



MEETING NOTES

Meeting:	Meeting of YAS Forum	
Date/Venue/Time:	Tour of HART Facilities at Manor Mill Resource Centre: 1400-1600 Pre-Meeting with Light Refreshments Served: 1600-1700 Meeting of YAS Forum: 1700-1900 13 January 2015 Yorkshire Ambulance Service NHS Trust, Manor Mill Lane Resource Centre, Manor Mill Lane, Beeston, Leeds, LS11 8BR.	
Membership:	Della Cannings (DC) Ian Braithwaite (IBr) Cllr John Batt (JB) Tony Dutton (TD) Dennis Shaw (DS) Rod Spratley (RS) John Cunnington (JC) Vacancy John Egglestone (JE) Rob Higgie (RH) Stan Hardy (SH) Karamjeet Singh Virdee (KSV) Vacancy Vacancy Lee Murphy (LM) Simon Talbot (ST) Mark Wright (MW) Olivia Eames (OE) Supt Pat Casserley (PC) Dawn Hanwell (DH) Vacancy Karen Kelly (KK)	Trust Chairman Public Constituency (North) Public Constituency (South) Public Constituency (East) Public Constituency (West) Staff Constituency (Front-line) Staff Constituency (Support) Appointed Members Police Chief Financial Officer, Leeds and York Partnership NHS FT East Riding of Yorkshire Council Chief Operating Officer, Barnsley Hospital

	John Mothersole (MS)	NHS FT Chief Executive Officer, Sheffield City Council
Apologies:	Ian Braithwaite (IBr) Tony Dutton (TD) Stan Hardy (SH) Dawn Hanwell (DH) Karen Kelly (KK) John Mothersole (MS)	Public Constituency (North) Public Constituency (South) Public Constituency (West) Chief Financial Officer, Leeds and York Partnership NHS FT Chief Operating Officer, Barnsley Hospital NHS FT Chief Executive Officer, Sheffield City Council
In Attendance:	Pat Drake (PD) Rod Barnes (RB) Elaine Jeffers (EJ) Julie Walton (JW) Joanne Halliwell (JH) Anne Allen (AA) Erfana Mahmood (EM) Ali Richardson (AR) Dermot Rathbone (DR) Lyn Longbottom (LL) Julie Walton (JW) Martin Wood (MW) Sarah Bomgill (SB) Jason Brindley (JB) David Bailey	Deputy Chairman Interim Chief Executive Chair, Care Quality Commission (CQC) YAS' Inspection Team - (for Item 6.) CQC YAS' Inspection Team - (for Item 6.) Associate Director Operations (PTS) - (for Item 7.) Trust Secretary Non-Executive Director and Senior Independent Director Membership Manager The People's NHS, Hull The People's NHS, Hull Member of Public Member of Public Member of Public Member of Public Member of Public
Note Taker:	Ali Richardson (AR)	Membership Manager

No.	Description	
1.	Welcome and Introductions The Chairman thanked everyone for attending and welcomed Elaine Jeffers and Julie Walton from the CQC. The Chairman explained why the Forum had been established.	
2.	Apologies/Declaration of Interests The Chairman gave the apologies. No Declarations of Interest were noted.	
3.	Questions From the Public The Chairman invited members of the public to ask questions. DR asked for further clarification about the downgrading of codes – e.g. Red/eight minutes. The Chairman confirmed that when a Red 1call is received the vehicle is deployed straight away. Accurate, additional information is gathered during the	

