



***Minutes of the Annual General Meeting and the Trust Board Meeting
held Thursday, 4 August 2016 at 2.00pm
in the Boardroom, NIAS HQ, Site 30, Saintfield Road, Knockbracken Healthcare
Park, Saintfield Road, Belfast, BT8 8SG***

Present:

Mr P Archer	Chairman
Mrs R O'Hara	Chief Executive (Interim)
Mrs S McCue	Director of Finance & ICT
Mr B McNeill	Director of Operations
Dr D McManus	Medical Director
Mr A Cardwell	Non-Executive Director
Mr W Abraham	Non-Executive Director
Mr N McKinley	Non-Executive Director
Dr J Livingstone	Non-Executive Director
Mr T Haslett	Non-Executive Director

In Attendance:

Miss K Baxter	Senior Secretary
Ms I McFarland	Senior Secretary (A)

The Chairman opened the meeting and thanked members of the Trust Board for their attendance.

1.0 Apologies

Mrs M Lemon, Director of HR & Corporate Services (Interim).

2.0 Procedure:

Declaration of potential Conflict of Interest: Quorum

No potential Conflicts of Interest 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.

ANNUAL GENERAL MEETING

i. Presentation of Annual Report 2015/16

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

ii. Presentation of Annual Accounts 2015/16

The Finance Director provided a presentation on the financial performance for the year through an analysis of the Annual Accounts for 2015/16.

iii. Question and Answer Session

Thanks was expressed to the Chief Executive and the Finance Director for their presentations and for and for explaining complex issues.

The Chairman expressed his appreciation to John McPoland in the preparation of the Annual Report and also how he managed the media.

There were no questions.

The Chairman informed those present that he was approaching the end of his second term in office and that he has been asked to stay on until March 2017,

The Annual General Meeting concluded.

Re-instate Standing Orders

3.0 Minutes of the Previous Meeting of the Trust Board held on 6 August 2016

It was agreed that Agenda item 6.1 should be split into two sections:

- Human Rights Conference
- Capacity Review

The members accepted the minutes as a true reflection of discussions held on the proposal of Mr Haslett, seconded by Mr McKinley.

Action: Approved

4.0 Matters Arising:

Action Log

Action Log from 2 June 2016

The Director of Operations reported that Enniskillen Station Project Business Case still needed to be signed off.

He also reported that Risk Register – Risk 197 Vehicle Cleaning remained a pressure.

All other actions completed and can be removed from the log.

There were no other matters arising.

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.

6.0 Chief Executive's Business

6.1 Chief Executive's Update

The Chief Executive (Interim) gave a brief outline of some of her activities since the last Board Meeting which included the following:

- Strategic Leadership Group meeting with Richard Pengelly;
- Attendance at Restructuring of Commissioning Workshop; this had been very useful in terms of influencing and ensuring the significance of NIAS' service;
- Attendance at two Chief Executives' Forum meetings;
- Audit Committee;
- Assurance Committee;
- Accountability Officer Training;
- Remuneration Committee;
- SPP – 16 June with new Health Minister;
- Trustee Board final accounts meeting;
- Meeting with Department of Health officials regarding specific pressures;
- JCNC Meeting;
- Submission of Trust Delivery Plan;
- Initiated process of determining linkages between patient experiences and how to address complaints;
- Informal meetings with Trade Unions engaging all attending in debate and discussion;
- Joint consultative negotiation with Trade Unions;
- Engagement with senior leadership;
- Corporate issues, aims and objectives;
- Meeting with Area Managers.

