

		<p><u>Action 8.1 (22.11.18) – Safeguard Training – CLOSED</u></p> <ul style="list-style-type: none"> • MB confirmed that PTS staff are not required to undertake the Safeguarding level 3 Training, this is for Paramedics only. 	
3		<p><u>Issues Raised from Local CPF Meetings</u></p> <ul style="list-style-type: none"> • No issues received. 	
4		<p><u>Directors Update</u></p> <p><u>Contracts Update</u></p> <p><u>Birmingham</u></p> <ul style="list-style-type: none"> • MB informed that the proposal for an additional KPI regarding therapy patients and discharge performance had been presented to the CCG Governance Board on 18.01.19 <ul style="list-style-type: none"> - MB advised a decision should be made by the end of the week as was going to the CCG Governance Board. - MBe is currently looking at long waits <p><u>Worcester</u></p> <ul style="list-style-type: none"> • MB reported we have formally been given notice on the Worcester contract, which expires April 2020. <ul style="list-style-type: none"> - MB and Damian Dixon are attending an event at The Bank House Hotel on 30.01.19 regarding the Hereford and Worcester Contract. - The length of contract has not been specified. - Paul Ryan is Lead Commissioner for Hereford - Simon Garland is Lead Commissioner for Worcester - MB asked for all staff to be made aware that management and staff have received high praise for work being carried out in Worcester and throughout PTS. <p><u>Dudley & Wolverhampton</u></p> <ul style="list-style-type: none"> • MB advised Commissioners had requested a 2-year extension on the current contract due to expire in October 2019. <ul style="list-style-type: none"> - MB informed a meeting had taken place on 18.01.19 and Commissioners have made it very clear that they would like WMAS to continue to provide the service, however an agreement needs to be made on the proposal. - A further meeting has been arranged on 28.01.19 <p><u>Coventry & Warwick</u></p> <ul style="list-style-type: none"> • MB advised the contract is due to expire in 2020 and Commissioners have requested WMAS to extend for 2-years. <p><u>Performance</u></p> <ul style="list-style-type: none"> • MB advised that PTS is currently in a very good position and following the recent Resources Committee, Tony Murrell, Non-Executive Director, had asked for his thanks to be passed on to all in PTS for their hard-work and dedication that had been shown. <ul style="list-style-type: none"> - Dudley & Wolverhampton had only missed 1 x KPI in December. - Worcester continues to achieve on all KPI's - Birmingham are achieving Renals and work is being done around the Quick Response KPI and GP same day. 	

- Adverts will be going out today, (24.01.19) for GP Urgent Tier staff in Gravelly.
- Sickness is improving and PTS have been below 4% for the previous 2-months.

Cheshire Mobilisation

- MB advised that Bi-Monthly Mobilisation meetings were taking place.
 - The Vehicle Design Group meeting had taken place on 14.01.19 and we need to go back out to procurement for vehicle specifications, which Tony Page is taking forward
 - Meeting had taken place with Commissioners and agreed to a long-stop date of 01.07.19
 - Looking to add 30 vehicles to the contract, majority will be WAV's, this is to ensure taxis are not used.
 - MB informed we are currently looking at 2 new sites, on The Wirral and in Macclesfield.
 - Advert has gone out for additional staffing
 - New vehicles should be delivered by end of June 2019.

European Working Time Directive

- MB informed that a report had been presented at the recent OMT Meeting and the position was made clear that no member of staff is to breach the working time directive for their health and wellbeing.
 - MF advised that he had previously completed forms to opt out of this and ST advised that he was currently looking into this as believed that it was illegal.
 - MB informed that a report has been generated on GRS for all staff which looks over a 17-week period. This does not include annual leave and looks at all abstractions.
 - Managers will run this report during the rostering process
 - ST advised that as an organisation WMAS is not part of opting out of the working time directive and MF stated it was a personal choice when he opted out.
 - AR advised that on the Government website, it states that staff can opt out if they wish.
 - MB reiterated this was for the health and wellbeing of all staff and from a contractual point of view nothing has been stated around opting in or out.
 - ST suggested that this should be raised at RPF.
 - MB stated that following concerns that have been raised to her, it will not be tolerated the way that some of the Managers have been spoken to regarding this issue by some staff and reinforced that no staff member would be allowed to breach. We have to ensure the Health and Wellbeing of our staff

Bariatric

- MB reported that the enhanced bariatric had been rolled out and asked for staff to complete ER54's for feedback.
 - MF advised that he had attended the training and requested that it is held over 2-days due to the volume of information on the course.

