



***Minutes of a Trust Board Meeting held
Thursday, 3 December 2015 at 2.00pm, in The Burrendale Hotel and Country
Club, 51 Castlewellan Road, Newcastle, Co Down, BT80 8NG***

Present:

Mr P Archer	Chairman
Mr L McIvor	Chief Executive
Mrs S McCue	Director of Finance & ICT
Dr D McManus	Medical Director
Mr J Wright	Acting Director of Operations
Mr N McKinley	Non-Executive Director
Mr A Cardwell	Non-Executive Director
Dr J Livingstone	Non-Executive 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

Mr B McNeill, Director of Operations
Ms R O'Hara, Director of Human Resources & Corporate Services
Mr T Haslett, Non-Executive Director
Mr W Abraham, 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 1 October 2015.

The members accepted the minutes as a true reflection of discussions held on the proposal of Dr J Livingstone, seconded by Mr A Cardwell.

Action: Approved

**4.0 Matters Arising:
Action Log**

All actions completed and can be removed from the log.

Matters Arising

None

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 Newcastle Ambulance Station

The Chairman on behalf of the Board paid tribute to the staff and Officers of Newcastle Ambulance Station. The Chairman stated that this was an interesting visit but members were only able to talk to Officers and see the facilities as the crew were out on a call. Dr Livingstone commented that he has been a member of the Board for three years and it is very useful to visit stations and communicate with staff.

During discussion it was suggested that the Board should visit the Royal Victoria Hospital to see the changes in Emergency Department admissions.

ACTION: Chairman to contact the Chair of the Belfast Trust to arrange site visit for members to the Royal Victoria Hospital.

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 which included the following:-

- 18 November 2015 – attended a Strategic Leadership Group meeting.
- 19 November 2015 – attended Directory of Services (DOS) meeting.
- 27 November 2015 – attended a Transformation Programme Board meeting. The Chief Executive commented that a Transforming Your Care Newsletter has been issued by NIAS.
- Work is ongoing in relation to Performance Improvement Plan to improve Category A performance over the busy Christmas period.
- Work ongoing in relation to Financial Planning 2015/16 and 16-17 Budgetary Controls.
- 2 December 2015 – Engagement took place in relation to Air Ambulance following a public meeting on the 30 November 2015. The Chief Executive commented that it was good to see this development progressing.

7.0 Performance Report as at 31 October 2015

7.1 Operations

The Acting Director of Operations updated members on the report. The following issues/comments were raised:

As at the 31th October 2015:-

The Acting Director of Operations informed the Board that the Operations Directorate Report is comprised of three sections:-

- (1) an analysis of performance against demand and the various contributing factors;
- (2) a brief synopsis of key Control & Communication elements of the Service and the relevance to performance; and
- (3) Fleet and Estates.

The Acting Director of Operations gave a brief update on Performance and it was noted that :-

- Category A Performance in October was 57%. From August to October there was an increase of 3.6% in emergency activity.
- Recruitment is still ongoing.
- Voluntary Ambulance Service (VAS) and Private Ambulance Service (PAS) supplementing our position
- Meetings between RRV paramedics and RRV Controllers are to be held to refocus attention.
- Regional taxi contract for transporting low dependency patients commenced 1 December 2015.

The Acting Director of Operations gave a brief update on Control and it was noted that:-

- There was a focus on RRV.
- The splitting of East desk for a week in December and for a week in January 2016 for comparison.
- IAED accreditation ongoing and the figures indicate we remain on the continuum towards gaining accreditation.
- A number of awards have been presented re Baby Born and Cardiac Life Saver.
- There will be a new report tabled at next Trust Board meeting identifying the risk associated when a call is coded too high or too low.
- NIAS Directory of Services (DOS) now live / MDT changes.

The Acting Director of Operations gave a brief update on Fleet and Estates and it was noted that:-

- Age profile of fleet continues to improve.
- The Fleet Strategy is in the papers. The main focus is on size and design of PCS fleet.
- Telemetry rolling out to assist green call response and safety.
- Contracts now in place for maintenance and recovery.
- Environmental Group, Facilities Group, are examples of work being undertaken.

