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| Minutes of the Meeting of the Regional Partnership Forum (RPF) held on 15th March 2017 in  The Academy Boardroom | | | |
|  | **Members:** |  |  |
|  | Nathan Hudson (Chair) | NH | Stuart Gardner – UNISON SG |
|  | Kim Nurse | KN | Peter Green – UNISON PG |
|  | Diane Scott | DJS | Reena Farrington – UNISON RF |
|  | Linda Millinchamp | LM | Ray Lloyd – UNISON RL |
|  | Andy Carson | AC | Tracy Jones – UNISON TJ |
|  | Murray MacGregor | MM | Mark Robinson – UNISON MR |
|  | Craig Cooke | CC | Brian Clarke – UNISON BC |
|  | Jeremy Brown | JB | Ian Burness – UNISON IB |
|  | Michelle Brotherton | MB | Michael Foster – UNISON MF |
|  | Mark Docherty | MD | Pat Kelly – UNISON PK |
|  | Carla Beechey | CB | Dave Mitchell – GMB DM |
|  | Kevin Blower | KB | Alan Randell – UNITE / T&G AR |
|  | Nick Henry | NHe | George Graham – GMB GG |
|  |  |  | Steve Thompson – UNITE ST |
|  |  |  | Ian Oxford – UNITE / T&G IO |
|  |  |  | Adrian Ross – UNITE / T&G AR |
|  |  |  | Colin Griffiths – GMB FTO CG |
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|  | **In attendance:** |  |  |
|  | Kevin Ellis | KE | Pete Tansey – GMB PT |
|  | Paul Tolley | PT | Jane Dodd – GMB JD |
|  | Susan Bunyan | SB |  |
|  | Tony Page | TP |  |
|  | Wendy Owen | WO |  |
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|  | **Secretariat:** |  |  |
|  | Dawn John | DEJ | PA to the Director of Workforce and OD |

| **ITEM** | **RPF Meeting –15th March 2017** | **ACTION** |
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| **03/17/01** | **Apologies:** Mark Docherty**,** Kevin Blower – Kevin Ellis to attend and Michelle Brotherton – Susan Bunyan to attend. |  |
|  | Nathan Hudson welcomed everyone to the meeting and announced that this was George Graham’s last RPF before retirement. George qualified as a paramedic in 1987. Nathan thanked George on behalf of the group for his excellent service to WMAS. George was presented with a plaque and the group expressed their appreciation with a round of applause. |  |
| **03/17/02** | **Notes of the last meeting on 1st February 2017:** |  |
|  | **Resolved:** |  |
|  | That the minutes of the meeting held on 1st February 2017 be approved as an accurate record of the meeting with the following points noted:  Page 1: LPF Mandatory Training. Staff side asked for clarification around risk assessment for one day training. The Chair responded that mandatory training has been considered at EMB. Once approved the final list of content will be provided back to Education and Training to develop into a training plan. It was agreed that it is in everyone’s interests to ensure the programme meets legal responsibilities. Training day to be a standard 10 hours with 2 hours devoted to the Mandatory Training workbook. It is a requirement for professional registration to be competent and up to date. If a member of staff completes the training day after 8 hours, they can leave the session.  Page 1: Action 7 Starting times and availability. Mobile within 2 minutes. To be revisited and addressed locally to ensure a consistent approach.  Page 2: BBC LPF Mandatory Training. Staffside asked if minutes were checked to ensure that a meaningful discussion had taken place at EMB for this item. The Chair assured the group that this item had taken 45 minutes to discuss.  Page 5: Item 3.11 CCTV policy. It was agreed that The Chair and Stuart Gardner would discuss this item after the meeting. | **NH / SG** |
| **03/17/03** | **Action Log – Matters arising:** |  |
|  | The RPF Log contains the schedule of matters upon which the RPF have asked for further action or information to be submitted. Matters on this log can only be deleted through resolution of the RPF. (For the avoidance of doubt unless specified below all matters contained on the RPF log will remain on the log until the RPF resolves that the matter can be discharged). |  |
|  | **Resolved:** |  |
|  | 1. Variation to Contract and Conditions. Carla Beechey and Pete Green have now met and this action is green. |  |
|  | 1. 4x4 24/7 Fleet. A meeting has been arranged for 31st March. The Chair suggested that this item needs to go to LPF Staffordshire as not a regional issue. |  |
|  | 1. CFR Framework: Concerns from Staffside to be raised at Quality Governance Committee. There are risks identified. The Chair confirmed that clarification is being sought around the CFR framework and will be fed back. There are bridges between old practice and new and if concerns are identified, these are to be escalated to locality managers. New National CFR training is being set up for ratification.   18 year old CFRs attending distressing cases (particularly hangings). The Chair acknowledged this as a valid point to take away and move forward by the next RPF if not sooner. | **NH** |
