



## Annual General Meeting

**Venue:** National Coal Mining Museum for England, Caphouse Colliery, New Road, Overton, Wakefield, WF4 4RH

**Date:** Tuesday 27 September 2016

**Time:** 1330 hours

**Chairman:** Kathryn Lavery

### Present:

#### Board Members:

Kathryn Lavery	(KL)	Trust Chairman
Patricia Drake	(PD)	Deputy Chairman and Non-Executive Director
Erfana Mahmood	(EM)	Non-Executive Director
John Nutton	(JN)	Non-Executive Director
Barrie Senior	(BS)	Non-Executive Director
Rod Barnes	(RB)	Chief Executive
Dr Dave Macklin	(DM)	Executive Director of Operations
Dr Julian Mark	(JM)	Executive Medical Director
Steve Page	(SP)	Executive Director of Quality, Governance and Performance Assurance
Robert Toole	(RDT)	Interim Executive Director of Finance
Roberta Barker	(RBa)	Interim Director of Workforce and Organisational Development

### Apologies:

#### In Attendance:

Anne Allen	(AA)	Trust Secretary, YAS
Dr Phil Foster	(PF)	Director of Planned and Urgent Care, YAS
Leaf Mobbs	(LM)	Director of Planning and Development, YAS
Ronnie Coutts	(RC)	Non-Executive Director (Designate)
David Bolam	(DB)	Public Member
Rod Spratley	(RS)	YAS Forum Member, South
John Cunningham	(JC)	YAS Forum Member, East
Stan Hardy	(SH)	YAS Forum Member, West
Karamjeet Singh Virdee	(KV)	YAS Forum Member, West
Cllr Nigel Wilkinson	(NW)	East Riding of Yorkshire Council
Luke Layton	(LL)	Public Member
Kerry Clark	(KL)	Mencap Support Worker
Simon Worley	(SW)	Paramedic, YAS
Gemma Duncanson	(GD)	Emergency Care Assistant, YAS

Steve Scarr	(SS)	Clinical Supervisor, YAS
David Lawson	(DL)	Public Member
Bryan Thompson	(BT)	Public Member
Andrea Broadway-Parkinson	(ABP)	Expert Patient, YAS
Luke Playford	(LP)	Committee Services Administrator, YAS
Melanie Gatecliff	(MG)	Executive Officer, YAS
Jo Wilson	(JW)	PA to Executive Director of Finance, YAS
Rachel McCafferty	(RM)	Communications and Engagement Manager, YAS
Olivia Eames	(OE)	Communications Officer – Digital, YAS
Grainne Slavin	(GS)	Communications Officer, YAS
Gillian Hart	(GH)	Associate Director of Communications and Engagement, YAS
Elaine Gibson	(EG)	Head of Media Relations, YAS
Ali Richardson	(AR)	Membership Manager, YAS
Don Buxton	(DB)	Commercial Training Instructor, YAS
Alan Baranowski	(AB)	Associate Director of PTS, YAS
Kez Hayat	(KH)	Head of Diversity and Inclusion, YAS
Karl Portz	(KP)	Diversity and Inclusion Advisor, YAS
Craig Reynolds	(CR)	Quality and Risk Coordinator, YAS
Lois Kozlowski	(LK)	Quality and Risk Administrator, YAS
Denise Moorwood	(DM)	Community and Commercial Education Manager, YAS
Alistair Gunn	(AG)	PTS Performance and Commissioning Manager, YAS
Maria Amos	(MA)	Charitable Funds Fundraiser, YAS
Mark Wright	(MW)	Paramedic, YAS
Lee Murphy	(LM)	Paramedic, YAS
John Egglestone	(JE)	YAS Forum Member, West
Angie Colvin	(AC)	Harrogate and District NHS Foundation Trust
Clara Taylor	(CT)	National Emergency Services Museum
Dan Holland	(DH)	Clinical Development Manager, YAS
Richard Taylor	(RT)	Healthwatch Leeds
Gail Purcell	(GP)	Healthwatch Kingston Upon Hull
Stuart Littledyke	(SL)	Public Member
Lance Darby	(LD)	Public Member
Michael Carlton	(MC)	Public Member
John Kane	(JK)	Public Member
Peter Ward	(PW)	Public Member
Luke Layton	(LL)	Public Member
Kerry Clark	(KC)	Public Member
Rachel Gilbank	(RG)	Public Member
Jo Rawnsley	(JR)	PTS Volunteer and Sub-Contractor Coordinator, YAS
Rosie England	(RE)	PTS Volunteer Car Service Administrator, YAS
Paul Stevens	(PS)	Head of Community Resilience, YAS
Karen Warner	(KW)	Deputy Director of Quality and Nursing, YAS
Patrick Gorman	(PG)	NHS 111 Duty Manager, YAS
Imran Patel	(IP)	NHS 111 Call Handler, YAS