7.0 Performance Report as at 30 June 2016

7.1 Operations

The Director of Operations gave an update on performance and it was noted that:

- In June NIAS achieved 89.33% call pickup within 2 seconds
- He highlighted the paper, TB07, that had been prepared for the Trust Board Meeting and in particular to the Emergency call taking process and related timeline for receipt of 999 calls by Emergency Ambulance Control

- Cumulative Category A Calls Responded to within 8 Minutes stood at 51.1% at the end of June
- The average response time was in the region of 10 minutes and the most problematic area was the South East. It was noted that there was a shortfall in this area which was made up by the Voluntary Ambulance Services and PAS
- In relation to the Performance against Each KPI by Local Commissioning Group demand has exceeded supply. The only area which has met the target was Category C calls. It was noted that KPIs were introduced a long time ago and the question arose as to whether they were still appropriate
- The change in demand showed an increase of 5%; the highest increase being in Belfast
- The table on Page 15 highlighted Hospital Turnaround/Handover times. It was noted that the Antrim Area Hospital had achieved a 53% of less than 30 minutes.

In conclusion the Director of Operations emphasised:

- The difficulty of generating cover for leave periods over the summer.
- Recruitment there are currently vacancies for EMTs, ACAs and Paramedics.
- A new EMT course was starting on 24 November with 24 trainees
- The importance of investing new money in training 21 new EMTs and paramedics
- The need for the Capacity Review
- The Performance Improvement Plan
- Managers were working to achieve specific absence targets in each division. A Workshop had been planned.

Mr Haslett thanked the Director of Operations for his report noting that there was a good standard of care even though we were not meeting targets. The Director of Operations expressed his appreciation for this noting that he aimed to reduce the percentage of calls categorised as Priority B and to develop more appropriate performance targets.

Dr Livingstone noted that while he was not surprised that Belfast had the best average he was surprised that Belfast's percentage was not that different from the West. The Director of Operations responded that this was because of a combination of factors including:

- A cohesive and dedicated staff who have high performance standards and who do not drop shifts;
- The city factor;
- They do not experience lost hours in A&E: Altnagelvin has a good hand-over procedure and there seems to be better management of long distance transfers.

The Director of Operations gave an update on Fleet and Estate and it was noted that:

- A new uniform in the national (UK) colours was being introduced on 1 September; discussions were taking place in relation to maternity uniforms.
- The South West College need the area where the Enniskillen Station is temporarily sited. It was noted that the station would need to move to temporary accommodation until their permanent premises were ready.

The Chairman asked the Director of Operations to consider the possibility of a site visit to Enniskillen.

Performance Report as at 30 June 2016

Director of Finance & ICT

The Director of Finance & ICT updated members and the following issues/comments were raised:

- The Director of Finance noted that NIAS had achieved break even in the year 2015-2016.
- Page 1 – In the current year there was a small deficit of £3k for the three months ending 30 June 2016.
- NIAS continues to work on the basis that the HSC Board will fund the full legitimate costs of Agenda for Change.
- Page 3 – Plans to stabilise the workforce and reduce the level of vacancies are well progressed and a full programme of recruitment and training is ongoing.
- Page 4 – The Capital Resource Limit allocation had been reduced to £5.6m. The main areas are Enniskillen, IT infrastructure and defibrillators/monitors.
- Page 5 – It was noted that Month on Month Capital Expenditure was quite end loaded.
- Page 6 – The Director of Finance reported that under the new system had now resulted in 95% of bills being paid within time.
- IT – The Director of Finance noted that contingency arrangements were in place should any faults arise in the telephony system. IT staff continued to be on call and a “buddy” system was in place with the Scottish Ambulance Service.
- The Director of Finance highlighted the developments within IT and the need to ensure that equipment was kept up to date.
- Page 11 - There had been an increase in Assembly Questions, Freedom of Information (FOI) requests and PSNI requests, particularly in relation to murders, assaults and solicitors enquiries. Consideration was being given to obtaining software tools to present such information and make it more accessible. FOIs were becoming more complex and entailed a lot of work.
- There were 15,000 manual patient reports forms completed every month. These are sent to Headquarters and scanned which results in a time delay between when the event occurs and when they appear on the system. It was noted that this was tedious and laborious work. It was suggested that

forms should be sampled rather than looked at individually. Dr McManus stated that the forms are part of the clinical record and that we do need to scan each form for NIAS' records.