|  | 1. Late submission of overtime and management approval: Nick Henry to send the relevant GRS electronic claim form to Dawn John for distribution with the papers for the next meeting. | **NHe / DEJ** |
|  | 1. HR Involvement in Appeals / Disciplinaries. Carla Beechey has drafted a paper and is arranging an appropriate meeting with staff side to discuss how this can be resolved. She will be in touch with a date as soon as possible. | **CB** |
|  | 1. ‘Flu Campaign. Following discussion after the last RPF meeting, this is to be removed from the action log. Staffside have prepared a Survey Monkey which is intended to go out next week. The Chair asked if it was necessary to conduct a Survey Monkey, as it was felt that a working group for consistency at the next campaign would be more useful to take the learning from the last campaign and move forward. The group further discussed this item. The Chair acknowledged that there are pressures on the whole organisation to protect staff and patients. Steve Thompson noted that there was also a financial benefit to staff in the last campaign. Stuart Gardner took the suggestions on board to discuss again outside of this meeting. Kim Nurse added that the ‘Flu Campaign is on the list of things we want to make sure we get right and give people a good experience. The group discussed the rationale of adding a questionnaire into payslips so that everyone is asked once and once only. Staffside raised further concerns that staff have been asked quite pointedly in sickness meetings if they have had their ‘flu jab. The Chair concluded that this is a relevant question about welfare and should not be over exuberant. |  |
|  | 1. Secondment Review – The Chair stated that some secondments will cease at the end of the year. There is no decision on research paramedics as yet. If not being paid for – secondments will end. |  |
|  | 1. Withdrawal of MFRs. Nathan Hudson has taken on board comments about what this means for local areas where it is felt that these skilled and passionate staff could be utilised more. However, this EMB decision cannot be overruled. |  |
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| **03/17/04** | **Speaker – Bariatric and Accessibility** |  |
|  | A speaker had not been confirmed so Nick Henry gave an overview with the main points as follows:-   * Each area to have their own bariatric vehicle by the end of next week. * Ongoing training with HART to provide bariatric support. By 31 03 17 at 0700 hours, there will be specialist HART staff to support bariatric cases. * Staffside asked about the stretchers used in general fleet and the weight difference in the bariatric stretchers. Management confirmed that the weight difference was minimal. Nathan Hudson stated that the risk would be minimised by sharing the bariatric vehicle and ensuring that all staff are trained. * Nathan Hudson and Jeremy Brown to monitor on usage and capability. * New Flow Chart and information to go into weekly briefing. |  |
|  | **Resolved:**  Nathan Hudson and Jeremy Brown to monitor on usage and capability. | **NH / JB** |
| **03/17/05** | **Grievances / policy adherence (standing agenda item)** |  |
|  | As presented in paper 5 – no further questions or queries. |  |
|  | **Resolved:**   1. **That the contents of paper 5 be received and noted.** |  |
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| **03/17/06** | **Director Updates as required:** |  |
|  | Kim Nurse submitted two main items for Workforce and Organisational Development:   1. On Monday WMAS submitted a bid to NHS England, looking at supporting health and wellbeing. This is a funding work stream with support for musculo-skeletal problems, mental health and weight management. Also looking at suicide prevention and the support that health care workers may require. There is a meeting next month to see how this relates to our work, which Kim will feed back on. Main thing to look at is: Ways to open up physiotherapy services with wider access to staff, as our Trust physiotherapist has a very full diary at present. Steering Group – Looking at the range of protected characteristics. 2. Staff Survey results have been published and we are in the middle of the range. More work is needed on the Staff Survey but early results show that we are not engaging as well as we would like to get a good uptake. A Staff Survey Action Group will work to make the completion of the staff survey more interesting for people. Areas of concern from this year’s survey are staff being violent to other staff and bullying and harassment between staff. Also need to make the PDR a better quality experience. Results of the Staff Survey will be published shortly and the Action Group members will be visiting hubs to discuss results.   