

DRAFT

WELSH AMBULANCE SERVICES NHS TRUST

**MINUTES OF THE OPEN SESSION OF THE MEETING OF THE QUALITY,
SAFETY AND GOVERNANCE COMMITTEE HELD ON THURSDAY
26 APRIL 2012 AT VANTAGE POINT HOUSE, CWMBRAN WITH VIDEO
CONFERENCING LINKS TO HQ, ST ASAPH AND CONWAY HOUSE, SWANSEA**

PRESENT :

Dr K Fitzpatrick	Non Executive Director and Chair
Mr S Castledine	Non Executive Director
Mr J Morgan	Non Executive Director

IN ATTENDANCE:

Ms K Charters	Staffside Representative (UNISON)
Ms R Beaumont – Wood	Head of Safeguarding
Mrs A Evans	Assistant Nurse Director
Mr C Garner	Information Governance Manager
Mrs J Hardisty	Director of Workforce and Organisational Development (OD)
Dr P Hughes	Medical Director
Mr J Huxley	Assistant Corporate Secretary
Mr A Jenkins	Consultant Paramedic
Ms S Jones	Clinical Director (Left the meeting unexpectedly during Agenda Item 3 – Minute 16/12)
Mr R Lee	Regional Director, South East
Mrs N Maher	Head of Informatics
Mrs D Sharp	Corporate Secretary
Mr D Walliker	ICT Operations Manager
Mr R Whitfield	Research and Development Manager
Mr J Williams	Clinical Operations Manager

APOLOGIES:

Mr D Cooper	Staff Side Representative (GMB)
Mr M Graham	Community Health Council Representative
Mr P James	Non Executive Director

14/12 PROCEDURAL MATTERS

RESOLVED: That

**(1) it be noted that there were no declarations made under the Code of
Conduct be noted;**

(2) the minutes of the meeting of the Committee held on 7 February 2012 be confirmed as a correct record, subject to the following amendments:-

Minute 10/12 (Open Session) – Clinical Directorate Risk Register

Resolution (2) be amended to read as follows:-

“ the purchasing of medical equipment be completed as a matter of urgency and the Management Team look into the process to understand the issues within the Trust.”

(3) (a) the Annual Report of the Committee for 2011/12 be amended to include the comments made by members of the Committee and be prepared for submission to the meeting of the Trust Board on 1 June 2012;

(b) the programme of business of the Committee for the calendar year 2012 be noted;

(4) the action recommended in the report to obtain the approval of the Trust’s Standards for Healthcare self assessment submission be noted;

(5) the minutes of the meetings of the Partners in Healthcare Panel covering the period March 2011 to March 2012 be received; and

(6) it be noted that there were no items of business referred to the Audit Committee for detailed consideration and analysis.

15/12 QUALITY, SAFETY AND GOVERNANCE STRATEGY

The Medical Director, supported by Senior Managers from the Medical and Clinical Directorate, introduced to the Committee a vision for future clinical and medical services which underpinned a Quality, Safety and Governance Strategy.

The Medical Director outlined the approach the Directorate and the Trust intended to adopt to provide high quality healthcare and scheduled transport services and, within this, to achieve all national quality standards and quality planned patient care services which were valued by users. The Strategy was based on the Trust’s five year strategic plan ‘Working Together for Success’ and other strategic key drivers which had provided an opportunity to redesign the clinical care that was delivered to patients in Wales.

Members welcomed the change in focus with the emphasis firmly placed on frontline services and patient care. It was acknowledged that the objectives contained within the vision would require the integration and support from a range of corporate functions within the Trust and it would be important that the processes were in place to ensure an integrated team based cross service approach to delivering the strategy.

RESOLVED: That

(1) the outline proposals be welcomed and supported;

(2) a draft strategy be presented to the Committee at its next meeting for recommendation to the Trust Board for approval at its meeting in July 2012; and

(3) the Committee regularly review the implementation of the initiatives arising from the Strategy as they develop.

16/12 COMMITTEE/MEETING STRUCTURE – MEDICAL AND CLINICAL SERVICES DIRECTORATE

In the previous item, the Committee had welcomed a shift in focus in the way the Medical and Clinical Directorate provided its services. To support this change, the Consultant Paramedic introduced a proposal for a revised committee/departmental meeting structure to service the business needs of the Directorate.

The intention of the new structure was to reduce the number and duration of meetings, reporting matters to the Committee would be on an exception basis rather than relying on formal minutes and Non Executive Directors and staff side representatives would be included, as appropriate in the work of the Groups. It was recognised that, on occasions, the Groups would need to link with other directorates to ensure that on matters involving policy development all views were taken into account prior to the approval of the policy.

RESOLVED: That

(1) the Groups that have been disbanded under the previous structure and those that are being proposed to replace them, as outlined in the report, be noted and supported; and

(2) it be noted that the finalised meeting structure will need to be approved by the Board in due course.

