

WELSH AMBULANCE SERVICES NHS TRUST

MINUTES OF THE CLOSED SESSION OF THE MEETING OF THE QUALITY, PATIENT EXPERIENCE AND SAFETY COMMITTEE HELD ON 3 DECEMBER 2015 AT VANTAGE POINT HOUSE, CWMBRAN

MEETING WAS NOT QUORATE

PRESENT :

Emrys Davies Non Executive Director and Chairman **ED**

DIRECTORS:

Dr Brendan Lloyd Medical Director **BL**

IN ATTENDANCE:

Hugh Bennett	Head of Planning and Performance	HB
Keith Cox	Board Secretary	KC
Mike Jenkins	Paramedic Quality and Clinical Practice Lead/Advanced Paramedic Practitioner	MJ
Nick Morgan	Staff Side Representative	NM
Steve Owen	Corporate Governance Officer	SO
Jane Palin	Senior Nurse Quality & Clinical Practice Lead	JP

APOLOGIES

Professor Kevin Davies	Non Executive Director
Nigel Heal	Staff Side Representative
Wendy Herbert	Assistant Director of Quality and Nursing
James Mycroft	Non Executive Director
Martin Woodford	Non Executive Director

05/15 PROCEDURAL MATTERS

RESOLVED: That the standing declaration of the Chairman, Mr Emrys Davies as a retired member of UNITE be noted.

06/15 SERIOUS ADVERSE INCIDENTS (SAI's)

The Paramedic Quality and Clinical Practice Lead/Advanced Paramedic Practitioner **MJ**, presented the report and updated the Committee on the two SAI's which had been reported to Welsh Government since the last meeting.

The Committee were further provided with a brief overview on the number of SAI's that were still open updating it on those that had been closed since the last reporting period. **MJ** assured Members that any lessons learned from incidents had been addressed going forward.

Members held a detailed discussion which focused upon the capturing, monitoring and reporting of the themes and trends that originated from SAI's. Members further commented that SAI trends had plateaued showing limited improvement and that the Committee wanted an increased focus on these going forward. **MJ** provided further details in terms of the ongoing learning that call takers were undertaking. Members noted that these learning requirements were being captured within the Local Delivery plans.

The Medical Director updated the Committee with regard to staffing levels within the Clinical Contact Centre (CCC) advising that there had been an improvement with the recruitment process.

RESOLVED: That

(1) the report be noted; and

(2) an update on progress with recruitment within the CCC be provided at the next meeting.