Staffside asked for further assurance that they would see these results as soon as they are available. It needs to come back to RPF so that top areas of concern can be discussed fully. Stuart Gardner particularly referred to the word ‘perceived’ in bullying questions. He would like the word ‘perceived’ to be removed. Management took on Board the comments and gave assurance that the results went to EMB yesterday as an early ‘FYI’. They will then go to the Staff Survey Group and then to members of this group.  Susan Bunyan presented on behalf of Michelle Brotherton for Commercial Services with the main points as follows:-   * Ongoing recruitment for Cheshire. * Stoke – new rosters in place. * Arden – no major issues. * Worcester – ongoing issues but being dealt with locally * Wolverhampton – ongoing issues but being dealt with locally * Birmingham – New contract on 1st May. Large piece of work. All equipment and lockers in situ.   The group discussed the importance of the involvement of Jeremy Brown and other key personnel in PTS to ensure a smooth handover and transition. Clear action and guidance is needed. Training involved to ensure that the programme fits into the contract. The Chair identified an action for Michelle Brotherton to present at the next RPF to provide clarity and assurance that the correct processes are in place to support staff. |  |
|  | **Resolved:**   1. **Kim Nurse to distribute Staff Survey Results and Report to the group when available.** 2. **Michelle Brotherton to present on PTS developments at the next RPF.** | **KN**  **MB** |
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| **03/17/07** | **Policies and Procedures**  At this stage of the meeting, Kevin Ellis presented on Finance with main points as follows:-   * Accounts for month 11 achieved an on target surplus of 2.1 million. However, Kim Nurse confirmed that there is some centrally allocated money we are not allowed to spend. * CIP level for 17 / 18 around 5 million mark. Has not gone to EMB yet but is better than 16 / 17. * Looking at how we can do what we do more efficiently. Vehicles, negotiating a payment right for the job. Mark Docherty is talking to commissioners. All looking at sustainability. * Staffside raised concerns that everyone is already working more than they should and further CIPS could cause risks. We are going to have to stop doing certain things as there’s very little we’ve stopped so far. Management responded that we have CIPS every year. We are exploring partnership working and bids are in place with the Cabinet Office, NHS England etc. There is a commitment for the organisation to ensure that we are resourcing the front line. Our biggest risk would be not to support this. Staffside added that the back room staff support the front line. We have to look after each other with regard to increased efficiency. Stuart Gardner also raised the issue of ‘regular callers’ (high volume service users) who can clog up the system. Nathan Hudson responded that this is a community – CCG issue and GPs need to be aware of the problem so that a more appropriate healthcare professional can visit. However, legally we have a duty of care to respond.   Diane Scott – Commercial Services reported on the following:-  Confidential and anonymous report on Freedom to Speak Up from a National Conference last week. Each Trust appears to do something different and some Trusts do not have guardians in place. Diane has received 16 concerns in total. Not all of which relate to patient safety, bullying and harassment. Freedom to Speak Up Champions role under review, which will be featured in the Weekly Brief. Looking for people who are interested / appropriate, who will then be taken through a half day training and support process. Stuart Gardner reminded the Group that Staffside did not agree to staff champions from the outset. Diane Scott said that this is part of the Francis Review – where patients and staff were raising concerns and not being listened to. Anything we can do to support staff to speak up is worthwhile.  After a 10 minute adjournment in the meeting Staffside confirmed that they did not want any involvement in FTSU Staff Champions whatsoever.  A presentation was given by Tony Page, General Manager Fleet Services on Accident Awareness and examples from CCTV footage of Trust vehicle incidents  A discussion then followed around the demand on service increasing by 4% each year, mileage increasing and blue light response increasing. Accidents are increasing exponentially. This is not just involving new members of staff and occurs mostly in the 0-5 years’ service demographic.  