Keeley Townend	(KT)	Programme Director A&E Operations Transformation, YAS
John McSorley	(JM)	Head of Emergency Operations West Yorkshire, YAS
Andy Pippin	(AP)	Head of Emergency Operations, North Yorkshire, YAS
Vince Larvin	(VL)	Locality Manager of A&E Operations – North Yorkshire, YAS
Paul Mudd	(PM)	Head of Emergency Operations and Community Resilience, West Yorkshire, YAS
Andrew Simpson	(AS)	Head of Emergency Operations, West Yorkshire, YAS
Ruth Crabtree	(RC)	Clinical Excellence Manager, YAS
<b>Minutes produced by:</b>	(JL)	Joanne Lancaster, Committee Services Manager

		Action
	The meeting commenced at 1330 hours.	
<b>1</b>	<p><b>Apologies / Declaration of Interests</b> The Chairman welcomed everyone to the Annual General Meeting (AGM) of the Yorkshire Ambulance Service (YAS). Apologies were received as above and declarations of interest would be noted during the course of the meeting.</p>	
<b>2</b>	<p><b>Minutes of the AGM held on 29 September 2015 including Matters Arising not on the Agenda</b> The minutes of the meeting held on 29 September 2015 were approved as a true and fair representation of the meeting.</p> <p><b>Matters Arising:</b> There were no matters arising.</p>	
<b>3</b>	<p><b>Welcome from the Chairman of Yorkshire Ambulance Service</b> The Chairman formally welcomed members of the public, representatives of partner organisations, YAS Forum members, volunteers and staff to the AGM. The Chairman stated that she was delighted to see such an excellent turn out for the meeting. She remarked on the excellent preparation of the AGM and the hard work by the team to ensure the meeting was successful.</p> <p>The Chairman and Board of Directors members, introduced themselves to those present.</p> <p>The Chairman formally recognised the excellent work carried out by the former Non-Executive Director, Mary Wareing, who had been Chairman of the Finance and Investment Committee (F&amp;IC) until leaving the organisation</p>	

	Action
<p>in August 2016.</p> <p>The AGM heard that the Chairman had commenced with YAS on 1 July 2016 and how impressed she had already been with the Trust, its values, ethics, patient care and the skillset of the staff.</p> <p>YAS was the largest single gateway into healthcare services across Yorkshire and the Humber and therefore the Trust would have a major role and contribution in the future developments of a 'joined up' health system.</p> <p>The AGM heard that the Trust was a clinically led organisation who had patients at the centre of everything it did.</p> <p>The contents of the meeting's agenda were outlined, which would look at the Trust's achievements and performance during the 2015/16 financial year as well as a brief look forward.</p> <p>The Chairman reiterated her thanks to YAS' staff and volunteers for all they did to care for the Trust's patients every day and thanked those present for listening to her update.</p>	
<p><b>4 Patient Story</b></p> <p>The Chairman presented a patient story to the AGM which heard that, in April of this year a 51 year old female presented with a possible myocardial infarction and that the Double Crew Ambulance despatched was at the scene within three minutes. The patient was treated and transferred to hospital with a successful outcome. The Trust later received a letter from the patient's relative thanking the crew for saving her sister and how the experience had gone on to help her sister gain much more from life, including help in improving long term conditions of a life-threatening nature in themselves.</p> <p>This was just one patient story of many as the Trust operated 24/7 365 days a year service. The AGM noted the remarkable work of the Trust in saving lives on a daily basis.</p> <p>The Chairman thanked everyone for listening to the patient story.</p>	
<p><b>5 Review of the Financial Year 2015/16 and an Overview of Future Plans</b></p> <p>The Chief Executive presented a review of the 2015/16 financial year and an overview of future plans. The AGM provided a good opportunity to reflect on the past 12 months and also to look forward to the new and exciting initiatives which would be taking place to further enhance patient care and put YAS on the national map.</p> <p>The outcome of the Hillsborough Inquiry was reflected upon and sympathies were expressed to the families and friends of those involved in the disaster.</p> <p>The Chief Executive formally thanked the former Chairman, Della Cannings, QPM for her leadership of the Trust during her tenure. Formal thanks were also expressed to Ian Brandwood, the former Executive Director for People and Engagement for his work during his time with the Trust.</p>	

