

## APPENDIX

### DRAFT

## WELSH AMBULANCE SERVICES NHS TRUST

### MINUTES OF THE OPEN MEETING OF THE QUALITY, SAFETY AND GOVERNANCE COMMITTEE HELD ON TUESDAY 1 MARCH 2011 AT LLAN-YR-AFON MEETING ROOM (VANTAGE POINT HOUSE), BOARD ROOM (HQ, ST ASAPH) AND THE VC ROOM (THANET HOUSE, SWANSEA)

#### PRESENT :

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

#### IN ATTENDANCE:

Mrs R Beaumont Wood	Head of Safeguarding
Ms K Charters	Staff Side Representative (UNISON)
Mr T Eckley	National Risk and Health and Safety Manager
Mr S Fletcher	Non Executive Director and Chairman of the Board (Observer)
Mr C Garner	Interim Information Governance and Security Officer
Mr M Graham representative	Community Health Councils
Mr T Griffiths	Adult Safeguarding Specialist Paramedic
Mrs J Hardisty	Director of Workforce and OD
Mrs L Hawker	Partners in Healthcare Lead
Mr N Heal	Staff Side Representative (RCN)
Mr J Huxley	Assistant Corporate Secretary
Mrs S Jones	Clinical Director
Mr R Lee	Regional Director, Central & West
Mr C Moore	Clinical Support Lead
Mrs D Sharp	Corporate Secretary

#### APOLOGIES:

Mr R John	Staff Side Representative (UNITE)
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01/11 PROCEDURAL MATTERS

RESOLVED: That

(1) (a) the appointments of the Chairman and membership of the Committee by the Board be noted; and

(b) the appointment of Mr John Morgan, Non Executive Director as Vice Chairman of the Committee be agreed;

Corp Sec to amend

(2) the terms of reference of the Committee be noted, and amended, by deleting the following words in paragraph 3.12 regarding membership:-

“and the Vice Chair of the Trust Board”

(3) the minutes of the meeting of the former Clinical Committee held on 7 December 2010 be confirmed as a correct record and action relating to the following matters be agreed:-

(a) Minutes 47/10 (c) and 60/10 – RRV SOP

Dafydd Jones-Morris

The Interim Director of Emergency Medical Services (EMS) to submit a report to the Patient Safety and Safeguarding Panel on 5 April and this Committee on 10 May 2011, confirming precisely what the issues were and what action was being taken to solve them;

(b) Minutes 47/10 (f) and 50/10 (3) – Compliance for CRB Checks

Director of Workforce and OD (JH)

A more detailed report was requested to be considered by the Workforce and OD Panel on 29 March and this Committee on 10 May 2011 to include the number of staff who have not received a CRB check, the risks involved, including evidence that all volunteer personnel have been checked;

(c) Minute 47/10 (g) – Immunisation/Vaccination of Staff

Director of Workforce and OD (JH)

A report be presented to the next meeting of the Committee on 10 May confirming the position with regard to the revised contract for occupational health services which was to cover immunisation/vaccination responsibilities and the provision of management information from the service provider;

**(d) Minute 47/10 (i) – Progress on Mandatory Training**

Director of  
Workforce and  
OD (JH)

An action plan be presented to the next meeting of the Committee on 10 May, explaining how protected time had been organised to allow staff to undertake mandatory/statutory training, along the lines proposed in the North Region, and including solutions to the problem in the future.

**(e) Minute 58/10 – Air Ambulance**

The report that was currently in circulation with the Management Team be presented to the Patient, Safety and Safeguarding Panel and the next meeting of the Committee on 10 May, for consideration.

Interim Dir of  
EMS (DJM)

**(f) Minute 47/10 (b) – Accident and Emergency Admissions, WAST Action**

It was acknowledged that the role of the new committee was to review plans that had been put in place and to analyse what worked and what had not worked so well. Consequently, it was agreed that the subject of admissions and the Trust's action would in future be a standing item of business on the agenda for each meeting of the Committee.

Corp Sec

(4) (a) the Clinical Director and Director of ICT, in consultation with the Corporate Secretary, be asked to produce a draft annual plan of business for the Committee for approval at the next meeting on 10 May; and

(SJ), (DJ) and  
(DS)

(b) the Clinical Director be asked to prepare a draft Annual Report, for consideration at the next meeting, confirming the work undertaken by this Committee, and the former Clinical Governance Committee, covering the financial year 2010/11 ending 31 March 2011;

(SJ)

(5) it be noted that Mr John Morgan be nominated as the Trust's representative on the Quality and Safety Committee of the Welsh Health Specialised Services Committee; and

Corp Sec (DS)  
to inform

(6) it be noted that the Audit Committee will be producing criteria and guidance on the type of issues Committees need to consider referring to the Audit Committee for review.

All to note

**02/11 PATIENT EXPERIENCE**

**RESOLVED:** That the presentation outlining a patient experience demonstrating the value of an effective referral mechanism be

noted.

**03/11 EQUALITY AND HUMAN RIGHTS – IMPLICATIONS FOR THE COMMITTEE**

**RESOLVED: That**

**(1) it be noted that deliberations about how equality and human rights should be organised within the Trust was being co-ordinated by a Task and Finish Group, chaired by the Chief Executive, to report to the Board as soon as possible, and its recommendations would be instrumental in deciding the approach and future development of equality and human rights matters within the Trust; and** All to note

**(2) this subject be a standing item of business on the agenda for each meeting of the Committee.** Corp Sec (DS)

**04/11 OUTLINE BUSINESS CASE FOR ELECTRONIC CLINICAL RECORDS (E-PCR)**

The Director of ICT introduced a report which set out the current position with regard to the E PCR project and advised the Committee that it was linked to a national programme. Members held a detailed discussion on the proposed timescale and the process for considering business cases and the approval mechanism.

