

## North Tyneside LINK – Meetings Report

<b>Date</b> 10.2.11	<b>Present</b> LINKs reps, Peter Wood - non-exec Director, NEAS Sadhia Hassen Rachel King – Business Development, NEAS
<b>Meeting</b> NEAS and LINKs Reps Meeting, Durham	

NEAS has obtained Foundation Trust status, effective from 1 April 2011.

### AGENDA:

#### Apologies

Paul Fell and Tanya Bell from NEAS could not attend, therefore Agenda Items 4 and 5 were deferred to next meeting; (Category B Targets and Maternity Guide for Patients)

#### Matters Arising

There was constructive feedback regarding the previous circulation of the 'flow chart' about different ways PTS vehicles were booked across the NEAS area.

There is still concern regarding the Cleveland bookings outside of NEAS control and where Dial A Ride is an option, although this service is under threat from efficiency savings. NEAS are pursuing.

Rachel King presented a paper regarding the quality indicators and criteria they are proposing to use for this year's NEAS Quality Accounts, due to be published in June. The priority areas indicated were thoroughly discussed, suggestions and amendments to wording were made. (The Quality Account priorities will be emailed to LINKs)

Regarding QA (1) Peter Wood confirmed that it is the Cleveland 111 Pilot that is being referred to and not other users of 111 which has been suggested in the press and media (such as an alternative to NHS Director even GP booking appointment systems).

QA (2) End of Life Care, work is ongoing with other agencies such as Marie Curie to enable patients wishes with regard to where NEAS may take them regarding preferred place for terminal care.

QA (3) Statutory Training of All Staff. Under this item I requested, and it was supported by other LINK reps, that it would be useful to include in the Quality Accounts a 'Table of Numbers' and skills of crews, so that the public had better information as to what to expect from the different ambulance responders. The suggestion was supported and agreed it would be included.

QA (4) Patient Surveys, feedback, complaints and compliments would be used to express service experience. Graphs and data would be useful. Agreed.

QA (5) Staff Engagement – well motivated staff with high morale(?) staffing surveys and matched against National Benchmarks

QA (6) Stroke Treatment – Following NICE guidelines and as indicated

QA (7) Electronic Patient Report Form – Work in progress to give real time reporting better hospital –NEAS communication and a fuller picture of the patient pathway

QA (8) Safeguarding – NEAS have some insight and processes to follow if abuse is suspected. CQC also monitor this.

All the criteria were therefore agreed, Sadhia and Rachel will circulate.

#### Agenda Item 7

The group underwent an exercise to prioritise statements and values to feed into NEAS and formulate future mission statements.

#### Agenda Item 8

##### HealthWatch Update

Concerns that resources for local HealthWatch would be inadequate. One LINK rep had attended Department of Health meeting in London earlier in the week, this had been the main theme and area of concern.

#### Agenda Item 9

##### ELLIPS meeting (Complaints Forum)

John Simpson and Ray Stephenson had attended the January meeting on behalf of LINKs reps. Anonymised data had been discussed, falls and incidence reporting.

#### Agenda Item 10

##### Future Chair of the LINKs Regional Group

This was deferred to the April meeting.

#### Any Other Business

A research proposal for Mark Cotton to undertake as part of his MBA course was tabled. It is proposed that this will cover the question, 'Who Dials for an Ambulance and Why?' Yet to receive ethical approval but completion date for the work, hopefully September 2011.

**What outcomes, decisions made, follow up etc needs to be reported back to the wider LINK, LINK Team or Board?** (can you please forward copies of any minutes or papers that were given at the meeting)

Wider dissemination of the areas NEAS are using to assess their quality of service for their Quality Accounts document.

**Are there any decisions that the LINK Team, Board, or member focus group, need to make or consider as a response to the meeting?**

**Can you list specific decisions taken that you were able to have an input to...**

The inclusion of Ambulance Personnel numbers on different types of vehicles being included in the Quality Accounts 2011/12

**Please list any instances where you felt that you were not heard or treated unequally...**

**Please give brief details of any 'successes' that could be publicised to the wider network.**

**Date, Time and venue of next meeting(s)**

11:00am 13 April 2011, Moreton Business Park, Darlington