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**Minutes of the Staffordshire Local Partnership Forum**

Details: Friday 30th June 2017 **Tollgate**

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| Membership: | Mr P Baylis (PB) Chair | SOM – Stafford Hub |  |
|  | Mrs S Bhambra-Thompson | HR Manager |  |
|  | Mr A Parfrey | Health & Safety Manager |  |
|  | Mr A Gibson | EOC Commander |  |
|  | Mr J Carroll | Unison representative |  |
|  | Mr S Heeks  Mrs G Wilson  Mr M Robinson  Mr R Brandrick  Mr I Burness  Mr H Lainton  Mr A Oakley  Mr S Smith  Mr S Thompson  Mr P Tansey  Mr D Mitchell  Mr S Wright  Ms L Darby  Mrs J Dodd | Unison representative  Unison representative  Unison representative  Unison representative  Unison representative  Unison representative  Unison representative  Unison representative  UNITE representative  GMB representative  GMB representative  GMB representative  GMB representative  GMB representative |  |
| In Attendance: |  |  |  |
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|  |  |  |  |
| Secretariat: | Mrs S K Bhambra-Thompson | Secretariat |  |

All attendees to this meeting must be aware that access may be given to all minutes and associated documents under the Freedom of Information Act 2000.

**Agenda Items:**

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| **No** | **Description** | **Action** |
| 30.04.17 - 01 | Apologies:  Management: MC, NH, AP, TA  Staff Side: ST, IB |  |
| 30.04.17 - 02 | Minutes of last meeting – 27.04.2017  Minutes agreed as true and accurate except for minor amendment;  Estates issues should read Cannock |  |
| 30.04.17 - 03 | **Matters Arising - Action Points from previous meeting**  **H&S visits**  At the previous LPF it was agreed that AP was contacted in order for the H&S visits to be arranged for Stafford and Stoke. PB stated that these would be diarised for quarterly reviews. It was agreed that the H&S representatives that would be included, for Stafford SW and RB and for Stoke this would be PT and HL.  **Late finishes**  An action from the previous LPF was for JV to arrange a meeting with PT in order to discuss late finishes. PT stated that JV did not make contact. PT stated that it still appeared that last month compared to this month late finishes did seem to be on the increase.  PT then requested whether a comparison of figures could be completed for the month before the move to the month after. AG stated that he would look into this and would also include Leek.  **Silent dispatch**  At the previous LPF, concerns were highlighted in regard to pre alerts; the action from this was for PC to email AG the details so that these could be looked into. However, it was reported that PC had not been able to email AG with the details of crews being mobilised to pre alerts.  AG then stated that he and C Hollyoake had completed an audit in regard to this. He stated that a random sample had been taken and out 40 instances only 3 that had been passed without a code and that there had also been 6 instances without rationale. He added that this did not seem to be a big problem, however, it had highlighted one person who he would be speaking with. AG would circulate this data.  **Stand by over population**  At the previous LPF it has been raised that there were issues in regard to the number of staff at stand by points at any one time. AG stated that crews would be rotated round or back to the Hub. AG thought that this did not occur regularly, however, he did agree that at times there may not be enough seats. PG brought up that regionally, Management had agreed that only a certain number of crews should be at any stand by point at any time and this was dependant on seating. PG added that whilst this was not the crews fault that he could understand that it was difficult for EOC to manage. AG agreed that a set number would go to stand by points and the rest to hubs  **New Stoke Hub**  Staff side again commented that NH, SL and AP did not allow them be part of the new Stoke Hub meeting.  PT stated that the unions wanted to work in partnership with management, however due to the lack of this everything that was previously raised in regard to the new hub was now an issue. PB stated he cannot comment about the past but moving forward both he and Mark were focussed with partnership working.  PB also added that all minutes would be placed on notice boards, and that it was important that staff were informed. PB stated he would speak with MC in regard to this.  **Longton standby concerns – no auto stop**  Staff side highlighted that this was still outstanding and that the auto stop had not been completed. PT stated that he had discussed this with MC. PB stated that he would speak with MC & Estates and update PT.  **Estates issues at Cannock**  Issues were raised at the last LPF in regard to Cannock, in particular the site being too small, being blocked in when lorries were delivering goods, and limited car parking. PB stated that he believed that the site was earmarked for closure. He added that he would chase this for clarification and would update SW and RB.  **Lockers at Leek**  PT reported that this item was now completed.  **End of Shift Tasking**  It was highlighted that this was an ongoing issues, PB stated that this was a Regional issue that has been discussed on several occasions at RPF. Staff side were still awaiting a meeting to be arranged with EOC Management.  **Lockers at Tollgate**  At the previous LPF it was highlighted that there was limited space at Tollgate for operational staff to put their kit. PB stated that there was an audit that was being undertaken currently to look at the staff foot print and look at where lockers could be accommodated. PB added that we needed to get an accurate figure to determine the numbers that were required.  **GRS changes**  At the previous LPF staff side had raised concerns about the changes on GRS and that staff were finding it difficult to find things with the new layout. AW was to contact S Barnes (SB) to request a crib sheet, SB had stated that something would be put together for staff.  **Cool bags and ice packs**  Previously staff side had raised concerns that some staff did not have cool bags and ice packs. PB stated that we needed to evaluate how big an issue this was. Staff side stated that it seemed that most of the problem was at Stoke Hub and ice blocks were required for some staff and also new staff needed both cool bags and ice packs. PB stated that he would make enquiries and move this forward urgently.  **Clarification around splitting of crews**  This item was raised at the previous LPF and clarification was sort for paramedics working together for OT shifts. AW had previously mentioned that the focus was for the right skill mix for patient care and to ensure that there was a paramedic on every vehicle. It was agreed that this item needed to be discussed at RPF. | **PB & MC**  **AG**  **AG**  **PB**  **PB & MC**  **PB**  **PB** |
| **Staff Side Raised Business** | | |
| 30.04.17 - 04 | **Health & Safety visits**  This item was discussed as part of matters arising. |  |
| 30.04.17 - 05 | **Stoke Hub issues**  GMB advised that they had issued an inspection notice which had been forwarded to MC, they added that L Smith was also aware of this notice.  PB stated that he would ensure that LS & MC were made aware of this. | **PB/MC/ LS** |
| 30.04.17 - 06 | **Late finishes at Leek**  PT advised that the distance staff had to travel at the end of their shift from hospital to Leek was approximately 10 -12 miles, which could take them an average of 45 minutes to an hour to complete.  On a daily basis, crews could be up to an hour and a half late finishing.  AG stated that he would look into this and report back what the stats were, Staff side commented that they felt that the times had increased from when the RRV’s were reduced and an ambulance introduced. | **AG** |
| 30.04.17 - 07 | **H&S notifications**  PT reported that there were regional discussions ongoing with N Hudson in regard to this. |  |
| 30.04.17 - 08 | **EOS tasking**  This item was discussed as part of matters arising. |  |
| **Standing Items** | | |
| 30.04.17 - 09 | **H&S issues**   * Staff side questioned what forms were completed as part of the H&S walk rounds? | **LS/AP** |
| 30.04.17 - 10 | **Update on regional work streams**   * Newly Qualified Paramedic – PG reported that discussions were ongoing both regionally and nationally in regard to this. |  |
| **AOB** | | |
| 30.04.17 - 12 | **Shortage of cool bag and ice packs**  This item was dealt with in matters arising.  **Late finish comparison**  This item was dealt with in matters arising.  **Second key to trucks**  Staff side raised a concern that if vehicles were required to be locked at all times, that it would make sense for two keys to made available to crews. It was suggested that with a lot of new staff, that sometimes at the start of the shift it was difficult to find crew members, or equally the other member of the crew had locked the vehicle and gone somewhere in the hub, which could affect deployment times as well.  