The Chair raised the concern that we have a real problem here unless we address this going forward. We clearly have staff who are trying to extend the truth when completing accident forms, as there is often discrepancy between the claim form and the CCTV footage. The CCTV policy needs to reflect the intention to protect our staff and our patients and not as a punitive measure. This may help staff to complete forms accurately. Tony Page added that accident reports need to be completed in a timely manner and therefore not all CCTV footage would be pulled for every accident. Staffside requested that the High Speed Driving Policy needs to be looked at more rigorously and not just the CCTV footage. Nathan Hudson confirmed that this policy is being reviewed by Julian Rhodes.  Staffside believe that this issue should be looked at holistically with regard to high number of 999 calls crews are responding to. Crews are devastated when involved in an accident. Whole system needs to be looked at to reduce risks. Pete Green suggested making staff more aware that CCTV footage will be used to verify accident reports. Tony Page confirmed that there is a box to tick on the form which confirms the report they have submitted is a true and accurate record.  Paul Tolley will look at Training and hazard perception with involvement from Matt Brown and Pete Green to try and get some context going forward to address this increasing risk.  The Chair thanked everyone for their input and adjourned the meeting for 10 minutes.  When the Group reconvened, Pete Green asked that consideration be given to educating staff so that they are aware that CCTV footage will go to the insurance company following any accident. Also highlight this in training schools. Try this first and see where it takes us. Tony Page responded that a number of weekly brief articles have stated this. Staffside felt that the notice needs to be larger on the forms. Stuart Gardner also added that staff involved in an accident whilst at work, also need to advise their own private vehicle insurance companies. Reena Farrington asked if it was helpful to have staff review their accident forms prior to submission.  Management responded that this is already referenced in training package and driving videos used. Form 54 is reviewed for insurance and if it doesn’t match then escalated to general manager. Nathan Hudson would be happy to sit down with Staffside at that point to determine what further action to take. However, factual information needs to be reported to insurance companies for legal reasons.  **Nathan Hudson gave an Operational Re-Structure Notice with the main points as follows:**  We are now heavily into plans for Easter. Nathan met this morning with managers to give an overview and to gain input and guidance for potential restructure within operations, following feedback from the CQC inspection showing that improvements were needed. There are clear inconsistencies across the Trust that need to be addressed.  A proposal is to create a Tactical Operations Director responsibility for A&E operational delivery The Area Support Officer roles will be increased from 55 to 75 regionally. However, the number of Operational Managers will be reduced and therefore 19 posts will be at risk. Larger sites will retain an Assistant role and all 9 sectors will have Senior Operational Managers. The Title of the role of ‘Area Support Officer’ will change to ‘Operational Manager’ to underline the operational element going forward. Nathan will work with Staffside on this.  The hub / station structure will change i.e. Donnington will be attached to Shrewsbury, Lichfield attached to Erdington, Bromsgrove attached to Hollymoor etc.  Steve Thompson asked if this was an official notification today as would like this in writing. Nathan responded that the announcement today was on an ‘FYI’ basis and formal notification would follow. This matter was discussed at EMB yesterday where an agreement was made to take forward. The Tactical Operations Director role will be advertised this week and everything will be in consultation and the Change process started to ensure we have the right people in the right place.  Stuart Gardner asked if Managers on stations with no Area Support Officer were at risk. Nathan Hudson stated – yes – we will formally notify them.  Kim Nurse added that this notification today was for an early heads up on the organisational pressure and how we are responding to it. A Management of Change Group will be put in place and formal notifications made without delay. Plans are put in place which need to be progressed collaboratively.  Nathan Hudson urged Staffside to speak openly but in confidence, to Managers who may contact them initially, before the formal process is in place.  