The AGM was guided through a review of each of the service lines.

### **A&E Performance**

- Responded to 730,329 emergency incidents;
- Of these 314,987 (43%) were categorised as immediately life-threatening;
- A growth of 6% of the most complex patients/incidents;
- Successful response to winter flooding across the region;
- Staff retention and Paramedic Career Framework;
- Challenging turnaround times at Acute Hospital sites;
- A leader in out of hospital cardiac survival rates in the country;
- A growing number of public access defibrillators.

The AGM heard that despite a number of challenges the Trust had improved performance and was one of the top performing Trusts in the ambulance sector in the country.

### **NHS 111**

- 1,511,038 calls received (increase of 7.6% on 2015-16);
- 89.1% of calls answered within 60 seconds;
- 8.0% transferred to 999, 14.1% given self-care advice and 6.3% signposted to A&E;
- 86.6% of clinical calls received call-back within 2 hours;
- Clinical advice improvements being pursued through West Yorkshire Vanguard.

The AGM was informed that the NHS 111 service had received its 4 millionth patient contact earlier that year. The service had seen significant growth but had challenges in terms of funding constraints.

### **Patient Transport Service (PTS)**

- 1,036,052 journeys;
- 111 new vehicles;
- Increased number of Volunteer Car Service drivers;
- 1.5m miles driven by volunteers;
- Patient SMS messaging introduced;
- Improving arrival and collection times.

The AGM heard about some of the new initiatives within PTS including auto-scheduler.

### **Developments and Highlights 2015/16**

- Expanded Fire co-responder schemes in Humberside, South and West Yorkshire;
- Introduction of Red Arrest Teams across Yorkshire and the Humber;
- Restart a Heart campaign - over 20,000 schoolchildren trained in CPR;
- Development and implementation of 'Make Ready' and 'Vehicle Preparation System' pilots;
- Signed recognition agreement with unions;
- Emergency and Urgent Care Vanguard Site - West Yorkshire;

