

WELSH AMBULANCE SERVICES NHS TRUST

MINUTES OF THE CLOSED MEETING OF THE QUALITY, SAFETY AND GOVERNANCE COMMITTEE HELD ON FRIDAY 1 MARCH 2013 AT VANTAGE POINT HOUSE, CWMBRAN WITH A VIDEO CONFERENCE LINK TO HQ, ST ASAPH AND CONWAY HOUSE, SWANSEA.

PRESENT :

Dr K Fitzpatrick - Non Executive Director and Chair
Mr S Castledine - Non Executive Director (substituting for Mr P James)
Mr J Morgan - Non Executive Director

EXECUTIVE/ASSOCIATE DIRECTORS:

Mrs J Hardisty - Director of Workforce and Organisational Development (OD)
Dr P Hughes - Medical Director
Mrs S Jenkins - Director of Service Delivery

IN ATTENDANCE:

Mr J Huxley - Assistant Corporate Secretary
Mr S Owen - Corporate Governance Officer
Mrs J Winspear - Head of Concerns and Business Management

APOLOGIES:

Mr P James - Non Executive Director
Mr A Jenkins - Consultant Paramedic
Mrs D Sharp - Corporate Secretary

The Committee noted that staffside representatives were not in attendance at the meeting.

01/13 PROCEDURAL MATTERS

RESOLVED: That it be noted that there were no declarations made under the Code of Conduct.

02/13 CONCERNS DEPARTMENTAL STRUCTURE

RESOLVED:

(1) the creation of a central concerns function, establishing in the first instance, a clear central complaints and claims

department (with local Investigation Supervising Officers aligned to the Health Boards) be supported;

(2) it be noted that, following the completion of a response to a complaint, agreed actions will be passed to a supporting clinical team for implementation and organisational learning;

(3) in order to invest in the proposed structure, the budget for the concerns department be a pay budget only, and the Management Team be asked to consider what funding arrangements can be secured from the 2013/14 budget discussions to implement the new structure; and

(4) the benchmarking exercise and supporting evidence, as confirmed in the report, be received.