Stuart Gardner enquired about Administration Staff. Nathan responded that Management had not looked at numbers yet. Only 19 Managers were highlighted in the system for now. Stuart also made the point that Bromsgrove may not be happy to be under Birmingham for example.  Further discussion followed and Staffside specifically asked to be kept fully informed of all Changes that may affect all staff groups and not to be drip fed information.  Management confirmed that Staffside would be involved throughout the process and nothing would be held back.  Kim Nurse stated that there will be clear instruction, clear communication and clear assurances to avoid rumours.  **Policies and Procedures**:  Paper 7b has been approved. Papers 7, 7a and 7c will be reviewed again at Policy Group tomorrow and any amendments made but no requirement to return to RPF.  The Group then further discussed policies not on today’s agenda as follows:-  Meal break: Policy is being broken and overruled.  Sickness Policy: Staffside raised concerns that people are getting excessive welfare calls when off sick i.e. when in hospital, or off long term with stress. These calls can be distressing and feel like harassment and intimidation. More clarification is needed around this policy so that Managers understand when it is appropriate or not appropriate to call.  Kim Nurse explained effective management is keeping in touch with your staff. E.g. if someone breaks a leg, make contact to see how they are getting on and then agree with the individual when the next communication will take place. This needs to be done on an individual basis, this guidance has been clarified in the sickness policy that is being reviewed with staff side colleagues. |  |
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|  | **Resolved:**   1. **Review of the role of FTSU Champions and feature in Weekly Brief.** 2. **Paul Tolley, Matt Brown and Pete Green to look at high speed driving training and hazard perception.** 3. **Nathan Hudson and Staffside to work in partnership to resolve discrepancy in accident reports and actual CCTV footage. To be discussed more fully at EPG.** 4. **That the content of papers 7, 7a, 7b and 7c be received and noted.** | **DJS**  **PT**  **NH and Staffside** |
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| **03/17/08** | **Locality Partnership Forums (LPF):** |  |
|  | The LPF Minutes were submitted for information. Missing minutes for C&W and EOC to be provided for the next meeting. |  |
|  | **Resolved:**   1. **That the contents of the papers be received and noted.** |  |
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| **03/17/09** | **Bear Scotland Ruling and its implications for WMAS:** |  |
|  | Wendy Owen gave a verbal presentation to the Group on Bear Scotland ruling and its implications for WMAS and the calculation / formulae that WMAS intend to use.  Wendy has devised a simplified spreadsheet taken from SCAS, with a calculation that will apply to every single incidental overtime payment, regardless of when leave is taken. There will be no need to provide further evidence or claim the process will be automoated to ease the administration of such. Wendy will sit down with anyone who requires further clarification on how the calculation / model works. The Chair asked Wendy to kindly devise a briefing document  Kim Nurse assured the group that a promise was made to get this into the new financial year with backdates to April. The system will be embedded into a GRS automatic process and make timesheets easier. |  |
|  | **Resolved:** |  |
|  | 1. Wendy Owen to devise a simple briefing document for Bear Scotland ruling the formulae applied. 2. Article for Weekly Brief.   Actioned. |  |
| **03/17/10** | **Review of the Trade Union Recognition Agreement:**  The Group agreed that this agreement needs to be updated and suggested organising a small working group who will then bring back proposals. Pete Green to work in partnership with Kim Nurse. |  |
|  | **Resolved:** |  |
|  | 1. That the paper be received and noted. 2. A small working group to be organised who will bring back proposals to this Group. | **KN / PG** |
| **03/17/11** | **National Paramedic Banding Agreement:**  Kim Nurse reported that the Banding Agreement has now been signed off. Funding has come through for back pay January to March. The Trust has had assurance that we will receive funding for the next two years 2017 / 2019. During that time we will need to establish agreement within the organisation to ensure sustainability long term. Letters will be going out in April to all of the different types of paramedic this impacts on. Working Group are on track and Payroll are geared up to start payments from April. If there are any questions, please email Kim Nurse.  Steve Thompson asked if there was still an opportunity to view and comment on the letters being prepared. Management confirmed that the letters had been nationally produced but would be re-worked to the Trust style of wording following previous comments received from staff side colleagues. |  |
