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| Minutes of the Meeting of the Regional Partnership Forum (RPF) held on 31st August 2017 in The Academy Boardroom |
|  | **Members:** |  |   |
|  | Nathan Hudson (Chair) | NH | Stuart Gardner - UNISON |
|  | Kim Nurse | KN | Peter Green - UNISON |
|  | Diane Scott | DJS | Reena Farrington - UNISON |
|  | Linda Millinchamp | LM | Corrie Martin - UNISON |
|  | Andy Carson | AC | Tracy Jones - UNISON |
|  | Murray MacGregor | MM | Mark Robinson - UNISON |
|  | Craig Cooke | CC | Jeff Lowe - UNISON |
|  | Jeremy Brown | JB | Ian Burness - UNISON |
|  | Michelle Brotherton | MB | Mike Foster - UNISON |
|  | Mark Docherty | MD | Pat Kelly - UNISON |
|  | Carla Beechey | CB | Dave Mitchell - GMB |
|  | Kevin Blower | KB | Alan Randell – UNITE / T&G |
|  |  |  | Pete Tansey - GMB |
|  |  |  | Steve Thompson - UNITE |
|  |  |  | Ian Oxford – UNITE / T&G |
|  |  |  | Adrian Ross – UNITE / T&G |
|  |  |  | Colin Griffiths – GMB FTO |
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|  | **In attendance:** |  | Soren Heeks - UNISON |
|  |  |  | Brian Clarke - UNISON |
|  | **Secretariat:** |  |  |
|  | Dawn John | DEJ | PA to the Director of Workforce and OD |

| **ITEM** | **RPF Meeting – 7th June 2017**  | **ACTION** |
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| **08/17/01** | **Apologies:** Craig Cooke, Linda Millinchamp, Kevin Blower, Stuart Gardner, Jeremy Brown, Diane Scott, Murray MacGregor, Jeff Lowe, Adrian Ross, Dave Mitchell, Colin Griffiths. |  |
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| **08/17/02** | **Notes of the last meeting on: 19th July 2017** |  |
|  | The minutes of the meeting held on 19th July 2017 were submitted. |  |
|  | **Agreed:** |  |
|  | 1. The word ‘Resolved’ to be removed after the Action Log – Matters Arising section 07/17/03.
2. 07/17/03 – Action 10. Re-word to: …without making staff run and pose a risk to themselves, other staff and patients.
3. That other than the two amendments above, the minutes of the meeting held on 2017 be approved as an accurate record of the meeting.
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| **08/17/03** | **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). |  |
|  | **Agreed:** |  |
|  | 1. Variation to Contract and Conditions: Complete and removed from this Group action log. Going to new Agenda for Change Steering Group.
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|  | 1. CFR Framework: Nick Henry reported that this work is currently being reviewed, with Stuart Gardner part of the review. Information will be available from October. This action should be amber. Other sections of this action 2:

Health and Safety PPE to CFRs – complete.Uniform to CFRs – Amber – Nick Henry to pick up at Regional forum to go through plan. Small numbers of staff involved and not a widespread problem.Epaulettes for CFRs – complete.CFR Dispatch to Category 1 calls – remains amber. |  |
|  | 1. Staffside reported that bariatric vehicles are still being rostered for general use, specifically noted in Stoke. Nathan Hudson confirmed that there are still around 800 staff to train and would look into it. Action to revert to Amber.
 | **NH** |
|  | 1. Policies and Procedures: The last meeting of VARG (Vehicle Action Reduction Group) was cancelled and no plans set for further meetings. Nathan Hudson to action today and get dates in diaries.

