



PRIVATE & CONFIDENTIAL

***Minutes of Meeting of Trust Board held
Thursday 2 February 2017 at 2.00pm in the Boardroom, Northern Ireland Ambulance
Service Headquarters, Knockbracken Healthcare Park, Belfast BT8 8BH***

Present:

Mr P Archer	Chairman
Mr Shane Devlin	Chief Executive
Dr D McManus	Medical Director
Ms R O'Hara	Director of HR & Corporate Services
Mrs S McCue	Director of Finance & ICT
Mr B McNeill	Director of Operations
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:

Ms M McCaughey	Senior Secretary
Mr D Mahaffy	Senior Secretary

The Chairman thanked members for their attendance and welcomed Mr Devlin to his first public Board meeting.

1.0 Apologies

There were no apologies.

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 1 December 2016

The Minutes were agreed on the proposal of Mr McKinley, seconded by Dr Livingstone.

4.0 Matters Arising

None.

5.0 Chairman's Business

5.1 Chairman's Update

The Chairman gave an outline of his activities and meetings attended since the last meeting of Trust Board.

The Chair advised that his term in office was originally due to finish in October 2016 but had been extended until the end of March. He was hopeful that it would be further extended by the Minister to September and that the competition for his replacement and another NED to replace Mr McKinley would be advertised soon.

6.0 Chief Executive's Business

6.1 Chief Executive's Update

The Chief Executive informed the Board that the Department of Health have established a Transformation Implementation Group to explore the future shape of the Health Service. Meetings will be taking place on a fortnightly basis.

Mr Devlin further outlined activities and meetings attended since the last meeting of Trust Board. These included:

- Two Chief Executives' Forum meetings
- Meetings with the Mayor of Ballymena, the Chief Constable and Northern Ireland Fire and Rescue Service
- Regular meetings with Senior HSCB officials
- Internally, a number of station visits and 'ride alongs' with ambulance crews.

7.0 Performance Report as at 31 December 2016

7.1 Highlight Reports by each Director:

Operations

The Director of Operations updated Trust Board as follows:

- The report covers holiday and Christmas period.
- In relation to the Ambulance Control sections of the report: High levels of compliance have been consistently demonstrated and AACE have recently complimented the service on the quality of call take.
- Attention was drawn to the increase in call statistics and in particular almost a 20% increase from November 2016 to December 2016. He commended call takers on their very hard work during this period.
- 16 awards were attained by EMDs for September and October for 999 high compliance and exemplary customer service. The awards are considered very important and also as a motivation for staff.
- In relation to the Frontline Operations section of the report: In the busy month of December, NIAS has not only the pressure of keeping our own system going but also a regional role as part of a system wide approach. A specific desk was set up to help improve patient flow by helping hospitals with their discharges. This service is due to be discontinued on 3 February 2017.
- The busy period over Christmas itself was 28, 29 and 30 December.
- Response time increased from 12:28 minutes to almost 30 minutes on New

Year Eve as a result of shortfall in cover and a cluster of activity within a very short period.

Finance & ICT

The Director of Finance & ICT updated Trust Board as follows:

Financial Performance

- The Trust is currently reporting an underspend of £9k for the nine month period ending 31 December 2016 subject to a number of key assumptions including that any outcome of the Agenda for Change matching process for frontline staff will be fully funded.
- A break-even position is forecasted for the 2016/17 year and final accounts will be produced over the next few months. The position will be subject to audit and the alignment of a number of assumptions.
- A significant Capital Resource Limit allocation was received for 2016/17 of £9.2m. There has been limited spend against these schemes to the end of December specifically replacement cardiac defibrillators/monitors and some ICT schemes. Finance has been advised that all efforts are being made to deliver these schemes in 2016/17.
- The target of 95% is being achieved in respect of prompt payment of invoices.

Information Technology

- There was no particular issues about system availability to report during the period. Director of Finance highlighted two significant projects – replacement of the telephony platform and a technology refresh of the NIAS' core systems.

