



***Minutes of a Trust Board /AGM Meeting held on Thursday,
26 September 2013, 2.00pm at NIAS Headquarters,
Knockbracken Healthcare Park, Saintfield Road, Belfast. BT8 8SG***

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
Dr D McManus	Medical Director
Mr B McNeill	Director of Operations
Ms R O'Hara	Director of Human Resources & Corporate Services

In Attendance:

Mrs M Crawford	Executive Administrator
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

None.

**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.

Suspension of Standing Orders

The Chairman suspended Standing Orders to allow the Annual General Meeting to take place.

3.0 ANNUAL GENERAL MEETING

i. Presentation of Annual Report 2012/13

The Finance Director presented the Annual Accounts by giving a presentation which summed up the financial performance for the past year.

ii. Presentation of Annual Accounts 2012/13

The Chief Executive presented the Annual Report outlining the activity for the past year and the challenges for the year ahead.

iii. Question & Answer Session

- Waiting times at emergency departments was raised and whether the Trust can do more to alleviate the matter and make the receiving Trust more responsive for patients when they arrive at the hospital as the receiving hospital's waiting time targets do not begin until they formally accept the patient.
- The Trust is pushing the Commissioners to secure funding for Hospital Ambulance Liaison Officers (HALOs) and to engage with Trusts to get them to accept their responsibility. The HALO's are making a significant contribution and the situation is improving. The Trust is working with the Commissioners regarding handover of patients. It was noted that if a patient is seriously ill the handover is prioritised.
- The use of photographs by the media which shows ambulances sitting outside A&E departments was questioned as this may raise public perception that NIAS was at fault
- It was advised that NIAS have no control over the use of these photographs.
- The Annual Report was well received by the Board and they enquired if the report is sent to the media.
- Annual reports are usually sent to other Trusts, GPs, and MLAs. The media will be included in the distribution list this year.

ANNUAL GENERAL MEETING CONCLUDED

Reinstate Standing Orders

The Chairman advised that the business of the public meeting would now continue.

4.0 Minutes of the Previous Meeting of the Trust Board held on 25 July 2013

Members accepted the minutes as a true reflection of discussions held on the proposal of Prof Hanratty seconded by Dr Livingstone.

5.0 Matters Arising

5.1 Queens Ambulance Medal

The Chairman advised that he has written to Mr William Newton on behalf of

the Board congratulating him on being awarded the Queen's Ambulance Medal.

5.2 10,000 Voices Campaign

The Chairman advised that he has written to the Public Health Agency in regard to the non inclusion of funding for NIAS.

6.0 Chairman's Business

6.1 Chairman's Update

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

7.0 Chief Executive's Business

7.1 Chief Executive's Update

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

- World, Police & Fire Games. This event went well and the Emergency Planning Officer attended the City Hall where he was presented with a framed note of appreciation.
- All Ireland Fleadh in Londonderry. NIAS played their part in this event and the Trust has shared learning with other agencies.
- Completed the land purchase for the Ballymena Station.
- Enniskillen Business case has been submitted
- Telephone conference with Chief Executive of the Ambulance Service in the South of Ireland. This meeting is part of Co-operation and Working Together (CAWT). Further engagement will take place with more information being shared between North and South.
- A key development is the opportunity for joint bids for European funding and the Trust is working collectively to pursue goals.
- GP Out of Hours meeting. This process does appear to have stalled and an update was provided at the meeting. The role of NIAS is central and the Trust remains committed to this project.

7.2 Transforming Your Care Update

An update was provided by the Chief Executive who advised that along with the Medical Director he met with the leads of Integrated Care Partnerships (ICP). Ambulance Service Area Managers (ASAMs) will act as the point of contact for ICPs. The leads of ICPs have been invited to NIAS to give them a better understanding of the Trust's work. Investment proposals have been

submitted for programme support along with service delivery models. The ICP leads appear to be very interested in the Trust's ideas regarding alternative care pathways. NIAS has requested that ICPs share a table of plans to enable input from the Trust which will provide sound footing going forward.

- Will funding sit with the ICPs?
- Funding will not sit with ICPs. Local Commissioning Groups will retain responsibility for funding.
- How much responsibility will the ASAM's have?
- Their role is undefined at this stage. The ASAMs and Medical Director will be looking at ICP proposals/developments and making connections to the NIAS TDP to see how it fits.

8.0 Performance Report as at 31 August 2013

The Chief Executive presented the Performance Report highlighting that SA2 and SO2.2 on Page 6 should be coded as amber.

