



PRIVATE & CONFIDENTIAL

***Minutes of Trust Board held
Thursday 01 June 2017 @ 2.00pm in the
Silverbirch Hotel, Gortin Road, Omagh, BT79 7DH***

Present:

Mr W Abraham	Non-Executive Director (Acting Chairman)
Mr A Cardwell	Non-Executive Director
Mr T Haslett	Non-Executive Director
Mr S Devlin	Chief Executive
Mr B McNeill	Director of Operations

In Attendance:

Dr D McManus	Former Medical Director NIAS
Mr P Nicholson	Assistant Director of Finance
Ms M Lemon	Assistant Director of HR, Equality, PPI & Patient Experience
Ms H Coard	Senior Secretary
Mr A Watterson	Administration and Complaints Manager

1.0 Apologies

The following apologies were noted:

Mr P Archer	Chairman
Dr J Livingstone	Non-Executive Director
Ms R O'Hara	Director of HR & Corporate Services
Mrs S McCue	Director of Finance & ICT

2.0 Procedure: Declaration of potential Conflict of Interest / Pecuniary Interest / Quorum

No potential conflicts of interest/pecuniary interest were declared. The Board was confirmed as quorate.

3.0 Minutes of the previous meeting of Trust Board held on 06 April 2017

Minutes were approved on the proposal of Mr T Haslett and seconded by Mr A Cardwell.

4.0 Matters Arising

There were no matters arising.

5.0 Chairman's Business

In the absence of the Chairman no updates were available.

6.0 Chief Executive's Business

CE outlined activities and meetings attended since the last Trust Board. These included;

- A visit to the new Cancer Centre located at Altnagelvin Hospital Londonderry.
- Enniskillen Station visit.
- Meeting with Mr Chris Hassard MLA.
- Meeting with Margaret Ritchie MLA.
- Regional Department of Health meeting.
- Represented NIAS on the Transformation Innovation Group.
- Two conferences AACE and NICON.
- Reform process (work ongoing).

7.0 Performance Report as at 31 March 2017

7.1 Highlight Reports by Each Director

Operations Directorate

The Director of Operations gave the following update to Trust Board:

- The EMD award scheme rewards certificates and badges for "999 High Compliance", Exemplary Customer Service, Baby Born, Cardiac Life Saver and Non- Cardiac Life Saver to staff in recognition of the contributions from staff.
- An update on the summary of trends was given. It was noted that this has been a difficult year for NIAS and work continues with the Demand & Capacity Review.
- In addition to internal awards the International Academies of Emergency Dispatch held a conference in Dublin in March 2017 and five NIAS Emergency Medical Dispatchers (EMDs) were nominated and shortlisted. Kelly Anne McKee was chosen to receive the award. The Board wished to send their congratulations to Kelly Anne.
- The Response Time Performance Report outlines the cumulative NI Cat A performance in March 2017 = 51% which reveals a 2.5% downturn from the same period in 2016. The cumulative demand of Cat A calls has increased by 1.2% = 670 more calls compared to the same period in 2016. The total Emergency demand (999 + Card 35) has increased by 4.7% = 9482 which is equivalent to 26 more calls per day compared to same period in 2016. Ambulance Turn Around Times continue to cause significant pressure on NIAS response and availability.
- NIAS are currently working through a Demand & Capacity Review and are moving towards an Ambulance Response Programme (ARP) model and are currently working with Commissioner support. This review will be completed by the end of July 2017 and will help shape the way forward over the coming years.

- New staff members have now taken up position and have positively impacted on Operational pressures.
- All conversions to Fleet have now been completed.
- Replacement of the new Ambulance Station in Enniskillen commenced in November 2016 and is scheduled to be completed by September 2017.

Finance & ICT Directorate

Mr Nicholson gave the following update on behalf of the Director of Finance & ICT to Trust Board:

Financial Performance

- The Trust is currently reporting a small draft surplus of £1k for year ending 31 March 2017. This was in the context of a £66.4m Revenue Resource Limit (RRL) allocation. The draft position, and all risks and assumptions contained within it, are subject to the completion of Final Accounts and review by External Audit.
- A capital programme of £8.9m had been delivered and the Trust was reporting a £4k underspend against the capital resources that had been allocated in the year. The profile of the capital schemes had resulted in expenditure of nearly £6m in March 2017, largely on replacement medical equipment and the continuing replacement of ambulances in line with the fleet replacement strategy.
- NIAS are the only Trust to reach the 95% target in relation to payment of invoices within the 30 day agreed time frame. Work will continue to maintain and improve performance in this area. The Trust Board expressed their gratitude in achieving these results.

Information Technology Systems – Developments

- HSCNI and NIAS were not directly affected by the recent national cyber-attack.
- IT work continuously to manage any threats to systems and there are a range of measures in place to minimise as much as possible any risks to systems from such attacks.
- A planned fixed wire-testing procedure was deferred and will now take place at a later stage. The planned upgrade of the Finance, Procurement and Logistics (FPL) system had also been deferred.