	Action
<ul style="list-style-type: none"> <li>▪ Improvements to quality and flexibility of PTS;</li> <li>▪ Joint emergency services working during December 2015 floods;</li> <li>▪ Engagement and Diversity;</li> <li>▪ cPADs increased from 212 to 488;</li> <li>▪ YAS Staff Awards recognising outstanding contributions and achievements of staff.</li> </ul> <p>The AGM was informed of some of the prestigious awards presented to YAS' staff including:</p> <ul style="list-style-type: none"> <li>▪ Brian Ward, Community and Commercial Trainer, receiving the QAM;</li> <li>▪ Tom Heywood, Paramedic Practitioner, receiving the Ambulance Leader Forum Innovation Award;</li> <li>▪ The Restart a Heart campaign being highly commended in the Yorkshire Evening Post Awards.</li> </ul> <p>The AGM noted the strategic aims of YAS with the overall objective to provide world-class care for the local communities YAS served.</p> <p><b>Looking Forward</b></p> <ul style="list-style-type: none"> <li>▪ Funding constraints across the NHS despite rapid rise in demand for healthcare services;</li> <li>▪ YAS aim to further improve patient experience and outcomes;</li> <li>▪ Greater collaboration with partners such as Northern Ambulance Alliance;</li> <li>▪ Further investment in frontline A&amp;E vehicles and staff;</li> <li>▪ Investment in clinical skills of staff to support care closer to home;</li> <li>▪ The Trust's participation in the national Ambulance Response Programme pilot;</li> <li>▪ Progress the Hub and Spoke Programme;</li> <li>▪ Further improve quality and flexibility of PTS;</li> <li>▪ Care Quality Commission re-inspection in 2016 including NHS 111.</li> </ul> <p>The Chief Executive concluded this part of the AGM by remarking that although the Trust faced challenging times the organisation was engaging with partners and local communities to improve patient services.</p>	
<p><b>6 For Formal Adoption: Annual Report and Accounts 2015/16 including Quality Account</b></p> <p>The Executive Director of Finance (Interim) outlined that 2015/16 had been a positive year for the Trust financially with greater income achieved to support front line services against a challenging financial backdrop. The Trust had delivered a financial surplus in line with NHS Improvement requirements. The AGM noted there had been a technical adjustment in the accounting between the Capital and Revenue Accounts which the auditors had agreed was not significant.</p> <p><b>Financial Objectives 2015-16</b></p> <p>The AGM was informed that the Trust had achieved the financial surplus and Capital Expenditure Limit targets.</p> <p>The AGM noted the Trust had:</p>	

	Action
<ol style="list-style-type: none"> <li>1. Received an Unqualified Audit Opinion and notification that proper arrangements were in place to secure Value for Money;</li> <li>2. Delivered significant Cost Improvement Plans but had not quite achieved what was expected. Cost Improvement Plans would need to be achieved on a recurrent annual basis;</li> <li>3. Achieved the stretch target of £2.4m surplus for 2015/16. The various areas of Trust spending were outlined and these showed the Trust was spending public money effectively and efficiently.</li> <li>4. Continued to investigate other ways to improve the efficiency of its front line and back office services.</li> </ol> <p><b>YAS' Charitable Fund</b> The AGM was updated on the Charitable Funds Account and it was noted that there had been £133k of income during 2015/16 and £38k spend. The Charity's fund stood at £345k.</p> <p>The AGM heard that the Charitable Funds Committee was exploring how to further expend the funds going forward, with Community Public Access Defibrillators and Dementia Friendly Patient PTS waiting areas being considered.</p>	
<p><b>7 For Approval: Risk and Clinical Quality Compliance Report 2015/16.</b> The Executive Director of Quality, Governance and Performance Assurance and the Executive Medical Director updated the AGM on the Trust's risk and clinical quality compliance.</p> <p>The Executive Director of Quality, Governance and Performance Assurance stated that it had been a challenging and very busy year for all of YAS' operational and support services, however, the Trust had maintained compliance with the key regulatory requirements.</p> <p>The AGM also heard that the Trust had made a number of tangible improvements following the CQC inspection which had taken place in January 2015 including across the key areas of the Clinical Quality Strategy.</p> <p><b>Risk and Compliance:</b></p> <p><b>Information Governance (IG)</b> During 2015/16 YAS increased its score across the National IG toolkit measure. The Trust had no cause to report to the Information Commissioner's Office (ICO).</p> <p><b>Security</b> A Full risk assessment of premises had been undertaken to inform the Trust's Security Plan. The Trust had updated the Management of Violence &amp; Aggression Policy.</p>	