Part two of this action: Discussed at EPG. Craig Cooke and Diane Scott are the only members of staff authorised to release CCTV footage and will feedback to operational managers. Looking to see how many times staff are reversing without someone watching, which must stop with immediate effect.  |  |
|  | 1. Review of the Trade Union Recognition Agreement: Meeting arranged was postponed. New date to be set up.
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|  | 1. PTS Development Update: Complete. On LPF Agenda for regular updates.
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|  | 1. End of Shift Tasking: Nathan Hudson confirmed that work is ongoing to ensure staff can take a meal break and finish on time. A brief overview as follows:
* First two hours of meal break window – staff given Cat 1 and 2.
* Last two hours – given Cat 1.
* Last 20 minutes of shift – Cat 1 only.
* Last 40 minutes of shift – Cat 1 and Cat 2.
* No Cat 3 or 4 calls in last hour of shift.
* Shrewsbury Hub now being used to respond from – better staff morale.
* Overall this is seen as a good news story for staff.
* Report to RPF again in October.
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|  | **Mark Docherty**At this stage in the meeting, Mark Docherty was invited to present a working brief on STP with the salient points as follows: -* Funding in the NHS is increasing year on year. Growth in funding not keeping pace with demand.
* Emphasis changed to partnership working.
* Birmingham and Solihull CCG likely to be moving into one organisation.
* Mark Docherty thinks it is likely that STPs will morph into 6 CCGs.
* STPs looking at development and performance in areas like waiting times in ED, leadership etc. Ranked from 1 (most advanced) to 4 (lowest). Out of 50 STPs in the Country, only 6 are ranked as 4.
* Significant for the Trust as funding comes via STPs. Important to keep involved and attend meetings to be seen to be part of the solution.
* The set up works well for us – payment by results.
* In funding terms, a risk would be in working with Commissioners who run out of money.
* Some A&Es could be under threat if replaced with nurse led units. E.g. Burton – ambulances would need to go to Derby. WMAS needs to be involved on the STP Boards to influence the agenda.
* WMAS in a strong position – STPs want to engage with us. Only organisation doing well at the moment and need to maintain that.
* STP initiative to recruit overseas doctors in crisis. Very little interaction with local government. Social arena lacking so people having no option but to call an ambulance. Therefore, volume of calls set to increase over the next few years.
* WMAS involvement will be to have a place on all 6 STP Boards. We are attractive to them because of our ability to balance our books and have surplus.
* Aim to ensure the Trust is paid correctly to invest in the frontline.