Operations

The Director of Operations updated members on his report. He wished to thank operational staff for their work in the various large events over the summer. Staff worked hard to ensure that these events were supported along with normal business. The following comments/issues were raised:

- During Trust Board visits it has been noted that there is limited shower and rest facilities for staff, does the Trust have the opportunity for input into the designs of new stations?
- The Trust is involved at the initial consultation which takes on board the views of local Managers and staff.
- Is there any progress on the Capacity Assessment Project with Commissioners?
- The Trust is working with the Commissioners on a 'demand analysis'.

Finance & ICT

The Director of Finance & ICT presented her report advising that it is anticipated that at this stage of the year the Trust is on target to breakeven by yearend with a small deficit of £30K, however this is subject to a series of assumptions.

- Will the Trust migrate from Blackberry to a new provider and is there a risk to patient care.
- NIAS use Blackberry extensively and the Trust will need to source another platform; however they are not used for patient care.
- The Trust is required to review management costs and prepare a report for approval by the Board and the Department. The Board would like to be assured that there are no further monies to be saved in this area.
- A report will be prepared and presented to Trust Board for approval.

Action: Paper to be presented at Trust Board.

Human Resources & Corporate Services

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

It was noted that sickness absence remains a priority for Managers and a number of vacant posts have been filled. There is also more certainty around funding this year.

- The staff survey sheds light on the culture of the organisation which needs to be addressed and some responses appear out of line with what the Board would expect. The Board is aware that a robust process is in place to deal with sickness absence and they welcome engagement with staff to hear how they feel first hand.
- The Trust operates within national guidelines. Staff will feel that their ability to influence and shape the organisation is limited.
- There appears to be high levels of sickness within the Emergency Control Room.
- This is a challenging environment in which to work with long shifts. The Trust is engaging with staff on options to improve practice. It was noted that there has been a recent change in the management structure within the control room and the situation has improved.
- Has the Trust benchmarked with other UK ambulance services to ensure best practice.
- The Trust has benchmarked with other services through the Association of Ambulance Chief Executives (AACE) Forum and other groups. The staff survey is being analysed and a realistic action plan will be developed.

The Director of HR&CS updated members on the current position in regard to Job Evaluation for the three AfC posts ie Paramedic, RRV Paramedic and Emergency Medical Technician. The Trust is disappointed to report that there is no outcome at present. The Job Evaluation leads have met with the Regional Joint Chairs and the matter has now been referred to a full Regional Quality Assurance (RQA) panel.

Medical

The Medical Director presented his report. He wished to thank the Emergency Planning Team for their management of the various events throughout the summer. The team has received a number of compliments and have been invited to give a presentation in London as an example of exemplary practice. The following issues/comments were raised:

- What is the current position on business continuity and where is the Trust in the development of this process?
- Progress has been delayed because of the number of events that have taken place however it will now be a priority for the emergency planning team. The Trust has managed a number of incidents which demonstrated that current business continuity and resilience plans have been effective.

9.0 Business Services Transformation Programme

The Trust went live at the end of June 2013 with the Finance, Procurement and Logistic system and everything has gone reasonably well so far. The Director of Finance wished to thank staff for their hard work in the implementation of the new system. The new HR system is planned for March 2014.

The board wished to extend their thanks to the staff of both the HR and Finance departments for their work in the planning and implementation of the new systems.

10.0 Proposed Schedules

10.1 Trust Board Meetings & Committee Meetings for 2014

Noted.

10.2 Board Workshops

The Board agreed to the schedule put forward for workshops with the first to take place on Thursday, 24 October 2013.

Apologies were noted for Mr McKinley, Prof Hanratty and Dr McManus

11.0 Items of Approval

11.1 Risk Management Strategy

The Risk Management Strategy has been considered by the Assurance Committee and a number of amendments has been made to the document.

The strategy was approved on the proposal of Mr Archer and seconded by Prof Hanratty.

Action: Approved.

12.0 Items for Noting

12.1 NI Ombudsman Annual Report 2012/13

Noted.

12.2 Section 75 & Disability Discrimination Order Annual Progress Report.

Noted.

13.0 Application of Trust Seal

The Trust Seal has been used for the purchase of land from Ballymena Borough Council for the new Ballymena Station. The Chairman advised that although he is an Independent Member of the Audit Committee of Ballymena Borough Council he was not directly involved in either the sale or purchase and therefore there is no conflict of interest.

14.0 FORUM FOR QUESTIONS

No questions were received.

15.0 Any Other Business

None.

Date, Time and Venue of Next Meeting

The next meeting of the Trust Board will be held on Thursday, 28 November 2013 at NIAS HQ

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

Signed: _____

Date: _____
Chairman