



Annual General Meeting

Venue: LIVE Event

Date: Wednesday, 30 September 2020

Time: 1100 hrs

Chairman: Kathryn Lavery

Board Members:

Kathryn Lavery	(KL)	Chairman
Rod Barnes	(RB)	Chief Executive
Mark Bradley	(MB)	Executive Director of Finance
Christine Brereton	(CB)	Director of Workforce and Organisational Development
Anne Cooper	(AC)	Non-Executive Director
Tim Gilpin	(TG)	Non-Executive Director
Stan Hardy	(SH)	Non-Executive Director
Dr Julian Mark	(JM)	Executive Medical Director
Karen Owens	(KO)	Director of Urgent Care and Integration
John Nutton	(JN)	Non-Executive Director
Steve Page	(SP)	Executive Director of Quality, Governance and Performance Assurance/Deputy Chief Executive
Jeremy Pease	(JP)	Non-Executive Director
Nick Smith	(NS)	Executive Director of Operations

Apologies:

Karen Owens	(KO)	Director of Urgent Care and Integration
Mark Bradley	(MB)	Executive Director of Finance

In Attendance:

Perry Duke	(PD)	Head of Financial Services
Phil Storr	(PS)	Associate Non-Executive Director
Mandy Wilcock	(MW)	Associate Non-Executive Director
Simon Marsh	(SM)	Chief Information Officer

Minutes produced by: (OC) Odette Colgrave, Executive Coordinator

The meeting commenced at 1100 hrs.

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1	Apologies / Declaration of Interests 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.	

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<p>This year's event was held online as a 'Live Event' and recorded in order to be accessible for all attendees. The meeting reflected the work undertaken by YAS during 2020 and our responses to the pandemic by all staff.</p> <p>The Chairman acknowledged all staff and their caring approach during the pandemic. It had been a huge privilege to work alongside staff with compassion and commitment across the Trust. Not only have we learnt a lot during this challenging year, the Chair wanted to acknowledge all the lives lost during the pandemic and our sincere thoughts go to their families.</p>	
<p>2 Minutes of the AGM held on 26 September 2019 including Matters Arising not on the Agenda</p> <p>The minutes of the meeting held on 26 September 2019 were approved as a true and fair representation of the meeting.</p> <p>Matters Arising: There were no matters arising.</p>	
<p>3 Review of the Financial Year 2019/20</p> <p>The Board received a short video showing highlights of 2019-20 at YAS. It was noted that the audit process was delayed which resulted in the delay of publishing the accounts. The accounts and report will be published by 30 October 2020.</p> <p>Key highlights of 2019-20 at YAS:</p> <ul style="list-style-type: none"> • Electronic Patient records • Freedom to Speak up Guardian • AVP went live • New Doncaster Hub station opened February 2020 • Launch of YAS strategy • Disability Support Network • Good overall CQC rating • Supported cycling events • Employee Voice Network • Restart a Heart Day involved 163 schools • NHS Hull CCG Five-year contract • PTS contract for North Lincolnshire • NHS 111 First • Say Yes to Respect Campaign • Volunteers • Community First Responders • West Yorkshire Police and Fire Service partnerships • Wakefield Emergency <p>The Board received a presentation on the successes of YAS and the key areas highlighted were:</p> <ul style="list-style-type: none"> • A&E operations, made significant improvements in Cat 1, 3 & 4 • Top 50% of service delivery for all categories - underpinned by recruitment and expansion • Increased number of patients for 'Hear and Treat' 	

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<ul style="list-style-type: none"> • Overall 25% of patients were treated at scene • Integrated Urgent Care, NHS 111 First contract started 1 April 2020 with an increase in proportion of patients • Achieved 45% of national target (30%) for direct clinical advice • Introduced booking technology to put patients directly into our GP services • Expanded clinical pathways with communities • Paramedics / pharmacists could prescribe to patients • PTS were able to regain the contract in Hull • Retained service in West Yorkshire – seeing an expansion but improvement on delivery of services • In terms of COVID-19 response during February/March 2020, PTS leadership coordinated services across the region to ensure all ambulance resources were available • Sharing PPE equipment and guidance • Continuous improvement involved Bronze Silver and Gold QI training • Shared ideas with all ambulance services including improvement ideas and rapid improvement workshops • Project looking at uniforms and stocking ambulances • Moving patient safety on user experience • Electronic Patient Record, being able to share patient information providing quality patient care using NHS number with primary and acute care • 62 new A&E fleet, now over 400 • Addressed the age of the transport fleet and introduced 75 new vehicles • Doncaster Hub station opened with enhanced training facilities • Refuelling already set up for ambulance preparation • Within PTS introduced Smart phones to record patient and journey information • Able to introduce cleaning teams at A&E at hospitals • Introduced video technology providing video triage during NHS 111 First • Launched People Strategy, improving the culture and introduced cultural ambassadors • Launched Say Yes to Respect Campaign January 2020, encouraging behaviour in staff and patient groups • Staff Survey response, 50% up from 34% (YAS came out on top of the six English Ambulance Services for responding) • Launched and supported 3 networks - Disability, LGBT and BAME networks • Initiatives for leadership (300 managers) • Introduced career development for A&E staff • Flu vaccinations, 62% completed • Resources, able to achieve planned £3.7m and achieve our cost improvement programme • Safe and High Performing, CQC Autumn 2019 emergency and transport service. PTS moved from 'Requires Improvement' to 'Good.' Retained good across all domains. Overall good rating with 	