	<p>telephone conversation and this can result in a new grade being appropriately administered to the call.</p> <p>RB stated that only clinical staff assess these telephone calls. During an independent audit of the Emergency Operations Centre (EOC) and Coding in 2014, both areas were given a clean bill of health. The report was shared with Unite the Union.</p> <p>DR asked why there were not trained Paramedics on every ambulance.</p> <p>RB highlighted a national shortage of Paramedics across the NHS despite which YAS has recruited more Paramedics during 2014/15 as part of our 5 year workforce plan. He noted the Ambulance Technician role is being phased out at all ambulance services; it has been part of YAS' strategy for the last 2 years to reduce the number of Technicians.</p> <p>LL asked that, due to time restrictions, would it be possible for YAS to provide a written response to the questions she had received from members of The People's NHS Hull which were compiled in a written note shared with the Forum. The Chairman thanked LL for her offer and confirmed that YAS would action this.</p> <p>The Chairman reminded those present that there was an opportunity for questions from the public at each Trust Board meeting in Public to which all were welcome to attend. She thanked the members of the public for their attendance and participation.</p> <p>ACTION: Provide a written response to questions received from The People's NHS Hull.</p>	RB
4.	<p>To Receive: Notes of the last meeting held on 7 October 2014 and Action Log</p> <p>Forum Members agreed to receive the meeting notes from 7 October 2014 and an Action Log update. The Chairman thanked PD for Chairing the last meeting.</p>	
5.	<p>Chairman's Report</p> <p>The Chairman welcomed Olivia Eames and Lee Murphy as new YAS Forum Staff Members representing support and front-line staff respectively.</p> <p>The Chairman explained that although Dave Whiting had resigned as Chief Executive Officer (CEO) last year, he sent his apologies to Forum Members that he had not had an opportunity to say farewell and wished them all the very best for the future.</p> <p>The Chairman thanked RB for stepping-up as Interim CEO. She acknowledged that there were challenging demands on the Trust and, although there had been a significant increase in demand of Red calls, YAS still remained mid-table compared to other ambulance trusts.</p> <p>The Chairman confirmed that she had recently worked with operational staff during three separate night duties and commended their excellent work, care, respect and dignity shown at all times to patients and families.</p>	

She recommend to Forum Members the '5 Year Forward View' which is important to understand in context of the ongoing emergency and urgent care review and recognises the pivotal role of ambulance services.

<http://www.england.nhs.uk/wp-content/uploads/2014/10/5yfv-web.pdf>

The Chairman explained that Unite were collecting a so-called dossier of written evidence of whistleblowing concerns but were failing to share their concerns with YAS to allow the Trust to investigate where appropriate.

The Chairman made it clear that staff should report incidents or concerns at the time or as soon as possible in accord with YAS' policies.

JE asked if the union was working with YAS.

The Chairman confirmed that YAS de-recognised Unite for very good reasons. The Trust was working with ACAS to develop a way forward, but that Unite were not engaging in that.

RB explained that he has offered to meet Len McCluskey on several occasions and has been contacting his office since November 2014 to arrange a meeting, but to no avail.

JB asked if the increase in Red calls was related to alcohol abuse.

RB confirmed that we have several initiatives to deal with alcohol abuse in the community including our Community Medical Units which are in key city centres during peak times, staffed by Emergency Care Practitioners. YAS has a close working relationship with the Police and voluntary sector and is working with CCGs on public health messaging and education

The Chairman explained that YAS recognise the increase in Red calls is mainly around complex medical conditions and the increase in population of the elderly and not the night time economy. YAS shares its data in this area with local councils to aid development of future services in the community.

6. Care Quality Commission: Feedback from YAS' Forum Members

JW introduced herself and explained that this was only the third ambulance inspection that CQC has carried out and as such this is a pilot scheme. JW explained that CQC teams have been deployed around Yorkshire and the Humber to monitor Patient Transport Service, Resilience, Emergency Operation Centres and emergency/urgent care. JW stressed that they were not inspecting NHS 111. They are visiting emergency departments and acute hospitals to understand how patients and partners view their experiences of emergency/urgent/PTS services.

JW explained that, as these were pilot inspections, YAS would receive an overall 'shadow' grading rather than an official rating or score.

JW explained that CQC will be talking with YAS' staff, executive and leadership and other stakeholders, such as Healthwatch and other partners to gather information and intelligence. CQC recognise that it is January and they do not want to add any additional pressure to the service but rather understand how the Trust performs.

	<p>The key questions relating to YAS are:</p> <ul style="list-style-type: none"> • Is the care safe? • Are the staff caring? • Are we responsive to people’s needs? • Are services effectively delivered? • Are we well led? <p>We need to celebrate what we have done well and continue to improve.</p> <p>The Chairman invited Forum Members to share their views with CQC representatives.</p> <p>RH explained that he is a Community First Responder and from his experience YAS’ crews always treat patients in a wonderful way. He explained that they are always calm when faced with challenging situations and distressed family members.</p> <p>RS asked CQC representatives what they are offering to the public. He said that YAS are doing as much as they can to meet the eight minute response time and the media can demoralise staff.</p> <p>JW confirmed that the CQC report is not just about response times. They do not just rely on certain facts, but look at a wide range of data, information and intelligence from a breadth of stakeholders including Commissioners. They conduct a comprehensive inspection.</p> <p>EJ explained that collectively the CQC Team inspecting YAS have 1013 years of NHS experience. CQC provide Trusts with three months’ notice of inspection to give them the opportunity to get things rights beforehand and make necessary changes.</p> <p>EJ said we should be asking ourselves the following questions:</p> <ul style="list-style-type: none"> • What are we proud of and what do we do well? <p>We are all ambassadors for sharing best practise.</p> <p>The Chairman thanked Forum Members for sharing their views and EJ and JW for their time and input. EJ and JW left the meeting at 1755 hours.</p>	
7.	<p>Patient Transport Service Presentation by Joanne Halliwell, Associate Director of Operations</p> <p>JH gave a presentation on the work of PTS including qualitative and quantitative measures of performance noting that there is a high level of patient satisfaction with the PTS YAS provides. She recognised that there are areas of YAS’ excellent practice and other areas requiring improvement.</p> <p>Several Forum Members noted it is important in today’s highly competitive environment that YAS market the added value that our caring staff bring to PTS for patients, for example at end-of-life.</p>	