Mark Docherty to keep this group updated of all STP developments, particularly around concerns in A&E closures.The Chair thanks Mark for this important brief, which will ultimately affect decisions on working practice. |  |
| **08/17/03** | **Action Log continued:** |  |
|  | 1. Part one: 45 second rule. Action complete. Part two – Uniform Supply: Reinforce message to staff around wearing green shirts. Action complete.
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|  | 1. Wage errors and reimbursements: Linda Millinchamp has not yet met with this group. Article went into the Weekly Brief for staff information. Serious concerns ongoing around pay and incorrect deductions made to wages. Kim Nurse to meet with Linda Millinchamp on her return from leave. Unions can then be updated and findings presented at the RPF in October. **Action: KN / CC / NHe to meet with LM. NHe to report at next RPF in October.**
 | **KN / CC / NHe** |
|  | 1. Action complete.
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| **08/17/04** | **Grievances / policy adherence (standing agenda item)** |  |
|  | Item 4 was received and noted. |  |
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| **08/17/05** | **Director Updates as required:** |  |
|  | Kim Nurse: Workforce and Organisational Development KN met this morning with one of the Trade Union Regional Representatives. Looking at arrangements around new Bill on 10th March 2018 – reimbursement for the cost of administering and time to process Docas through payroll. Public funds are not to be used to deal with Trade Union Admin. Affects all public sector within the NHS. National Staff Council working on a template. Individual Unions do not need to contact KN until this has been drawn up. Will set up a Service Level Agreement for GMB, Unite and UNISON. The new Total Rewards Statement is now available on the ESR system. Any difficulties in viewing – please contact Rachael Belleini, Head of Workforce, who will advise.Banding Agreement – working with the whole team on the NQP (Newly Qualified Paramedic) portfolio. Awaiting final considerations for fast tracking. NHS Employers do not have anything further to share at the moment.Staff Survey – using a different provider this year – ‘Picker’ – national provider who can produce our reports much quicker. There is a DVD available to show how the data is collected, analysed and reported. 15 minutes will be given to each member of staff to complete. Last year only 29% of staff completed, which is the lowest of all Ambulance Trusts. Important to stress that completion is anonymous. Barbara Kozlowska has recently set up a survey monkey specifically on bullying and harassment. This is also anonymous and we will think about how we can address any issues raised.‘Flu Vaccination Programme – 2017 / 2018 programme has now commenced. Operations lead is yet to be determined and a steering group has been set up for Monday 18th September. Budget includes £20.00 vouchers to be offered to all staff who have vaccination. Evidence to show this practice is ultimately good for patients, and if we all do the right thing, ‘Flu could be eliminated from England. Good deal for staff as vaccination is free plus receive a £20.00 voucher.Michelle Brotherton: PTSPAN Birmingham: ROH now on board and go into mobilisation with them next week. Mike Foster and Reena Farrington to be involved in staff meetings.Bariatrics: Improvement on PTS. Meeting taking place to include Andy Proctor to implement Bariatric plan. Suggestions are having two tiers – normal day to day and enhanced. Will require training around risk assessment and discharge co-ordinators. Risk assessments around patients’ property etc. now complete but still improvements to be made. Plans are in place to agree a way forward and roll out training.Notice served on the contract for high dependency PTS transfers between Stafford and Stoke. All contracts to be looked at and re-tendered or reduced where no longer viable. Proposals take into account the closure of some A&E departments. MB is involved in working groups and will update this group.PTS restructure: MB is involved in a Change Management group. No redundancies and Managers retain their positions. A discussion followed around secondments. Staffside expressed concerns about the process, and lack of advertisement of secondment opportunities, meaning that not everyone had a chance to apply for these and develop their careers.MB explained that it was not foreseen that change management would take this long. There are no redundancies, secondments were put in place during the transition period, and posts will be now put out to advert. The Chair concluded that the re-structure had been a complex one. However, going forward secondment positions would be advertised in the normal way following VAR approval and presentation to the EMB.Nathan Hudson: OperationsNH began his update by thanking all staff for their hard work and effort during July and August, which had proved to be another very busy period for the Trust. People are working long hours to provide a very high-quality service, despite lots of health economy and hospital issues.Operational Management Development days are due to start from November onwards. Staff Survey: All staff offered 15 minutes to complete. The group discussed how this might be achieved. Tracy Jones suggested offering 15 minutes of TOIL at the end of shifts, which was received as a good idea. The response rate will be monitored and discussed again at the next RPF.Compliance: 92% of PDRs complete. 100 staff left to complete. Mandatory training at 40%. Stryker stretcher training at 80%. New stretchers will be on vehicles ready for use.Staffing: Investment continues in the front line and call assessors. Recruitment encourages applications from local people. From an operational point of view – there are pressure points when Student Paramedics are attending University. E&U Services Monitoring Timeline:The meeting adjourned at 1545 and reconvened at 1600 hours. |  |
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| **08/17/06** | **Policies and Procedures for Information:**The Sickness Absence Policy was discussed. It has been passed at Policy Group but requires attention as follows: 3.6 Form 54 can be completed by a member of staff or representative, such as another member of staff or a line manager. 4.2 Appendices to be numbered appropriately and correspond to the reference in the policy. I.e. Appendix A to G.4.5 Second paragraph – further information from payroll / OM or SOM. CB confirmed that rates are renewed and managed by the payroll team. Anyone can telephone payroll to ask.Annexe L – second bullet point. The group agreed that the work ‘concerning’ be replaced with ‘unsustainable’.Pete Green flagged up concerns around managers using HR ‘guidelines’ for sickness reviews, which he believed did not follow the Sickness Policy. Individual cases would be discussed outside of this meeting.Discussion followed that if any guidance is developed and shared, it would be in consultation with Staffside. HR professionals attend meetings, but do not lead them. The Sickness Policy is robust and clear and this must be communicated through to training. No formal guidance exists at present with regard to returning to work post sickness, to alternative duties. Alternative duties are to be used appropriately.Steve Thompson advised the group that ‘guidance’ had been available on the Trust’s intranet. CB to ask Lynsey Kumari to remove it. **Action CB** |  |
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|  | **Actions:**1. Steve Thompson advised the group that ‘guidance’ had been available on the Trust’s intranet. CB to ask Lynsey Kumari to remove it. **Action CB**
 | **CB** |
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| **08/17/07** | **RPF Terms of Reference for Review:**The group referred to item 7 with the following recommendations:* Take out job titles in membership section.
* Take out T&G and leave as Unite.
* The group will meet every 6 weeks – avoiding August and December.
* VARG (Vehicle Accident Reduction Group) is a sub-committee.
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| **08/17/08** | **Locality Partnership Forums (LPF):** |  |
|  | Staffordshire: |  |
|  | Coventry and Warwickshire: |  |
|  | West Mercia: |  |
|  | Birmingham and Black Country: |  |
|  | Emergency Operations Centre: |  |
|  | Patient Transport Service: |  |
|  | The Group discussed paper 8b – Unite Submission for C&W LPF – Staff Welfare Concerns and the following points noted: -ST expressed his concerns that the Trust is starting to get to a point where many managers are struggling with the demands of the role, especially with the loss of staff in support services. He has had a number of discussions with individuals who describe a feeling of ‘drowning’ and is fearful that some people will buckle under the pressure to the point where we cannot get them back. The Chair acknowledged the very good points made in this paper, and has also been talking to managers about what we need to do to bring about a change. Where we are today as a Trust, is not where we want to be. The increase in frontline staff also increases operational management work. Further discussion followed around embedding the recent Operational Management structure, day to day management activity, response to Category 3 and 4 calls, PDRs and training, GRS and rostering. It is important to make the automated systems efficient and work for us in the way that we want. Further discussion followed with the salient points as follows:* Staff like to be able to go and see their manager but this proving to be very difficult when the manager is always out responding to calls.
* Managers are struggling to manage their time and priorities. There is nothing that can be ‘dropped’.
* There are no ‘quiet’ periods where an individual has the chance to catch up or take annual leave.
* An open culture is being encouraged, where people can have their say. However, this is not evident across the organisation.
* Everyone wants to feel that they are doing a good job and not letting anyone down.