PB stated that with the heightened security risks that he did not think that this was a possibility and surely this was more about crews communicating with each other. Staff side then stated that sometimes the remote lock did not work on the key, PB stated that crews then needed to manually lock the vehicle and report this fault.    **Real time information**  Staff side raised concerns about real time information in regard to payroll. They added that recently there had been a mistake in regard to a member of staff’s pay. SKB stated that this had been remedied for the staff member. There was then some wider discussion in reference to real time information. PG then stated that there were ongoing discussions with payroll in regard to this.  **Stoke 4x4 not being left to last resort**  PT stated that he thought there was a Regional agreement that the 4x4 vehicles would only be used as a last resort and would also be the last vehicles to be allocated to crews. PG confirmed that there was agreement at RPF that 4X4’s would be the last vehicles to be utilised. PT advised that this was a daily occurrence and definitely not a last resort. PB stated that he would discuss this with MC when he returned from leave.  **Student Paramedics not getting their hours in as they are being split up.**  DM raised a concern in relation to technician to paramedic placement blocks, in particular that when on OT shifts they were split. He added that they were dropping down on the hours not working with a paramedic. He also stated that this was mainly happening with one individual. PB asked this had been raised with MC, DM was unsure but stated that he would email MC in regard to this member of staff.  **No open door policy at Stoke as ID will not open some doors**  Staff side raised concerns that there did not appear to be an open-door policy at Stoke as ID cards would not open the doors to the upper level.  PB explained that at times there are certain requirements for confidentiality and security after hours. However, access should be available in ‘office hours’. PB to speak with MC in regard to accessibility.  **NQP program**  This item was dealt with in update on regional work streams.  **Pool staff are not getting 4 weeks’ notice of shifts and other staff are getting short notice shift changes sometimes with only 1-2 days’ notice.**  SW advised that some staff were only getting 1 weeks’ notice of shifts.  He added that 4 weeks’ notice was the regionally agreed timescale for notification of shifts. He also stated that this was mainly concerning pool staff.  PB stated that during the following week would be taking over this element and would ensure that this was 4 weeks. He also added that staff needed to access GRS to review their shifts.  **Changing rotas or teams at Stafford**  Staff side raised a query in regard to whether there was going to be a rota change at Stafford. PB stated that he was reviewing the rosters as they needed to be fit for purpose. PB stated that he would let SW know the outcome once the review was completed. He also stated that if there were any changes that staff would be consulted with.  **Quiet room at Stoke**  Staff side raised that there is no quiet room at Stoke, saying it was a noisy environment due to the number of staff. It was also reported that some staff sit in their cars for the duration of their break. Staff side asked whether there was any facility for a quiet room. PB said he will speak with MC about the issue.  **Flow at Stoke not working properly**  Staff side stated the ‘flow’ at Stoke is not working effectively.  PT stated that the walk flow for staff from the collection of keys, to the CD room and then to the vehicle was not working well. He added that keys were supposed to be in corridor, and this seemed to work in Coventry Hub. PB stated that he would speak with MC in regard to this.  **No wet room for clothes at Stoke**  Staff side stated there was no wet room for clothes at Stoke. PT added that the Trust were championing health & wellbeing but staff have to put their wet kit in their locker on top of clean uniform, as staff were expected to have a clean spare uniform on site.  He added that the new build had provided little space for wet kit. Staff side then questioned why they could not put wet clothes in the drying room, PB replied that was a clinical drying room so that was not appropriate. PB stated that he would speak with MC in regard to this.  **People smoking in bike shed at Stoke**  It was highlighted that staff were smoking in the bike shed, PT said anybody smoking should not be visible to the public, and then questioned where staff would go.  PT also raised another concern that he did not think that the bike shed should be in plain view. PB stated that he would speak with MC in regard to this.  **Mentorship requirements**  Staff side raised concerns in regard to staff continually having to mentor staff without any break from this. Staff side stated that they understood that HCPC requirements were that Student Paramedics needed mentorship and qualified staff had a responsibility to help students. They added that sometimes some staff had a student every shift of the week; first year students, second year students, Technician to Paramedic and SP’s. There was a variety of different level of students from day to day. It was stated that having to mentor up to 5 days per week meant that the stress levels of staff were rising for some staff.  Staff side also stated that some staff do not wish to mentor every day, it was noted that there was an influx of mentees with no one to go with, but this was putting additional pressure on crews. They added that some crews needed a break as the supply of students seemed to be relentless, and especially challenging was repeatedly getting somebody different most days.  Staff side added that some paramedics felt that they were potentially going to suffer from skill fade and their skills were being devalued as students seemed to be doing everything in the efforts to get their mentored hours in. PG stated the problem was region wide.  He added that the he did try to give staff a break where possible and that the Trust were encouraging more staff to sign up as mentors. PB stated that he and MC would review this.  **Closure notice for Cannock**  This item was dealt with in matters arising  **Printers at Stoke**  PT asked whether a printer could be made available at Stoke. He added that there was a printer at the old Stoke Hub but this had disappeared.  He also stated that sometimes staff needed to print forms etc. Management stated that any Trust forms would be available and pre-printed for staff, such as travel expenses. It was stated that it would be uneconomic for a stand-alone printer but Union reps could have access to the one at the hub, likely to be the photocopier. It was suggested that they tied in with local Management with access requirements.  **Scheduling not putting crews on the running sheet / the wrong shift**  RB stated he had been allocated shifts but had not been put on the running sheets and when on annual leave had lost shifts. PB apologised for this and stated that the planning of shifts would now be under his remit going forward.  **Staff side asked if Lichfield is still a hub for Stafford crews’ meal breaks?**  PB stated that he would clarify this at SMT  **EOC Rest room at Tollgate**  Staff side asked about the rest room at Tollgate EOC. GW said it was being used as a store room, and asked whether this was a temporary measure? PB/AG stated that it was temporary.  **Fire drills & EOC**  Staff side asked whether it was still the case that EOC did not evacuate during a fire drill? AG stated that when it was pre-arranged then this was not an issue. PB also stated that the there was a 1 hrs stay safe in EOC. AG added that drills and evacuations did still happen for EOC and were practiced and did form part of business continuity.  **Extension at Stoke**  There was a concern raised in relation to the kitchen and the door leading outside, it was requested whether a porch could be looked at to break wind flow. PB to pick up with MC.  **Sickness notice**  It was raised that an Operational Manager had requested, via a notice that members of staff off sick called in on a daily basis and before 1000hrs. It was confirmed as an incorrect process and that the notice would be removed immediately. There was some general discussion in regard to uncertified and certified sickness absence that communication regarding sickness was important and key for supporting staff.  **Cheadle post**  It was raised that the access door at back opened up onto access road, it was suggested that this needed a safety rail. PB to discuss with MC.  **Nominated first aiders**  Staff side asked who the nominated First Aiders and Fire Officers were for Stafford and Stoke. PB stated that this would be the duty OM and for Stafford there were also individuals within the EOC. | **PB**  **DM**  **PB/MC**  **PB**  **PB/MC**  **PB/MC**  **PB/MC**  **PB/MC**  **PB/MC**  **PB**  **PB/MC**  **PB/MC** |
| 30.04.17 - 13 | **Items to go to RPF**   * Stand by over population * EOS tasking * Clarification of splitting crews |  |
| 30.04.17 - 14 | **Date of next meeting**  Friday 28th July 2017 @ Stoke  Thursday 24th Aug 2017 @ Stoke  Thursday 28th Sept 2017 @ Tollgate  Tuesday 24th October 2017 @ Stoke  Tuesday 21st November 2017 @ Tollgate |  |