



**North East Ambulance Service Foundation Trust
 Annual General Meeting and Annual Members Meeting 2021/22
 Thursday 22 September 2022 at 4pm
 Bridge Suite, Baltic Campus, Gateshead College**

Item	Purpose	Lead	Paper	Start Time
Call to order				
1. Welcome	Information	Chairman	Verbal	4.00
2. Declarations of Interests	Information	Chairman	Verbal	
3. Minutes of the previous meeting	Decision	Chairman	Verbal	
4. Matters Arising	Assurance	Chairman	Report	
2021/22 Annual Report and Accounts and 2022/23 Forward Look				
5. Review of the Year and Annual Report 2021/22	Assurance	Chief Executive	Report	4.10
6. Annual Accounts 2021/22	Assurance	Group Director of Finance & Contracting	Report	5.00
7. 2022/23 Forward Look	Assurance	Chief Executive	Presentation	5.10
8. Questions from the Floor	Discussion	Executive Directors	Report	5.20
Ending Items				
9. Any Other Business (<i>by permission of the Chairman</i>)	Discussion	Chairman	Report	5.45

Minutes of Meeting



NORTH EAST AMBULANCE SERVICE FOUNDATION TRUST

Details:

Annual General Meeting & Annual Members' Meeting
Thursday 23 September 2021 at 3pm

Present:

Peter Strachan	Chairman
John Marshall	Non-Executive Director
Dr Gerry Morrow	Non-Executive Director
Catherine Young	Non-Executive Director
Carolynn Peacock	Non-Executive Director
Helen Suddes	Non-Executive Director
Raman Sanghera	Non-Executive Director
Helen Ray	Chief Executive
Kevin Scollay	Group Director of Finance & Contracting
Paul Liversidge	Chief Operating Officer
Karen O'Brien	Director of People & Development
Dr Mathew Beattie	Medical Director
Tracy Gilchrist	Deputy Director of Quality and Safety

In attendance:

Governors:	
Simon Walford	Public Governor - North of Tyne
Violet Rook	Public Governor - North of Tyne
John Rawling	Public Governor - North of Tyne
Ian Ellison	Public Governor - North of Tyne
William Laing	Public Governor - South of Tyne
Janice Chandler	Public Governor - South of Tyne
Nathan Carr	Public Governor - South of Tyne
Stephen Dunn	Public Governor - Durham
Keith Ringer	Public Governor - Durham
Linda Nelson	Appointed (Universities)
Kevin Nicholson	Appointed (Darlington Borough Council)
 NEAS Staff:	
Mark Richardson	EOC Section Manager
Julie Waite	Head of Patient Safety and Patient Experience
Annette Gibson	HR Business Partner
Jane Farrelly	Trust Secretary
Robert Johnston	Communications Officer Scheduled Care
Mike Simpson	Urgent Care Pathways Development Manager
Adrian Langford	Paramedic
 Other:	
Nikki Verow Cargan	
Ian McKee	
Leanne Clark	
Frances Johnson	
Debbie Henderson	

	Sophia Nasreisfahany Siobhan Harkess Asif Afsar Pauline Robson Anthony Horrocks Richard Turnbull Paul Freeman Aurea Neto Craig Foster Graeme Smith Siobhan Harkess Alison Slater Robert Johnston
--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Item		Action by
Opening Items		
1.	<u>Welcome and Apologies</u>	
	<p>The Chairman formally opened the Annual General Meeting and welcomed all those present.</p> <p>On behalf of the Board, the Chairman took the opportunity to thank everyone on the NEAS team for their outstanding efforts and tremendous commitment in what had been an extremely difficult time during the pandemic.</p>	
2.	<u>Declaration of Interests</u>	
	There were no declarations of interest recorded.	
3.	<u>Minutes of the Previous Meeting</u>	
	The minutes of the meeting held on Thursday 24 September 2020 were accepted as a true and accurate record.	
4.	<u>Matters Arising</u>	
	There were no additional matters arising.	
5.	<u>Annual Report & Accounts 2020/21 – Review of the Year 2020/21</u>	
	<p>The Chief Executive presented the Trust’s Annual Report and Accounts for the period 1 April 2020 to 31 March 2021.</p> <p>The CEO advised that NEAS handled 1.2 million calls during the year, the vast majority of which were received through the NHS 111 line. Members noted the high performance of the emergency operating centre team in handling the significant increase in calls throughout 2020/2021, despite staff shortages as a result of the pandemic. Members noted that the majority of callers do not require hospital treatment and NEAS continues to work closely with community partners to ensure that patients receive the appropriate treatment in the appropriate place.</p>	

The CEO advised that NEAS employs almost three thousand people as well as volunteers and that the organisation has a responsibility to each and every one of them to be a careful and considerate employer.

With regard to budget, the CEO advised those present of a £187 million spend throughout 2020/2021, the vast majority of which was spent on ensuring the appropriate level of service to deliver against the standards which have been set.

With regard to COVID-19, the meeting noted the significant challenges posed by the pandemic and the CEO extended her personal appreciation to all staff for their tireless efforts in maintaining exemplary standards of care throughout the year.

The CEO advised that approximately 700 NEAS staff were nominated for various awards throughout the year while 158 staff received long service awards, totalling 3980 years of service and enhancing NEAS's reputation as an employer of choice in the region.

Members noted progress relating to NEASUS, the fleet services subsidiary company of the Trust. The Chief Executive advised that the Trust requires approximately 130 vehicles to be on the road at all times and thanked the NEASUS team for providing safe, roadworthy vehicles for frontline staff.

Members noted progress against the 2021/22 quality priorities:

- Recognition and management of the deteriorating patient
- Cardiac arrest care
- End of life care

The members noted a renewed focus on sustainability. The CEO advised that the majority of vehicles are diesel-based and that NEAS is now considering its impact on the environment and green policies.

