matter is resolved.

- The Board were directed to Page 107 which related to Annual Mandatory Training Workbook. The Chief Executive highlighted that this remains red as the Operational Directorate were unable to release staff due to workforce pressures to complete these workbooks.
- The Board were directed to Page 119 which related to Complaints. The Chief Executive highlighted to the Board that complaints had increased. Comp/840 was noted which had a learning outcome on where work would commence to revise local policies to deal with second calls and requests for 'estimated time of arrival'. The Chief Executive directed the Board to Page 124 in relation to Compliments. It was noted that Compliments are received even when there has not been a positive outcome for the patient.

An update on April 2015 performance was not given but was noted.

Medical

The Medical Director presented his report. The following issues were discussed:

As at 31 March 2015:

- Emergency Planning Report (Page 135)
- The Medical Director advised the Board that the Emergency Planning Annual Report was currently in draft form and was being reviewed by the Public Health Agency (PHA) prior to completion. The final report will be presented at the next Trust Board Meeting on the 6 August 2015.

ACTION: Medical Director to present completed Emergency Planning Annual Report at the next Trust Board Meeting on the 6 August 2015.

- The Medical Director provided an explanation to Trust Board of the percentages of patients who suffered an Out- of-Hospital Cardiac Arrest who have a Return of Spontaneous Circulation (ROSC) on arrival at Hospital following resuscitation. While the overall ROSC rate had fallen in keeping with response performance, the percentage of patients with ROSC in the so-called Utstein subgroup, that is those with a witnessed cardiac arrest with bystander CPR and a heart rhythm amenable to defibrillation, had significantly increased and was comparable to other UK ambulance services.
- The Medical Director advised the Board that the Trust was performing well in relation to the performance measures for patients with actual or suspected stroke with, for example, 100% compliance with the FAST assessment, and also meeting targets

for transportation within the agreed timeframes to hospitals that can provide stroke assessment and lysis if appropriate.

The Medical Director commented to the Board that the format of his report going forward would evolve to reflect Trust objectives and strategic priorities with the development of appropriate performance measures.

7.2 Chief Executive Report

The Chief Executive referred the Board to Page 5 of the 2014/15 which outlined an overview of the Strategic Aims and Objectives.

- The Board were referred to page 14 of the report; which outlined Delivery of Cat A Response performance in line with the Health & Social Care Board (HSCB) targets. This remains red as Cat A Performance, is currently 57.7% against the target of 72.5%. The Chief Executive highlighted that we reached 57.7% for the year and there was a clear impact on service and that this would be given priority going forward.
- The Board was referred to page 16 of the report which outlined AfC Harmonisation. It was highlighted that harmonisation is included on the JCNC Terms and Conditions Sub Group work plan and that progress had been delayed by resource issues and service pressures, however proposals are being reviewed by Management. Trade Unions have highlighted concerns in respect of this area.
- The Board was referred to page 25 of the report with outlined Saving Proposals. It was highlighted that steps to maintain financial balance are being progressed where appropriate and that contingency measures have been implemented.
- The Board was directed to Page 26 which relates to Prompt Payment of Invoices. The Director of Finance & ICT highlighted to the Board that the target of 95% of invoices paid within 30 days was not achieved in 2014/15 and this was largely due to the days of processing lost during preparation for and implementation of the new Finance Procurement and Logistic (FPL) System. However the established ten working day target of 40% had been achieved.

The Chief Executive referred the Board to the Corporate Risk Register (Page 143) and the following issues / recommendations were made.

- Trade Unions "Notice to Employer" of an official ballot for Industrial Action – Risk ID 220
Recommendation: The Chief Executive highlighted to the Board that this remains a high level risk and should remain on the Corporate Risk register. This was agreed by all.

ACTION: Trade Unions "Notice to Employer" of an official ballot
Industrial Action remain on the Corporate Risk

Register.

- Financial Stability – Achieving Financial Balance 2014/15 – Risk ID 253

Recommendation: The Chief Executive highlighted that this risk is indicated at a high/medium level and should remain on the Corporate Risk Register. This was agreed by all.

ACTION: The Financial Stability – Achieving Financial Balance 2014/15 should remain on the Corporate Risk Register.

- Organisational Cohesion – Risk ID 241

Recommendation: Risk is now closed as it has met its target level following Trust Board and should be removed from Corporate Risk Register. This was agreed by all

ACTION: Remove Organisational Cohesion from Corporate Risk Register

- Balancing Statutory Responsibilities – Risk ID 243

Recommendation: It was noted that this presents as a low risk, however the Chief Executive would recommend to the Board that this risk remains on the Corporate Risk Register. This was agreed by all.

ACTION: Balancing Statutory Responsibilities remain on the Corporate Risk Register.

- Public Perception – Risk ID 245

Recommendation: The Chief Executive highlighted to the Board that this risk should be removed from the Corporate Risk Register and added onto the Local Risk Register with the opportunity to reframe. This was agreed by all.

ACTION: Remove the Public Perception Risk from the Corporate Risk Register and add onto the Local Risk Register with the opportunity to reframe.

- Linking Funding to Demand – Risk ID 246

Recommendations: The Chief Executive highlighted that in the absence of the Director of Operations this risk should remain on the Corporate risk Register with the opportunity to reframe. This was agreed by all.

ACTION: Linking Funding to Demand risk remain on the Corporate Risk Register with the opportunity to reframe.

The Chief Executive highlighted that the Performance report going forward will re-formatted and key indicators will be presented in a new way.

8.0 Items for Approval

No Items.

9.0 Items for Information

9.1 Patient Stories – Belfast Division

Dr McManus presented Patient Stories from NIAS users to the Board from the Belfast HSC Trust as part of the 10,000 Voices campaign. It was noted that most, but not all, of the service-users' experiences of NIAS reported in the stories were positive.

9.2 NIAS Disciplinary Procedures & Trusts Disciplinary Rules

The Chief Executive presented the Disciplinary Procedures to the Board and explained that the purpose was to encourage all employees to achieve and maintain appropriate standards of conduct, performance and behaviour. Both documents have been prepared by the regional Human Resources Policy Group. It was noted that there was a typing mistake on Page 5, second line. NMC should read HCPC.

9.3 Capability Procedures

This was presented to the Board and explained that the purpose was to provide guidance and protocols through which managers can address employee capability concerns with a fair, appropriate and consistent approach.

10.0 Items for Noting

10.1 Application of Trust Seal

The Trust Seal has not been used since the Enniskillen Project on the 9 March 2015.

10.2 Senior Level Recruitment

Noted

10.3 Review of Commissioning

Noted

10.4 Patient Experience Annual report 2014/15

Noted

10.5 HSC Trust's response to Donaldson Report

Noted

11.0 Forum for Questions

No questions were received.

12.0 Any other Business

None

13.0 Forward Agenda

No Items

Date, Time and Venue of Next Meeting

The next meeting of Trust Board and AGM will be held on Thursday, 6 August 2015 at 2.00pm in NIAS Headquarters, Site 30 Knockbracken Healthcare park, Saintfield Road, Belfast.

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

Signed:



Chairman

Date:

6.08.15