	Action
<p><b>Risk Management</b> The department-level risk management processes and escalation process to Risk Assurance Group had been strengthened.</p> <p><b>Health &amp; Safety</b> The Trust had focused on reducing musculo-skeletal injuries for staff. There had been collaborative work undertaken on vehicle build and equipment and a renewed focus on site risk assessments.</p> <p><b>Legal Services</b> The Trust had seen a reduction in claims relating to moving and handling. The final stages of the Hillsborough Inquests had concluded earlier that year.</p> <p><b>Clinical Quality Strategy 2015-18</b></p> <p><b>Patient Experience</b> The Trust had undertaken patient surveys, Friends and Family Test and the Trust Board heard details of patient stories and learning from them at their meetings in public. YAS' response times to patient complaints had improved. The Trust continued to work with Andrea Broadway-Parkinson, YAS' Expert Patient. There had been improved recording of public access defibrillator details to allow speed of access to defibrillators in the community.</p> <p><b>Patient Safety</b> Patient safety remained a priority for YAS and there had been a focus on the putting safety first campaign - <i>Sign up to Safety</i> pledges. The Trust had seen improved investigation, learning and action from incidents and there had been reduced patient falls, injuries and medication errors. The development of Freedom to Speak Up had taken place during 2016 and the Freedom to Speak Up Guardian for the Trust had been appointed.</p> <p><b>Safeguarding</b> Training continued in safeguarding to Level 2 Adult. There had been a pilot audit of the quality of safeguarding referrals.</p> <p><b>Infection Prevention and Control (IPC)</b> There had been enhanced staff training and monitoring of cleaning. The Trust had improved compliance with IPC practices and consistent 'bare below the elbows' practice.</p> <p><b>Clinical Effectiveness</b> Clinical work-streams included the deteriorating adult (including Sepsis) and recognising sick children (includes: training, screening tools and Situation Background Assessment Recommendation (SBAR)). Within the Emergency Operations Centre (EOC) work-stream an incident analysis and intervention plan had been developed. Moving and handling the patient safely continued to be a focus.</p> <p>The Trust continued to interpret new clinical guidelines and implement</p>	



changes to clinical practice. Clinical Audits were undertaken and a monthly mortality review took place.

### **Medicines Management**

There had been a 50% reduction in medicine errors with no incidents being recorded in the month of May. The Trust had identified human factors and put in place remedies to reduce medicine errors.

### **Resuscitation**

The Trust continued to utilise Community First Responders within the community. In October 2015 20,000 children had been trained in Cardio-Pulmonary Resuscitation on Restart a Heart Day. YAS was undertaking an audit of Automated External Defibrillators (AEDs) in the region so the Trust had a comprehensive register to aid swift access to AEDs by YAS' staff and the public.

### **Sepsis**

The AGM heard that YAS had developed a regional sepsis tool with Acute Trust partners. The Sepsis Care Bundle compliance was now over 60% and it was improving. The Trust had supported regional and national sepsis campaigns. YAS had received positive feedback from all Acute Trusts for its work in this regard.

### **Mental Health**

The Trust employed and had embedded mental health nurses in the Emergency Operations Centre (EOC) to try and ensure that more patients were getting the right help, in the right place, first time. This was providing some positive results thus far.

### **Clinical Leadership**

Clinical leadership supported the front line to ensure that 'no decision was taken in isolation' and there was always the availability to discuss a decision with another clinician where required. This was instrumental in driving quality improvements and enhancing patient care.

The Chairman thanked SP and JM for their updates.

The Chairman stated that the preceding presentations had given an insight into the complexity of the services provided by YAS.

### **Approval**

**The Trust Board formally adopted the Annual Report and Accounts for 2015/16, including the Quality Account.**

The Chairman commended to everyone YAS' Annual Report for 2015/16, which could be found online at: <http://www.yas.nhs.uk>.

Hard copies were also available at the reception desk.

		Action
8	<p><b>For Adoption: YAS Forum Annual Report 2015-16</b> The AGM formally adopted the YAS Forum Annual Report 2015-16.</p> <p><b>Approval:</b> <b>The AGM formally adopted the YAS Forum Annual Report 2015-16.</b></p> <p>The Chairman thanked everyone for attending and invited those present to stay and participate in YAS' 10<sup>th</sup> Year Anniversary celebrations.</p> <p>The Annual General Meeting closed at 1445 hours.</p>	

**CERTIFIED AS A TRUE RECORD OF PROCEEDINGS**

\_\_\_\_\_ **CHAIRMAN**

\_\_\_\_\_ **DATE**

DRAFT