



# ANNUAL GENERAL MEETING 2018/19

Thursday 26 September 2019, 4.30-5.45pm

Eagle Room 3 & 4, Highpoint, Bursledon Road, Southampton, SO19 8BR

AGENDA		Start	Finish
1.	<b>Chair's Welcome and Introduction (1)</b> Lena Samuels - Trust Chair	4.30pm	4.33pm
2.	<b>Minutes from the 27 September 2018 Annual General Meeting (Paper 1)</b> Lena Samuels - Trust Chair	4.33pm	4.35pm
3.	<b>SCAS Review of the Year 2018/19, including What We've Delivered for Patients and Staff (Presentation)</b> Will Hancock - Chief Executive; Charles Porter; Professor Helen Young/John Black; Melanie Saunders	4.35pm	5.10pm
4.	<b>Financial Review including presentation of the 2018/19 Annual Report and Accounts (2) (Presentation)</b> Charles Porter - Director of Finance	5.10pm	5.15pm
5.	<b>Council of Governors Review of the Year 2018/19 (Presentation)</b> Bob Duggan – Buckinghamshire Public Governor / Current Lead Governor	5.15pm	5.25pm
6.	<b>Question and Answer Session</b> Lena Samuels - Trust Chair	5.25pm	5.40pm
7.	<b>Closure of Annual General Meeting</b> Lena Samuels - Trust Chair	5.40pm	5.45pm

## NOTES

- (1) There will be stalls/stands over lunch and in between the Board meeting in public and AGM covering: Global Digital Exemplar, Health and Well-Being, Freedom to Speak Up, and Urgent Care Pathways
- (2) Annual Report and Accounts can be accessed at: <https://www.scas.nhs.uk/wp-content/uploads/AR-2018-19-web.pdf>



## PAPER 1

### **Unconfirmed minutes of the South Central Ambulance Service NHS Foundation Trust 2017/18 Annual General Meeting held on 27 September 2018 at The Gateway Office and Conference Centre, Aylesbury, Buckinghamshire**

#### **Present**

Lena Samuels (Chair); Ilona Blue (NED); Sumit Biswas (NED); Les Broude (NED); Nigel Chapman (NED); Mike Hawker (NED); Anne Stebbing (NED); Will Hancock (Chief Executive); Philip Astle (Chief Operating Officer); John Black (Medical Director); Charles Porter (Director of Finance); Melanie Saunders (Director of Human Resources and Organisational Development); Professor Helen Young (Director of Patient Care and Service Transformation)

#### **In attendance**

Steve Garside (Company Secretary); Mike Murphy (Director of Strategy and Business Development – Designate)

#### **Apologies**

Priya Singh (NED)

#### **Governors (7/26)**

Richard Coates (Hampshire); Bob Crocker (Buckinghamshire); Bob Duggan (Buckinghamshire); Colin Godbold (Berkshire); Steve Haynes (Oxfordshire); Chas McGill (Hampshire); Tony Nicholson (Hampshire)

#### **Trust Members/Members of the public (1)**

Mr Colin Hill, Berkshire

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### **ANNUAL GENERAL MEETING**

#### **AGM17-18/01 - Chair's Welcome and Introduction**

The Chair welcomed all present to the 2017/18 Annual General Meeting, and shared her perspectives on the year in question. She noted that the organisation had a strong character and culture throughout, with people who were intent on making a difference for patients.

The Chair advised that 2017/18 had been a very busy year for the Trust and that she had been particularly pleased that time had been found to refresh and reinforce the Trust's values – caring, teamwork, professionalism and innovation.

The Chair stated that she was very proud to be part of the organisation, and expressed her gratitude to all concerned for their contribution, including staff, Governors, volunteers, community first responders and the Non-Executive Directors.

The Chair highlighted collaboration and stakeholder engagement as particular areas of focus for her in 2018/19.

#### **AGM17-18/02 – Minutes from the 28 September 2017 Annual General Meeting**

The minutes of the previous AGM were approved without amendment.