The CEO highlighted the efforts of NEAS volunteers, who provide over 88000 patient journeys each year and thanked them for their contribution. She also thanked members of the public who supported the Trust throughout the year. Members noted the continued commitment to the partnership approach employed throughout 2020 and 2021. The CEO advised of significant changes in the organisation of the NHS and reported that NEAS has continued to work closely with community care, primary care, local authorities and acute care partners as part of the shadow integrated care system (ICS). With regard to the vaccine roll-out, the CEO extended a special thanks to colleagues in Newcastle Hospitals who supported the roll-out of the vaccine to NEAS staff.

The CEO reported that service improvements continued through the year, despite the obvious challenges. Members noted that the quality improvement team work hard to ensure that front-line staff ideas are turned into reality.

With regard to patient feedback, members noted the following positive results:

- Over 95% of those surveyed, rated scheduled care as good or very good
- Over 88% of those surveyed rated 111 services as good or very good
- 95% of those conveyed by ambulance felt they had received exceptional service

With regard to membership, the CEO advised that there are 9054 members across the constituencies. She thanked Lead Governor Dr Simon Walford and Deputy Lead

Governors Michael McNulty and Violet Rook for the support and challenge that they bring to the Council of Governors.

Members noted that meetings continue to take place virtually throughout 2020/21 but that the Trust hoped to be able to return to in-person events as soon as it was safe to do so.

Performance

The Chief Operating Officer (COO) presented an overview of the Trust's performance for the previous year.

The COO reported that 2020/21 had been particularly challenging as a consequence of the pandemic which continued to create demand and capacity issues for the Trust. Members noted that the Trust met the standards for Category 1 and Category 4 response times but struggled to meet the response times for Categories 3 and 4. Changes to ways of working and infection control measures provided additional operational challenges, but the COO reported that staff had responded very positively to the additional challenges posed.

Members noted improvements in managing patients in the community. The COO reported that 14000 fewer patients were transported to emergency departments as a result, which helped hospitals to manage their incoming patients and reduce pressure on those emergency departments.

The COO advised that March 2020 saw a dramatic increase in the number of 111 calls. Demand increased by 12% on 2018/2019 which was a huge increase in terms of call numbers. The number of health advisors employed by the Trust increased as a result of this increased demand. Members noted that work has now commenced to prepare for the traditional winter surge in demand.

Quality and Safety

The Deputy Director of Quality and Safety provided a summary of the Trust's performance from a quality and safety perspective.

With regard to the 2020/21 quality priorities, members were advised that robust processes had been put in place to manage the identification of the deteriorating patient. Members also noted that there had been no patient safety incidents associated with the no-send policy, which provides assurance that services are safe and being utilised appropriately. Other areas of focus highlighted were handover delays, cardiac care and end of life care. Members noted the expansion of the end-of-life service to be a 7-day service which will be well-received within the community.

Clinical Effectiveness

Members received an update on clinical effectiveness from the Medical Director.

The Medical Director started by thanking all front-line staff, call-handlers, clinicians and all those who support them to maintain high standards of care, despite the immense pressures posed by the pandemic.

Members noted the increased number of public access defibrillators available across the region which are vital for increasing cardiac care survival rates. The Medical Director

	<p>also reported on the successes of the specialist paramedics in emergency care who have helped to increase 30-day survival rates by 1.2%. Members were informed about the GoodSam app which can help improve outcomes by deploying somebody who is close to the scene of a cardiac arrest. With regard to cardiac arrests, the Medical Director advised that NEAS had improved its conveyance rate to hospitals for the third year in a row which demonstrates that the right patients are being conveyed to hospital in a timely manner.</p> <p>With regard to Learning from Death, members noted that all deaths are reviewed within 24-48 hours and any learning shared with teams as a result. The Medical Director also pointed to public health initiatives around suicide and mental health in the Teesside area which he hopes to develop across the region.</p> <p>People</p> <p>The Director of People and Development provided a summary of the year from a people perspective. Members noted the following key achievements:</p> <ul style="list-style-type: none"> • The development of the Together, Able and Proud staff networks • Employers network gold award for equality and inclusion • A variety of staff recognition awards and health and well-being initiatives • Covid absence scheme • Provision of a Freedom to Speak Up Guardian service • The launch of the Workplace staff social media platform to improve communications to and between staff • Roll-out of body-worn cameras to protect staff • The continuation of training and development to ensure that staff feel safe and supported in their roles • Redeployment of staff to support front-line services • The introduction of agile working 	
6.	<p>Annual Report and Accounts</p>	
	<p>Members received the Annual report and Accounts from the Group Director of Finance and Contracting and noted the following key points:</p> <ul style="list-style-type: none"> • A reported surplus of £160k • Income increased by approximately £36m, which represented a year-on-year increase of 24% • Costs increased to £34.4m (23%) <p>The Group Director of Finance and Contracting reported that the Trust had received an unqualified audit opinion from the external auditor and there were no significant weaknesses in the value for money assessment.</p>	
7.	<p><u>2021/2022 Forward Look</u></p>	
	<p>The Chief Executive advised that the Trust had taken the opportunity to revise its strategy and that the coming year would focus on embedding the strategy across the organisation. Members noted that the strategy had been developed around four key ambitions (people, partners, performance and quality and safety) with patients at the centre. The strategy is supported by nine underpinning action plans which provide the detail for how the strategy will be delivered over the next five years.</p>	

Ending Items:		
8.	Any Other Business	
	There was no other business and the Chair closed the meeting.	
9.	Date of Next Meeting	
	To be advised – September 2023.	