	<ul style="list-style-type: none"> - MB stressed this is why she was asking for 54's to be completed to provide evidence for a business case to be put forward for additional training and equipment. - MG suggested that it would be useful for Control staff should also attend the training. <p><u>CQC</u></p> <ul style="list-style-type: none"> • MB informed that a visit from the CQC was expected in the next few months. <ul style="list-style-type: none"> - Jonathan Ram, CQC Relationship Officer, had attended an SMT meeting in December 2018 and MB had given a presentation on all the work that had been carried out. - MB advised she will be visiting sites and will carry out drop in sessions for staff and inspections. <p><u>Staff Survey</u></p> <ul style="list-style-type: none"> • MB advised that Managers were arranging Working Groups and Listening in Action meeting following the recent Staff Survey. <p><u>PDR's</u></p> <ul style="list-style-type: none"> • All staff have now received their PDR, with new starters also being completed. <p><u>Estates</u></p> <ul style="list-style-type: none"> • MB advised that a meeting had taken place at Gravelly with Chris Burbridge and Matt Brown regarding space and a business case was to be drafted for works needing to be carried out. • MB advised that the Track Chairs will be rolled out once all staff training had been completed. 	
5	<p><u>Senior Ops Manager Updates</u></p> <p><u>Worcester</u></p> <ul style="list-style-type: none"> • AZ reported that there were no issues in Worcester • AZ informed that he attends the Flu Meetings and PTS were currently 75.65% complete, with A&E at 75.45% • MH raised the issue of harassment and bullying and advised of an email he had received from Rachael Bellini regarding the vaccinations. MH to take back for clarification. <p><u>NEOC</u></p> <ul style="list-style-type: none"> • RPW reported that she had not seen any ER54's coming through so no concerns to raise. • New call-takers being advertised for the new Cheshire Contract and interviews due to take placed next week. <p><u>Coventry & Warwick</u></p> <ul style="list-style-type: none"> • AG advised of rota changes being looked at and she has linked in with ST. <p><u>Cheshire</u></p> <ul style="list-style-type: none"> • SH reported performance was good with no concerns. <ul style="list-style-type: none"> - Cheshire have achieved the inwards planned KPI in November and December for the first time ever. 	

		<ul style="list-style-type: none"> - January Renal KPI was looking good. • SH advised that adverts have gone out for additional Supervisors. • Remedial work has been identified at Warrington. 	
6		<p><u>Risk & Patient Safety</u></p> <ul style="list-style-type: none"> • SD to circulate December PTS Risk Report. <ul style="list-style-type: none"> - SB advised that Risk Assessment PTS007 was at amber and due for review. - MB advised that an issue had been previously picked up regarding the Manager's Interaction where ER54's were completed on a weekend. It had been reported that this had been looked into and only 5 had been reported over a weekend throughout December. - The overall rate has improved with 37% being acknowledged within 24-hours. • ST raised a concern where the UTIT vehicles had been sent on CAT3 calls and vehicles do not have correct kit available. ST confirmed that it had been stopped as he had raised with Nathan Hudson 	
7	7.1	<p><u>Staffside Issues</u></p> <ul style="list-style-type: none"> • AR raised the issue of staff ID cards still not being received. <ul style="list-style-type: none"> - MB advised there was a back log but had now starting to come through. • AR informed that staff were unable to access ER54 forms once they had been submitted. <ul style="list-style-type: none"> - AZ to liaise with IT to rectify. • AR raised the issue of PDA's being damaged and requested covers or holder for the PDA's. <ul style="list-style-type: none"> - AZ advised that he was currently looking into this and sourcing holders - MB stressed the issue regarding the damaged PDA's was due handsets being stood on or run over, not just being accidentally dropped. • The issue was raised regarding the organisation moving to paperless by 01.04.19. <ul style="list-style-type: none"> - MB advised that mealbreaks will be inputted on GRS and guidance will be circulated. - Mileage claims will also be electronically completed on the EASY system. • EG enquired if access to the Trust Physio was still available. <ul style="list-style-type: none"> - It was confirmed that staff could undergo Physio. - SH advised that in Cheshire staff must provide evidence from their GP in the first instance before BHSF Physio can be arranged. - MB asked MH if she could look into this and confirm process. <ul style="list-style-type: none"> ○ <i>MH has confirmed that if staff provide evidence of long delays for Physiotherapy the Trust will look at providing the intervention early.</i> 	AZ