The Chair paid tribute to Mr. Colin Hill, member of the public, for his support to the Trust, as evidenced by his regular attendance at Trust Board and Council of Governors meetings.

### **AGM17-18/03 – SCAS Review of the Year 2017/18, including ‘What We’ve Delivered for Patients’**

The Chief Executive advised that it had been a great pleasure to work with the Trust Chair over the last twelve months. He proceeded to deliver a presentation covering:

- the Trust’s strategy, vision and values
- an overview of the new Organisational Development strategy
- achievements throughout 2017/18
- SCAS’ ambition to be an employer of choice

The Chief Executive stated that it had been a challenging year but one that had resulted in the delivery of some excellent achievements. He thanked his team for their contribution and support.

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John Black and Professor Helen Young discussed some of the initiatives in 2017/18 that had been underpinned by effective partnership working and led to some excellent outcomes for patients. The implementation of the Ambulance Response Programme (ARP), the new integrated urgent care service in the Thames Valley, and the transformation of patient transport services, including new contracts in Surrey and Sussex, were particularly highlighted.

John Black advised that the Trust’s Clinical Strategy had been refreshed during 2017/18, and that it had been great to see the way in which the three core services operated in such an integrated manner.

### **AGM17-18/04 – Financial Review including presentation of the 2017/18 Annual Report and Accounts**

Charles Porter presented an overview of the Trust’s financial results for 2017/18, as well as highlighting a number of successful major estates projects.

### **AGM17-18/05 – Council of Governors Review of the Year 2017/18**

Colin Godbold (Berkshire Public Governor) advised that he was presenting the item in place of Barry Lipscomb, Lead Governor, who was recuperating after an operation. He advised that the Governors continued to work well with the Executive and Non-Executive Directors and that a range of priorities had been delivered during 2017/18.

Colin Godbold noted that the recent focus on the development of the CoG was seen as a welcome initiative. He ended by relaying Barry Lipscomb’s thanks to the Governors for their contribution and support, a sentiment echoed by the Trust Chair.

### **AGM17-18/06 – Question and Answer Session**

A number of questions were asked, and comments made, including:

- Bob Duggan (Buckinghamshire Public Governor) asked the NEDs appointed by the CoG towards the end of 2017/18 to share their reflections on the Board and the organisation:
  - Les Broude stated that, in his opinion, the Board operated very efficiently and even better than he had expected. He believed that challenge needed to happen and that it did, and that Board meetings were concise, efficient and focused on identifying ideas and solutions
  - Anne Stebbing indicated her agreement with Les Broude, adding that she too was very pleased with what she had seen in her first six months with SCAS. She

noted a good mix of skills across the Trust Board with meetings being typified by robust but polite and respectful challenge

The Chair commented that all three new NEDs had brought some very good fresh perspectives, and that this was the best Board she had served on to date. She noted that the Board was not complacent, however, and fully recognised that there was much more to do.

- Bob Crocker (Buckinghamshire Public Governor) expressed a view that the Trust had delivered some magnificent achievements throughout 2017/18 against the backdrop of a very challenging environment. He remarked that the NHS111 service was a great offering but that the public remained largely unaware of its existence, and that consideration should be given to changing its name
  - The Chief Executive responded that he considered Bob Crocker's views to be entirely valid and that the Trust had been holding an ongoing discussion as to how it should describe its 'offer', both to the public and the rest of the NHS. He added that the new Secretary of State for Health, Matt Hancock, had been endorsing the need for patient facing technology and for this to be implemented at a more demanding pace
- Steve Haynes (Oxfordshire Public Governor) congratulated the Trust on an excellent Care Quality Commission NHS111 inspection report. He noted that the rest of the NHS understanding how NHS111 worked, and could work, was key to its future success as a service.

#### **AGM17-18/07 – Closure of Annual General Meeting**

The Chair closed the Annual General Meeting, acknowledging that the issue of branding was one that the Trust needed to takeaway and consider further.