**RESOLVED:**

**That the progress being made in relation to the project, as outlined in the report, be noted and the following advice be included in a report to the Board at the appropriate time:-**

- (a) the Committee recommends that the Management Team consider whether the Clinical Director should be assigned as the project sponsor;** Mgmt Team/(Director of ICT (DJ)
- (b) the Management Team be advised to establish, with some urgency, a project initiation meeting and a Project Board to steer the process; and**
- (c) the timescale for completion of the project, estimated at 2014/15, be shortened as far as possible by running project developments in parallel with existing arrangements.**

**05/11 QUALITY, SAFEGUARDING AND GOVERNANCE STRATEGY**

The Committee was in agreement that it was timely to bring together a number of existing strategies into one overarching strategy to cover quality, safety and governance issues. The new strategy would have regard to the aspirations contained in the document 'Working Together for Success'.

**RESOLVED: That a Quality, Safety and Governance Strategy be produced, a draft of which will be considered by the Patient, Safety and Safeguarding and Information Governance Panels, the Management Team, and this Committee, with final approval resting with the Trust Board.**

Clinical  
Director (SJ)

**06/11 FUTURE USE OF ST JOHN AMBULANCE SERVICE**

**RESOLVED: That the discussions currently being held to establish the criteria for the future use of the St John Service be noted.**

**07/11 RISK MANAGEMENT FRAMEWORK**

**RESOLVED: That**

**(1) the process and progress in receiving risk management information from directorates and the drafting of an accurate Corporate Risk Register within an overarching risk management framework, be noted; and**

**(2) at the next meeting of the Committee, a list of high level risks be presented identifying the difficulties and the solutions to these risks.**

Corp Sec (DS)  
and Risk  
Manager (TE)

**08/11 WELSH LANGUAGE SCHEME ANNUAL REPORT 2010-11**

**RESOLVED: That the Board be recommended to approve the Welsh Language Scheme Annual Report 2010/11 at its meeting on 31 March 2011.**

Corp Sec to  
refer to Board

**09/11 STANDARDS FOR HEALTH SERVICES**

**RESOLVED:**

**That the proposals for the Trust's Self Assessment against the Standards for Health Services be approved and it be noted that the Board in due course will approve the final self assessment submission.**

**10/11 INFECTON CONTROL – UNIFORMS**

The discussion centred on two subjects, namely the arrangements for the supply of uniforms and also progress in implementing actions following the completion of station audits.

**RESOLVED: That**

**(1) (a) with regard to uniforms, the Committee noted that the new draft specification met the new guidance criteria and , following a trial period during the summer, a recommendation would be formulated from the analysis and discussed at a meeting of the Patient Safety and Safeguarding Panel and this Committee, seeking Board approval if necessary; and  
(b) it be noted that the Uniform Group also took into consideration the implications of the WAG guidance with regard to Dress Code;**

Regional  
Director (RL)  
and Clinical  
Director (SJ)  
to progress

**(2) (a) following the completion of station audits, many of the recommendations have been implemented, but those involving capital bids were currently in the process of being drafted and would be considered in the near future; and**

**(b) Regional Directors be asked to submit, with some urgency, revised regional action plans for presentation to the Patient Safety Panel and to the next meeting of this Committee.**

**11/11 CONCERNS**

In considering the report, members focussed on the need to identify the lessons to be learned from Concerns, whether they emanated from adverse incidents, complaints or claims. The actions taken to learn from these lessons needed to be evidenced and to show how training and operating procedures had been adjusted in response to the findings. The Committee requested that future reports should include figures and trends covering the three areas that made up Concerns.

**RESOLVED: That**

**(1) the contents of this report be noted, in particular the protracted response times and ongoing challenges faced regarding the quality of final response letters;**

**(2) the Committee commits to ensuring all identified managers attend the Investigation Managers training being provided by the Welsh Assembly Government (WAG);**

**(3) continued impetus be given to the introduction of the approved Clinical Contact Model for Control; and**

**(4) future reports to the Committee on this subject to include numbers and trends covering the three elements of complaints, claims and serious/adverse incidents.**

Clinical  
Director (AJ)

**12/11 WELSH RISK POOL ANNUAL REPORT 2009-10**

**RESOLVED:** That the report be received and it be referred to the Audit Committee for consideration. Corp Sec to refer

**13/11 1000 LIVES PLUS UPDATE**

**RESOLVED:** That the contents of this report be noted.

**14/11 HIW SAFEGUARDING AND PROTECTION OF VULNERABLE ADULTS IN WALES REPORT 2010**

**RESOLVED:**

That the action plan in response to the recommendations detailed in Appendix 2 to this report, be approved and referred to the Trust Board for adoption. Corp Sec to refer

**15/11 PROFESSIONAL REGULATION/REGISTRATION**

**RESOLVED:** That this matter be monitored by the Patient Safety and Safeguarding Panel. Clinical Director to refer

**16/11 INFORMATION GOVERNANCE**

**RESOLVED:** That future business for discussion by the Committee relating to Information Governance be co-ordinated by the Information Governance and ICT Panel and an outline plan be presented to the next meeting of the Panel and this Committee. Director of ICT (DJ/NM)

**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](http://www.ambulance.wales.nhs.uk)