		<ul style="list-style-type: none"> • MF raised his concerns over young Apprentices. <ul style="list-style-type: none"> - MB advised that she has raised her concerns regarding the age of the Apprentices and is currently liaising with HR and Diane Pittom and awaiting a response. • MB advised that a meeting has been arranged with Paul Tolley on 30.01.19 to discuss the mandatory training for next year. <ul style="list-style-type: none"> - MB has suggested she is looking into developing PTS instructors internally. - Induction training is scheduled for 2-weeks as of April 2019, awaiting sign off from Programme Board and Exec. - The driving course is being reviewed at a national level. We will stay with the 2 days until the pilot has been evaluated. • MB informed the Trust has been given approval for 2 Psychotherapists, 22.5 hours per week. • MB advised she was currently working with HR to arrange the selection test for the UTIT staff for AAP progression. <ul style="list-style-type: none"> - ST informed that staffside have insisted staff must meet Technician standards or be given NVQ training to go forward to AAP. The same criteria as last year cohort. - MB confirmed that HD staff have been included. • MH raised concerns over lack of information from management. <ul style="list-style-type: none"> - He raised the issue of stretchers being tested every 6-months for A&E but only 12-months for PTS but stickers have not been changed. - MB assured MH that all stretchers have been tested and were in date but there had been issues with stickers so there were no concerns. - MF informed that staff have been advised not to use stretchers if the stickers are not dated correctly. - MB advised she would liaise with Pierre and confirm. <ul style="list-style-type: none"> ○ <i>MB has received information from Ben Such confirming if stretcher stickers are out of date they are required to be serviced and stickers updated.</i> ○ <i>BS confirmed he carried out spot checks at Dudley and found none out of date. BS has advised Supervisors to inform him if any they see any out of date stickers on any assets.</i> 	
	7.2		MB
	7.3	<ul style="list-style-type: none"> • MH raised issues of staff topping up vehicles when on early morning shifts, i.e. screen was as it is locked away. <ul style="list-style-type: none"> - MB advised she will look into this issue and asked why staff cannot top up fluid levels after the end of the shift • MH raised concerns over GRS not showing correct information for staff regarding annual leave, etc. <ul style="list-style-type: none"> - MB confirmed that Claire Jinks was aware of this and currently working with Sue Barnes to rectify. 	MB

7.4	<ul style="list-style-type: none"> • MH raised the issue of staff still not having access to the Sluice Sink at The Academy <ul style="list-style-type: none"> - MB to raise and report back as she was under the impression this had been sorted and that staff had access to the cleaner's cupboard/area. • TP asked if wheelchairs had been crash-tested? <ul style="list-style-type: none"> - MB confirmed that staff can transfer patients in their own chairs and this has previously been discussed. - AR to forward information to AP for reference. • MB raised that the issues raised today should have been raised at a local meeting as they are easily resolved. Action for all and reminded the group that if any issues cannot be raised then there is an agenda item as part of this meeting. 	MB
8	<p><u>Any Other Business</u></p> <ul style="list-style-type: none"> • Following the meeting TP raised with MB if staff could be supplied with Senior Carer epaulettes as he had been informed they had been ordered for Gravelly but not Frankley. <ul style="list-style-type: none"> - MB advised TP that PTS Staff should only be wearing PTS or High Dependency epaulettes as Senior Carer one were no longer part of the uniform policy. - MB has asked Managers to ensure correct epaulettes are being worn 	
	<p><u>Date and Time of Next Meeting</u></p> <ul style="list-style-type: none"> • Tuesday 19th February 2019 at 1200 hours – MP, CR2 	