Information Governance

- There was a 16% increase in information requests for the nine month period to 31 December 2016 compared to the same period in the previous year. This includes an 83% increase in Data Protection requests. It is noted that requests from the PSNI have risen to 312 year to date and requests are now more likely to be made at the early stages of PSNI investigations.
- It was confirmed that there is a maximum statutory charge £10 for DPA subject access electronic requests.

Human Resources

The Director of HR & CS updated Trust Board as follows:

- Meetings have taken place with regional trade union leads on job evaluation. It was noted that Band 4 and 5 remain unchanged pending resolution of issues.
- Ms O'Hara expressed disappointment that there has been no outcome to the RQA process but advised the meeting that the Chairman, Chief Executive and herself are keeping momentum going.
- Attendance management targets were not met for the months of November and December. In December almost 10% was long term and 3% short term.
- For the period April to November 2016, 27% of absence was attributable to musculoskeletal problems, 23% mental health and 60% stress.
- Mr McNeill confirmed that 2016/17 has been the worst year for sickness absence. Dr Livingstone sought clarification as to the nature of general debility. Dr McManus confirmed that such terms are actively discouraged. He further advised that the Occupational Health department consider the links between patterns and seasonal trends.

- Ms O'Hara informed the meeting that factors affecting health and wellbeing of staff are being monitored and undertook to keep the Board updated on wellness initiatives. The new corporate plan includes staff engagement.
- Mr McNeill advised the meeting that the nature of the job has changed and sickness levels are a symptom of bigger cultural issue. Staff currently call the Resource Management Centre to report in sick. This may be reviewed. N Ireland had historically higher levels of sickness than the rest of the UK. Work has started benchmarking to identify best practice in managing sickness within Ambulance Services nationally.
- It was requested that wording of the complaint about staff found to be under the influence be changed to properly reflect the process.
- The future for training for Associate Ambulance Practitioners involves very detailed programmes and external verification for 100% of students.
- 61 staff have successfully completed the Q2020 E-Learning programme to date. The target set by the DHSSPS is 130 by the end of March.

Medical

The Trust Medical Director updated Trust Board as follows:

- The review of the incident reporting procedure is ongoing and it is expected that this will now be completed by the end of quarter 4.
- Following receipt of conditional support for revenue funding from the Commissioner, the Trust is still awaiting Department of Health approval for the outline business case for the introduction of an Electronic Patient Report Form (ePRF).
- The Clinical Audit Quality Improvement Programme Report relating to compliance with care bundles for a range of conditions was presented. The Medical Director identified a number of areas of good practice with full compliance but also some areas where improvement was necessary. These areas for improving, having been identified through the QI Programme, would now be given particular attention by the Trust's Training and Clinical Support Team and presented in future reports.
- It was acknowledged that the most significant benefit would be through the performance information being fed back to frontline staff at a local level. Currently individual feedback is provided through the Clinical Support Team, but in the absence of an electronic system the capacity for individual feedback remains limited.
- Mr Devlin suggested that the information would be of great benefit to the Area Managers, who are Paramedics, in assisting them improving performance within their areas.
- Mr McKinley commended Dr McManus for the update and suggested that a narrative to accompany the report would be useful. It was agreed that such a narrative would be incorporated into future reports.

8.0 Items for Approval

8.1 Policy on Attendance Management

- The policy was developed in agreement with trade unions and agreed at Regional HSC and JCNC forum.
- It was approved on the proposal of Mr McKinley and Mr Cardwell.

9.0 **Items for Information/Noting**

9.1 **Staff Survey Action Plan**

- It was suggested that there could be further work done to strengthen the methodology of the survey.
- Mr Devlin asked that the action plan be brought back to the Board twice per annum.

10.0 **Forum for questions**

- ### 10.1
- There were no questions.

11.0 **Any other business**

11.1 Proposal to move to paperless Board papers

There was discussion about modernisation and the move towards paperless circulation of Trust Board papers. There was agreement in principle that this initiative would be progressed.

Action: The Administration and Complaints Manager to research appropriate software to facilitate this move.

The next scheduled In Committee of the Trust Board will be held on **Thursday 6 April 2017** at 2.00pm in the Southern Division (venue to be confirmed).

Signed: _____

(Chairman)



Dated: _____

06.04.17