Finance and ICT

The Director of Finance & ICT updated members on the report. The following issues were raised.

As at the 31st October 2015:

- Page 1 - NIAS Savings Proposals Summary 2015/16. It was highlighted that the Trust is working to deliver savings of £1.2m in 2015/16 and on track to achieve.
- Page 2 - Financial Performance. The Director of Finance and ICT indicated that the financial position at the end of October 2015 was a small surplus of £3k, However the Trust is currently forecasting a breakeven position at year end (31 March 2016), subject to a number of key risks and assumptions. In particular EMT, Paramedic and RRV Paramedic staff are currently being paid without prejudice, at Band 4 and Band 5 on account, subject to the outcome of the matching process.
- Page 3 - Capital Spend. The Director of Finance & ICT indicated that the Trust had received a Capital Resource Limit (CRL) of £7.608m (previously £7.481m) for 2015/16. This has been allocated against Fleet Replacement, Estate and IT and General Capital. The Trust was allocated £0.563m to allow for the completion of the planned fleet replacement programme for 2015/16, is included in the CRL of £7.608m.
- Page 5 - Prompt Payment of Invoices. The Director highlighted that performance figures had been updated in October (Month 7) and performance for the month had met and exceeded the target set for the first time in the year. The target of 95% of invoices paid within 30 days will not be achieved cumulatively for the year 2015/16. This was largely due to the days of processing lost due to implementation of the new Finance, Procurement and Logistic (FPL) System. However a range of plans are in place to improve and maintain performance in this area over the rest of the year, however the cumulative target of 95% of invoices within 30 calendar days can no longer be met. The established 10 working day target is currently at 50% and NIAS will be working towards the regional target of 60%.
- The Director of Finance updated the Board on page 7 - Information Technology Systems – System Availability.
- Page 10 and the Director of Finance highlighted summary of new projects carried out by the Information

Team to support the operational performance management which includes data monthly analysis.

- Page 11 - Freedom of Information activity. The Director of Finance indicated that 76% of requests had been processed within 20 working days from 01/04/15 – 31/10/15. This additional 19 questions received against the same monitoring period of 2014/15 with request in total being down by 19. The Director also highlighted that from 01/04/15 – 31/10/15 80% of requests under DPA processing (subject access) were processed within 40 calendar days.

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 31st October 2015:

- Page 2 - Job Evaluation. The Chief Executive highlighted that NIAS continues to face significant industrial relations issues and challenges. The Trust has received a response from the RQA Team and a Communiqué providing an update to Staff would be issued on Friday 11th December 2015.
- Page 2 - Recruitment Activity. The Chief Executive informed members that Ambulance Care Attendants (ACAs) have commenced with their training nearing completion and Emergency Medical Technicians (EMTs) commenced training in November. Work is ongoing to finalise offers for a further cohort of EMT's and ACAs in 2016.
- Page 4 - Attendance Management. The Director highlighted that the percentage absence calculation within HRPTS has recently been fixed and further Trust Board Reports will include percentage sickness figures. It was also highlighted that the HR Department supports Attendance Management in line with its Health & Wellbeing Attendance Management Action Plan and HR provide professional advice and support to managers to support management of attendance. SLA meetings continue between HR and Occupational Health as do meetings with Care Call to address prevalent issues related to staff absence e.g. Stress Management.
- Page 5. The Chief Executive highlighted that NIAS continues to face significant industrial relations issues and challenges. The Trade Unions notified Management Side on 21 July 2015 at Joint Consultative Negotiating Committee (JCNC) that they were withdrawing from all job evaluation processes. Management are continuing to manage this situation.
- The Chief Executive advised members that Transforming Your Care will receive 700k non-recurrent funding for 2016-17.
- The Board were directed to Page 4 of the TYC Report and the Chief Executive highlighted that delay to Job Description matching had set back recruitment to the Clinical Support Desk. However contingency plans were agreed at Transformation Modernisation Programme Board on 13 October 2015 for 3 month pilot of enhanced GP model from 2nd December 2015.