|  | **Resolved:** |  |
|  | 1. That the contents of the paper be received and noted. |  |
| **03/17/12** | **NASPF Call to Action on Bullying:**  Nationally, the Ambulance Partnership Forum thinking is that bullying is an issue we can all work on together. We need to think collaboratively about how we address this in our Trust. |  |
|  | **Resolved:** |  |
|  | 1. That the contents of the paper be received and noted. |  |
| **03/17/13** | **Paternity Leave:**  The Group discussed this policy which currently allows for 37 ½ hours paternity leave (one week). The statutory entitlement is for two calendar weeks paternity *leave*. Carla Beechey stated that we need to separate time and pay i.e. two weeks calendar time and normal average weekly earnings. This policy needs to be reviewed and updated and discussed at Policy Group. |  |
|  | **Resolved:**   1. **Paternity Leave policy to be reviewed at Policy Group.** |  |
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| **03/17/14** | **HR Involvement at Meetings** |  |
|  | Pete Green has already discussed this with Kim Nurse and Carla Beechey and is happy to carry on along these lines outside of this forum, concerns were raised regarding HR Managers overriding decisions Line Managers are making.  Nathan Hudson suggested looking at this on an individual basis outside of this Group should further occurrences take place. |  |
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| **03/17/15** | **Communication whilst off sick**  The Group agreed that this agenda item has already been covered in the policy section above. |  |
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| **03/17/16** | **Any Other Urgent Business** |  |
|  | **7.5 Hours of extra annual leave given by the Chief Executive to all following the excellent CQC result:**  Stuart Gardner wondered if this could be taken over into next year – April 17 – March 18. To be discussed and agreed locally. |  |
|  | **Health and Safety Representatives involvement in accidents at time of the incident:**  The Chair stated that Representatives are not sent to the incidents from an organisational point of view but happy to work with Staffside on any Health and Safety incident. Diane Scott confirmed that an incident report is electronically sent through, which any member of staff can share. An Action was agreed for Diane Scott to look at legislation and bring back to next RPF. | **DJS** |
|  | **Regional RRV Update:**  80 held currently. Disposing of another 30 this year. The Chair confirmed that there were no plans from the current scheme to reduce any further. Staffside stated that when this discussion was held previously, the contribution of RRV to a whole response was negligible at 6%. What is the RRV contribution regionally? The Chair responded that he did not have this information to hand. Staffside asked how many schemes are there regionally? The Chair responded 20 schemes. From 1st January only responded to 18% of total call volume. 85% is done by ambulances. The Chair further stated that we do not measure performance with cars. We are making sure that we have an ambulance to transfer a critically ill patient to hospital. We have cars that are not used for the most appropriate cases. Staffside asked: What was the overall response regionally for cars? The Chair answered that we do not have that information. We do not just look at care in high performance areas. |  |
|  | **GRS: Update of papers from EPG – concerns raised around the process:**  A paper has been produced which simplifies the process around Allocated Leave Rotas. Nick Henry to send to Dawn John for distribution with these minutes.  A discussion followed and Management to work with Staffside to develop a consistent approach. |  |
|  | **Reports of Hacking of Trust Twitter Account:**  Stuart Gardner asked if this rumour was true. Murray MacGregor confirmed that essentially yes it was. The analytics package of several organisations – ‘Twitter Counter’ – had been hacked which meant that a fake tweet could be put out. The password on our Twitter account has been changed and Twitter Counter have locked their account. |  |
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| **01/17/17** | **Date and time of the next meeting**  **~~26~~~~th~~ ~~April 2017, The Academy Board Room~~**  **Postponed – to be re-arranged** |  |

Chair……………………………….. Dated…………………………………