The Chairman thanked JH for her informative presentation.

8. Addressing the Vacancy Factor and Appointing a Lead Member of YAS Forum

AR asked Forum Members to suggest various ideas about addressing the three Public vacancies in West and East Yorkshire.

JB suggested attending market towns and engaging with local community members.

RH suggested a press release.

PD highlighted that she knew a CCG Lay Member for Patient & Public Involvement who may be interested in the role and offered to provide AR with contact details.

ACTION: It was agreed the Membership sub-group would take forward these and any other ideas Forum Members put forward and report back to the next meeting.

ACTION: AR to make contact with lay member from CCG.

AR asked Forum Members to consider appointing a Lead Member of YAS Forum.

JB explained that he had been a Lead Member at York Teaching Hospital NHS Foundation Trust and expressed an interest in the role.

The Chairman thanked JB for his expression of interest and asked YAS Forum Member to consider the role and contact AR with any questions. All nominations to be emailed by 27 January 2015 to AR.

ACTION: YAS Forum Members to email expression of interest for Lead Member role to AR by 27 January 2015. If more than one is received the YAS Forum will be asked to vote for their chosen Lead Member.

AR and M/ship Sub Group


AR

ALL/ AR

9. Membership Presentation including Videos of Membership Sub-Group by Rod Spratley, Public Member – South

The Chairman thanked Rachel McCafferty, Commercial Marketing Officer for her involvement in the presentation and dedication to the Membership Sub-Group.

RS gave a short overview of the presentation, proposals for next steps and invited feedback from Members.

	 <p>The Chairman thanked RS for his informative presentation.</p> <p>ACTION: YAS Forum Members to feedback any comments on the presentation to AR by 27 January 2015.</p>	ALL
10.	<p>Membership and Community Engagement – Next Steps</p> <p>The Chairman asked the Forum Public Members to ascertain forums in their own areas where patients and service users meet, where local health economy issues are discussed etc, and look to attend some meetings to pick up on issues relating to the ambulance service and to act as ambassadors for YAS, e.g. Healthwatch, CCG patient forums, Overview & Scrutiny Committees.</p> <p>The Chairman asked they sought out clubs and societies etc where they could give inputs on YAS using the presentation (PowerPoint or display boards)</p> <p>ACTION: YAS Forum Public Members to identify opportunities to act as ambassadors for YAS in their own areas and to attend meetings where local health economy issues are discussed – and feedback to YAS Forum</p> <p>ACTION: YAS Forum Public Members to identify opportunities to input YAS Presentation (PowerPoint or display boards) – and feedback to YAS Forum</p>	ALL ALL
11.	<p>Potential for Forum Members’ Involvement with Relevant YAS Internal Groups</p> <p>AR invited YAS Forum Members to consider joining an existing working group within YAS.</p> <p>The working groups are:</p> <ul style="list-style-type: none"> • Public health • Quality • Patient Experience <p>ACTION: Interested YAS Forum Members are asked to submit a nomination to AR detailing the relevant experience they have which must be specific to the group they are proposing to join.</p> <p>ACTION: AR to provide dates for working group meeting and update YAS Forum Members.</p>	ALL AR
12.	<p>Review and Feedback</p> <p>The Chairman thanked everyone for attending and wished all a safe journey</p>	

	home.	
	FOR INFORMATION	
13.	Role of the Senior Independent Director	
14.	Staff Forum Update	
15.	Register of Declaration of Interests	
16.	Members' Expenses	
17.	YAS Forum Training and Development Plan 2014-16	
18.	Date, Time, Location of next meeting: 1700 – 1900, 12 May 2015 [North/East Yorkshire: to be confirmed]	