Information Governance – Developments

- An action plan for outstanding items is currently being developed in relation to Control Assurance.
- Requests under FOI have greatly increased and the Disclosure Log continues to be updated.

- Reports from PSNI, Solicitors and other outside bodies have also increased in number over recent months. This potentially may be an area for monitoring.

Human Resources Directorate

Ms Lemon gave the following update on behalf of the Director of HR&CS to Trust Board:

- There is some movement in relation the Job Evaluation process in that the Trade Unions have recently re-entered negotiations and are currently working through the backlog.
- New posts are being prioritised at present and good progress has been made to date in relation to Helicopter Emergency Medical Service Paramedic (HEMS), Community Resuscitation Development Officers (CRDO) and Clinical Support Desk Paramedic posts.
- Sickness continues to be a significant issue and NIAS have been unable to reach the target set to reduce sickness by 5% over the past year.
- NIAS are not performing well in relation to sickness levels on a Regional basis.
- Operations are currently undertaking a benchmarking exercise in relation to sickness absence. There are some difficulties getting information from other Trusts.
- All national Ambulance Services, including NIAS, were nominated for a Chartered Institute of Public Relations Award for the Ambulance Day media campaign in November 2016.
- A new Management Attendance Procedure was discussed and agreed at a meeting with Trade Unions (31/05/2017). Training will need to take place for Managers in relation to this and is currently in the early development stages.
- A Health and Wellbeing working group has been established with priority focus on two key projects; a Peer Support Model for staff dealing with trauma and a partnership project in conjunction with Unison in relation to Health Promotion.
- Ways to increase the Trust profile should be highlighted and awareness raising events are planned over the coming weeks. Much positive work has been undertaken in relation to Patient Experience and this work was commended by the Board.
- An update on current complaints/compliments was given. An update on the Complaints Policy and Procedure was given and a request to extend the policy to facilitate participation in regional policy work stream was approved by the Board.

Medical Directorate

Dr McManus gave the following update to Trust Board as follows:

- The Emergency Planning Annual Report should be brought to Trust Board prior to submission to HSCB.

- Work is ongoing in relation to the Trust's Business Continuity Strategy and Policy. Once finalised this will be submitted to Trust Board for approval.
- A review of Incident Reporting was delayed due to workload pressures however this is now underway.
- A revised Regional Serious Adverse Incident (SAI) reporting procedure is now in place and NIAS continues to participate in the learning outcomes from SAIs regionally.
- No Healthcare Acquired Infections (HCAIs) were reported within the Trust during the year.
- An audit of Personal Protective Equipment (PPE) has taken place and the tool was developed in conjunction with RQIA and NIAS are now included in the Regulation and Quality Improvement Authority (RQIA) programme of unscheduled infection control and prevention inspections. NIAS can now access expert advice on Infection Prevention from a Microbiologist facilitated by the South Eastern Health & Social Care Trust.
- The Risk Manger will liaise with the Chief Executive in all matters associated with risks.
- The Trust are extremely disappointed over the lack of progress in relation to the Electronic Patient Report Form (EPRF) and how valuable this would be in many aspects of all future developments. Trust Board fully support the need for this.
- Recruitment of the Operational Lead for HEMS was delayed due to the job evaluation process and the outcome regarding this is still awaited.
- The HEMS Management Board has been established and Terms of Reference for this are agreed and in place.
- We are pleased to report recruitment has now begun in relation to CRDO posts. This is an excellent development and will make a huge contribution to NIAS.

8 Items for Approval

8.1 Management of Aggression Policy

Approved on proposal of Mr T Haslett and seconded by Mr A Cardwell.

8.2 HSC Equality Action Plan

Approved on proposal of Mr T Haslett and seconded by Mr A Cardwell.

8.3 Disability Action Plan

Approved on proposal of Mr T Haslett and seconded by Mr A Cardwell.

9 Items for Information/Noting

9.1 Assurance Committee Minutes (04/05/2017)

Approved on proposal of Mr T Haslett and seconded by Mr A Cardwell.

9.2 Audit Committee Minutes (19/01/2017)

Approved on proposal of Mr T Haslett and seconded by Mr A Cardwell.

9.3 Audit Committee Terms of Reference (Revised 2017)

Approved on proposal of Mr T Haslett and seconded by Mr A Cardwell.

9.4 Complaints Policy & Procedure – Extension of Renewal Date

Noted

10 Forum for Questions

There were no questions asked.

11 AOB

Presentation to Dr D McManus

Mr Devlin thanked Dr McManus for his invaluable contribution to NIAS and Trust Board over many years and all agreed he would be greatly missed. All wished him every success in the future.

Date, Time and Venue of Next Meeting

The next scheduled Trust Board meeting will be held on **Thursday 17 August 2017 @ 2.00pm, NIAS Headquarters, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG and will include the AGM.**

Signed: _____

(Chairman)



Dated: _____

17.08.17