ST asked how the Workforce team were coping. The following points were made:* HR is always dealing with people who are on the move.
* Meetings are productive and meaningful.
* Issues occur, decisions are made and have to move on. No time to contemplate after the event.
* Not enough money in the system to do things we have always done. We have to decide what not to do.
* We have gaps in the team so have to look at whether we can re-employ or not. Sometimes the implications can be judged straight away, some are longer term.

The Group concluded that it is apparent, from meetings with staffside, that a more consistent message is being sent out to all Trust staff and narrower variations across regions are being seen, which is encouraging. However, people need to share workloads. We cannot get any leaner as a Trust or staff will fall over. Concerns as Winter pressures are approaching.  |  |
|  | **Resolved**:1. The papers submitted under Agenda item 8 were received and noted.
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| **08/17/09** | **Any Other Business:**1. Reena Farrington submitted a Regional STP Feedback Report, summarising the feedback across the region. Responses were developed by the branches in conjunction with the relevant Regional or Area Organiser.
2. Recognition of Life Extinct. Risks involved in electronic input or with leaving a form with a member of the family i.e. data protection, hacking, new student paramedics not being given a PIN number. Acton: Nathan Hudson and Nick Henry to look into and bring findings back to next RPF meeting in October. **ACTION: NH and NHe**
3. EOC move update**:** Reena Farrington has sent written requests to Craig Cooke and no response has been received to date. No invitation was forthcoming for a site meeting. Management replied that they could not offer an update at this point as they do not know themselves. There had been no real discussion at EMB and no presentation of timescales or which staff moving to which base. An urgent action was agreed to invite Craig Cooke and Simon Lewis along to the next RPF. Craig to be asked to set up a project group to include staffside. **Action: KN and NH**
4. GRS Mandatory Training hours. Some EOC hours entries are incorrect on the system. Nick Henry and Reena Farrington to discuss outside of this meeting.
5. Coolbags: These were issued as a ‘one off’ idea and are no longer available.
6. Lack of Feedback on form WMAS54: Staffside reported that feedback is not given in a timely matter, if at all. The Chair confirmed that he received a regular report from Risk each month, including outstanding WMAS54s, which would be fedback to Staffside outside of this meeting.
7. Core Shifts: Brian Clarke asked for clarification around core shifts and management working outside of the remit. The Chair confirmed that working a core shift on your hub or station was an agreement. Finish at 2 and start at 6.
8. Welfare Meetings: now referred to as ‘Absence Review Meetings’. Staffside queried when this change came about. Action: Carla Beechey to look into this. Important that these meetings are happening and the wording on the invitation letters is also important. **Action: CB**
9. Pre-alerts: Respond with lights and sirens. Category 4 – turn lights and sirens off.
10. PTS being instructed to strap Zimmer frames to the back of vehicles. Staffside raised concerns as seems inappropriate and potentially against the law. Evidence has been raised but not gone through the correct route. Nathan Hudson agreed to get answers. **Action: NH**
11. FFP3 testing – every 3 years. Discussion around what should be done. No real risk to staff. EOC have action cards, which are now out of date. Discussions with DoH regarding funding.
12. Dosimeters: Intelligence sources consider that Nuclear attack is considered unlikely, so there are no plans to bring these back into supply.

The Chair closed the meeting at 1730 hours and thanked everyone for their attendance. |  |
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|  | **Actions:**1. Recognition of Life Extinct. Risks involved in electronic input or with leaving a form with a member of the family i.e. data protection, hacking, new student paramedics not being given a PIN number. Acton: Nathan Hudson and Nick Henry to look into and bring findings back to next RPF meeting in October. **ACTION: NH and NHe**
2. An urgent action was agreed to invite Craig Cooke and Simon Lewis along to the next RPF. Craig to be asked to set up a project group to include staffside. **Action: KN and NH**
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 | **NH and NHe****KN and NH****CB****NH** |
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| **05/17/13** | **Date and time of the next meeting:****11th October 2017, The Academy Board Room** |  |

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