- The Chief Executive briefed members on Complaints / Compliments and highlighted that there is good engagement through the Complaints Workshop. It was noted that 18% of Complaints are being responded to within 20 days.
- It was stated that the full Complaints Report and the Patient Experience Stories be reinstated into the Human Resources and Corporate Services Trust Board Report.

- ACTION**
- 1) The Director of Human Resources & Corporate Services to issue Communiqué to staff.
 - 2) Director of Human Resources & Corporate Services to reinstate the full Complaints Report and Patient Experience Stories into the Trust Board report.

Medical

The Medical Director updated members on the report. The following issues/comments were raised:

As at the 31st October 2015:

- Updates to the Trust's Major Incident Plan approved by Trust Board on 1 October 2015 have been made as part of the ongoing two yearly cycle of review. The Plan is currently being printed and will be distributed in both hard copy and electronic format for easy access by Officers during an incident. A review of on call arrangements to support emergency planning incident response and Business Continuity is being undertaken and recommendations will be brought forward in Quarter 4.
- Implementation of the Regional Community Resuscitation Strategy has been slow. The Implementation Group chaired by the Medical Director continues to meet and a number of workstreams are ongoing. NIAS submitted a bid for recurrent funding in December 2014 to support a team of Community Resuscitation Development Officers in accordance with the Strategy but are still awaiting a decision from HSCB. The Board were advised that if funding is declined further implementation of the initiative will be significantly curtailed. NIAS continues to support the Strategy and tribute was paid to the staff involved and for their ongoing work which in the absence of funding, is in addition to their normal roles. An electronic map is being developed to show the location of defibrillators which will further enhance responses involving the public. It was suggested by Board Members that the Chairman write to the Health Minister with a request that support be given in relation to the implementation of the Strategy.
- A revised Patient Report Form (PRF) was introduced in August 2015. Some minor amendments were identified and these have been addressed. Feedback from staff has been positive and will be presented to the Assurance Committee in December 2015.
- Electronic Patient Report Form (ePRF) – an outline Business Case has been submitted to the Department and agreed by them and is

now ready for submission to the Department of Finance (DFP). NIAS are still awaiting confirmation of conditional support for revenue funding from Commissioners and a decision has been delayed and had been expected at the end of September 2015. NIAS will continue to press the HSCB for a decision to avoid any further delays which would impact on project deadlines.

Mr McKinley asked if Performance Reports containing raw data could have a simple narrative drawing the Board's attention to specific insights and issues.

ACTION: Chairman to consider how best to secure support for the Implementation of the Regional Community Resuscitation Strategy.

7.2 Chief Executive Report Trust Delivery Plan Report on Commissioning Priorities 2015-16

The Chief Executive updated the Board on the Trust Delivery Plan Report on Commissioning Priorities.

8.0 Items for Approval

8.1 Fleet Strategy 2014-2019

Due to an oversight by the Operations Directorate, the Fleet Strategy has already been implemented prior to receiving Trust Board approval. Trust Board approved the Strategy retrospectively.

Action: Approved.

9.0 Items for Information

None

10.0 Items for Noting

10.1 Minutes of Assurance Committee held on 6 October 2015

Noted

10.2 Annual Quality Report 2014/15

Noted

11.0 Application of Trust Seal

- The Trust Seal was used on the 18 August 2015 for the Licence for Newtownards Ambulance Station.
- The Trust Seal was used on the 19 November 2015 for the Lease for Newmills Ambulance Station Coleraine.

12.0 Forum for Questions

No questions were received.

13.0 Any other Business

None

14.0 Summary & Forward Agenda

No Items

Date, Time and Venue of Next Meeting

The next meeting of Trust Board will be held on Thursday, 4 February 2016 at 2.00pm in Southern Division (venue to be confirmed).

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

Signed: _____


Chairman

Date: _____

4/2/16