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<p>staff engagement, QI and leadership.</p> <ul style="list-style-type: none"> • One Team Base strategy – evidence based care and also digital strategy – advancing clinical care • Introduced digital system – telephony, video technology and the fleet system • Led a number of developments for Paramedic rotations (successful pilot) • Community engagement ‘Restart a Heart’ with 46,000 students in schools • Launched 999 Aspire programme – partners with Police and Fire Service • Community First responders and enhance volunteers in response to COVID-19. <p>Financial Overview 2019-20 The Board received a presentation by Perry Duke showing our financial overview of 2019-20 and the key points noted that the Trust had received:</p> <ul style="list-style-type: none"> • A surplus • NHS Improvement Control Total • Capital Expenditure Limit • External Financing Limit • Cost Improvement Plan • Unqualified Audit Opinion <p>The Trust had not received:</p> <ul style="list-style-type: none"> • Value for money arrangements <p>Financial Performance 2019-20 There have been some changes overall to income due to significant funds for local care direct and income from patient care has dropped from 10% to 2%. There has been an increase in demand for A&E services and Agenda for Change arrangements. In terms of expenditure, £8.6m includes an increase to 20% for pension scheme costs. Trust capital funding of £11.6m has been used for:</p> <ul style="list-style-type: none"> • Upgrading facilities and equipment • Improving the age of vehicles • Investment for stretchers and defibrillators 	
<p>4 COVID Response and Overview of Future Plans</p> <ul style="list-style-type: none"> • Our Job • Our Safety • Our Community <p>The Board received a verbal update by RB on how the Trust responded to COVID-19. Our first case was presented on 30 January 2020 and since then the pandemic has had a huge impact on all our services. RB thanked everyone who has been involved – One Team Value. One of the critical</p>	

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<p>elements during the pandemic has been the significant number of volunteers at YAS. The Board received a short video of the heroic work delivered to support the Trust.</p> <p>Key volunteers highlighted;</p> <ul style="list-style-type: none"> • Community First Responders • Dedication and commitment of volunteers with continuous duties booked during the pandemic • 129 volunteers and trained – including cleaning ambulance vehicles • Taking COVID-19 calls from patients with symptoms to help NHS 111 • Assisting with ambulance services for patients who had to self- isolate • National emergency period – a few extra hours per week booked • PTS volunteer drivers wearing full PPE for each journey and courtesy calls before each run (this is a crucial role for the NHS) <p>RB thanked all volunteers for their fantastic efforts over the last six months.</p>	
<p>COVID-19</p> <p>The Board received a verbal update on the courage of 999 Operations during the early stages having to respond to patients with COVID-19. Clinical and national guidance constantly changed and 999 control centre calls increased by 40%. The number of clinicians increased offering telephone advice to ensure patients were directed to appropriate care. The Nightingale Hospital in Harrogate along with military support is on standby for a second peak.</p> <p>Also during the early stages, the number of calls received by 111 First doubled resulting in an increase of volunteers. Staff in the control room increased by 100 learning new skills. However, these calls were supported by the national COVID telephone line. Calls continued to rise when schools and universities re-opened.</p> <p>PTS continued to work flexibly to ensure the service ran effectively for urgent patients. This included routine out-patients and patients attending chemotherapy services. Each journey would transport one patient per vehicle fitted with bulk heads to ensure patient safety. Elective care has increased whilst maintaining social distancing.</p> <p>Unfortunately YAS lost four colleagues, two from 111 First and two from 999 Operations. Support and advice was crucial during the pandemic which proved to be a difficult time for our own staff as well as the public.</p> <p>Prevention and control teams have provided correct PPE and guidance across the organisation. All departments have made a conscious effort in adhering to national guidance.</p> <p>The Board received a short video from staff who thanked others from wider organisations for the past six months; Thank You to:</p>	

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<ul style="list-style-type: none"> • All supermarkets who provided food for staff • All key workers including NHS • All colleagues at YAS • Teachers who allowed key workers to continue doing their job • Ambulance cleaners • All communities who have adhered to all guidance • All who stayed at home <p>RB also thanked all the public who have supported us over the past six months. Part of our response to COVID-19 will be to increase our clinical advice within 111 First.</p>	
<p>11 Chairman's Closing Remarks</p> <p>The Board received the Chairman's closing remarks by indicating the Trust needs to learn from the pandemic and we also need to ensure we can continue to deliver a safe service.</p> <p>This year has been extremely difficult and we now need to focus on our priorities. KL thanked all Trust Board colleagues this year and welcomed both SH and JP as members.</p> <p>KL also thanked again all of the staff for all their efforts and resilience, their humour in times of difficulty and care of each other during the pandemic. Care of patients is always at the forefront and KL was inspired by the organisation and the wider public of Yorkshire.</p> <p>KL thanked everyone for joining this meeting and the AGM will be published at a later date. The date of the next meeting in 2021 will be published on the website.</p>	

The Annual General Meeting closed at 1207 hrs.

CERTIFIED AS A TRUE RECORD OF PROCEEDINGS

_____ **CHAIRMAN**

_____ **DATE**