- In relation to FOIs it was noted that NIAS do have the right to charge but that charges are only minimal.

Performance Report as at 30 June 2016

Human Resources and Corporate Services (HR&CS)

In the absence of the Director of Human Resources and Corporate Services (HR&CS) the Chief Executive updated members on the following:

- Page 3 – Workforce Information – The Director of HR noted that that the paramedic workforce has been stabilised and that all vacancies have been filled.
- There are 61 EMT vacancies and recruitment is currently in progress.
- There are 12 ACA vacancies and 8 will commence at the end of August leaving only 4 to recruit.
- The Chief Executive noted that in relation to the Job Evaluation process she was not in a position to advise on the outcome.
- Page 4 – in relation to absence targets NIAS were currently meeting Department of Health targets. The top two areas of sickness absence were muscular/skeletal, which were dealt with through fast track physio or manual handling training, and mental health issues which were referred to Care Call.
- It was suggested that a Health and Wellbeing sub group should be created which would offer peer support.
- NIAS were involved in the Regional Absence Management Forum which aimed to create best practice guidance and workforce stabilisation.
- The final draft of the Attendance Management Procedure needed to be taken to the regional association and both regional and local JNF. It is envisaged that this will be finalised by October.
- It was noted that there was not a good uptake of the flu vaccination.
- It was noted that a comparator report should be brought to the next Board meeting.

Performance Report as at 30 June 2016

Medical

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

- The work of the Emergency Planning team continues.
- A review of the Incident Report was in progress and will be brought to the Trust Board after discussion at the Assurance Committee.

- The Risk Management Revised Strategy and Policy will be presented for approval at the next meeting.
- A “Restart a Heart Day” had recently been held.
- Electronic Patient Report – this continues to be delayed due to the lack of support for revenue funding by the Commissioner.
- There is continued support for Community Resuscitation Schemes allowing for public access to defibrillators.
- HEMS had been discussed in detail “in Committee”. It was noted that NIAS was currently developing a Memorandum of Understanding with the charity provide of the helicopter.
- Page 15 – Improving the Quality of Patient Assessment
There are a number of elements to this including:
 - Ensuring that paramedics and complying;
 - Auditing patient report forms; and
 - Reporting at station, divisionally and regionally.
 It was noted that if NIAS had an Electronic Patient Reporting system like Scotland does one person would be able to do all the work.
- Page 16 Acute Cardiac Syndrome Quality Improvement Compliance by Division (May 2016)
It was noted that there were elements that paramedics comply very well with but other areas which were not quite so good. There were various reasons for this and issues needed to be addressed locally, divisionally and regionally. As the information is fed back to divisional staff they will be able to see how well they are performing compared to their colleagues which allows for bench-marking.
- It was agreed that an updated Risk Register would be presented at the next Board meeting.

8.0 Items for Approval

There were no items for approval.

9.0 Items for Information

There were no items for information.

10.0 Items for Noting

10.1 Assurance Committee Minutes dated 20 May 2016

Dr Livingstone highlighted the following points:

- Assurance Committee Meetings were to be scheduled to precede Trust Board meetings.
- The Agenda would be restructured to focus on
 - Action Plan/Francis Report – it was agreed that a letter should be sent to the Department inviting them to update on the implementation of the Francis Report.

- Control Assurance Standards – it was noted that compliance had been reached on all standards.
- Presentations from other groups – it had been found that this was a useful exercise.

10.2 Call Taking Process
This had already been dealt with.

10.3 PAM Plan
No update was given.

10.4 Audit Committee Minutes 20 May 2016
Audit Committee Minutes 16 June 2016
Mr Abraham thanked Mr McKinley for his work as chairman of the Audit Committee.

The Minutes were noted.

11.0 Application of Trust Seal

The Trust Seal was applied in relation to the temporary alternative site for the Enniskillen station

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, 6 October at 2.00pm at Northern Division - venue to be confirmed.

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

Signed:  Chairman

Date: 06/10/2017