17/12 CONCERNS – ACTION PLAN

The Committee considered a report from the Corporate Secretary which identified that the Concerns function was currently under review as a result of the implementation of the Management Review and following a number of high profile cases that had been published by the Ombudsman and the Coroner.

The Trust had been required by the Ombudsman and the Chief Executive of NHS Wales to undertake specific action with regard to some processes surrounding Concerns and the report confirmed which of these actions had already been implemented and those that were still in the developmental

stage. Additional staff had been recruited on a temporary basis to clear a backlog of cases and a new structure covering the investigatory process and the administration of Concerns was being established.

The Committee made it clear that it wished to receive a report at each meeting to confirm the number of outstanding cases in the system and associated information, to provide a thorough appraisal of any serious cases, including Information Commissioner/Ombudsman/Coroner cases, and notification of any significant clinical negligence/personal injury claims that had been lodged with the Trust.

RESOLVED:

That the current position be noted and the actions being taken be endorsed.

18/12 ATTENDANCE MANAGEMENT – PRESENTATION OF DATA

The Director of Workforce and OD outlined progress in relation to the development of attendance management data, the end of year report on the 2011/12 Health and Wellbeing plan and the actions for 2012/13 that would be developed by the Health and Wellbeing Group.

RESOLVED: That

(1) the update of the 2011/12 Health and Wellbeing Action Plan and the 2012/13 outline plan, as described in the report, be noted; and

(2) it be noted that the sickness data of multiple factors, as described in the report, has not been presented in graph format due to the volume of information.

19/12 TRUST DRESS CODE

It was reported that the revised Dress Code Policy had received support by the Trust Partnership Forum and was now ready to be submitted to the next meeting of the Trust Board on 1 June for approval.

RESOLVED:

That the content of the report be noted and it be recommended for adoption by the Trust Board at its meeting on 1 June 2012.

20/12 SOCIAL SERVICES (WALES) BILL

The Committee received a summary of the proposals contained in the Social Services (Wales) Bill which was currently out for consultation. The proposals sought to strengthen adult protection arrangements, underpinned by new legislation, which would place duties to safeguard and protect adults 'at risk' onto a statutory footing. This would be similar to the existing arrangements for

safeguarding and protecting children. The Bill also covered other issues such as regulation and inspection and assessment and provision of community care services.

The extent of impact on the Trust, in terms of the requirement to collaborate between health and social care, in supporting people in need, was not yet clear. It would appear that there would be particular issues for the Health Boards to consider, as collaboration would also include pooled budgets. The arrangements for safeguarding and protection outlined in the Bill supported the Trust's current ways of working with Social Services departments.

RESOLVED:

That the contents of the report be noted.

21/12 CHOOSE WELL CAMPAIGN UPDATE

Members were provided with an overview of the progress made by the Partners in Healthcare function of the Trust in educating the public about the range of health services available to them when they became ill or injured.

The 'Choose Well' campaign, re-launched by the Chief Medical Officer for Wales in March 2011, aimed to facilitate the use of informed and effective decision making by members of the public when accessing NHS services.

The Trust began its national public campaign message about utilising the Emergency Ambulance Service by embarking upon a series of communication initiatives to promote the 'Choose Well' message. These initiatives included radio advertising, using leaflets and posters, using the digital platform via the Trust's website and also by engaging with other NHS and social care communications activities.

RESOLVED: That the report be noted.

22/12 WELSH LANGUAGE SCHEME ANNUAL REPORT 2011-12

The Trust had a statutory requirement to implement a Welsh Language Scheme in accordance with the Welsh Language Act 1993, stating that it would treat the English and Welsh languages on the basis of equality. The purpose of reviewing implementation of the Scheme was to measure compliance and report on examples of good practice and areas which required further work. The Trust was required to incorporate an annual thematic review on Welsh language skills, training and awareness to recognise good practice and achievements, identify weaknesses, failures and risks, and to propose specific courses of action to improve provision in that particular field.

The report submitted by the Welsh Language Officer on behalf of the Corporate Secretary included those requirements and asked the Committee

to recommend its approval by the Trust Board on 1 June 2012.

RESOLVED:

That the Board be recommended to endorse the Welsh Language Scheme Annual Report 2011/12 for submission to the recently appointed Welsh Language Commissioner.

23/12 DRAFT HEALTH AND SAFETY POLICY AND DRAFT RISK MANAGEMENT POLICY AND STRATEGY

RESOLVED:

That the current position with regard to the re-drafting of the two policies be noted and that a further progress report be brought to the next meeting.

RESOLUTION TO MEET IN CLOSED SESSION

Representatives of the press and other members of the public were excluded from the remainder of the meeting having regard to the confidential nature of the business to be transacted in accordance with the requirements of Section 1(2) of the Public Bodies (Admissions to Meetings) Act 1960.

Reports relating to the items of business in these minutes can be found on the Trust's website, www.ambulance.wales.nhs.uk