



ANNUAL GENERAL MEETING AND ANNUAL MEMBERS MEETING 2019/2020

Thursday 24 September 2020, 13.15pm – 14.30pm
 (to be held virtually, via Microsoft Teams)

AGENDA		Start	Finish
1.	Welcome and Introduction (Verbal) Lena Samuels, Trust Chair	13.15	13.18
2.	Approval of minutes from the 2018/19 Annual General Meeting (Paper 1) Lena Samuels, Trust Chair	13.18	13.20
3.	SCAS Review of the Year 2019/20 (Presentation) Will Hancock, Chief Executive, and Rob Ellery, Assistant Director of Operational Improvement	13.20	13.55
4.	Financial Review and 2019/20 Annual Report and Accounts (Presentation) Charles Porter, Director of Finance	13.55	14.00
5.	Council of Governors Review of the Year 2019/20 (Presentation) Bob Duggan, Lead Governor	14.00	14.10
6.	Interactive 'Question and Answer' Session (Verbal) Lena Samuels, Trust Chair; Governors; Members; Members of the Public	14.10	14.30
7.	Closure of Annual General Meeting (Verbal) Lena Samuels	14.30	14.30

NOTES

- (1) Annual Report and Accounts can be accessed at: <https://www.scas.nhs.uk/wp-content/uploads/SCAS-Annual-Report-and-Accounts-2019-20.pdf>



PAPER 1

Unconfirmed minutes of the South Central Ambulance Service NHS Foundation Trust 2018/19 Annual General Meeting held on 26 September 2019 at The Highpoint Venue, Southampton, Hampshire

Present

Lena Samuels (Chair); Sumit Biswas (NED) - part; Les Broude (NED); Nigel Chapman (NED); Mike Hawker (NED); Anne Stebbing (NED); Will Hancock (Chief Executive); John Black (Medical Director); Paul Kempster (Chief Operating Officer); Mike Murphy (Director of Strategy and Business Development); 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); Gillian Hodgetts (Deputy Director of Communications and Marketing)

Apologies

Priya Singh (NED)

Governors (7/23)

Richard Coates (Hampshire); Bob Duggan (Buckinghamshire/Lead); Jim Dunderdale (Staff); Frank Epstein (Berkshire); Colin Godbold (Berkshire); Chas McGill (Hampshire); Tony Nicholson (Hampshire)

Trust Public Members/Members of the public (1)

Mr Colin Hill, Berkshire

Members of staff/other (5)

Steve Dawson (Staff); Louisa Humphrey (Staff); Jill Lanham (Staff); Dame Ruth Carnall (Carnall Farrar); Bev Evans (Carnall Farrar)

ANNUAL GENERAL MEETING

AGM18-19/01 - Chair's Welcome and Introduction

The Chair welcomed all to the 2018/19 Annual General Meeting, noting that the aim was to provide an overview of the key elements of the Annual Report. She highlighted, from a personal perspective, a number of key pieces of work undertaken during the year which had been particularly valuable for the Trust:

- values-based behaviour frameworks had been developed, introduced and embedded (e.g. through appraisal processes) throughout the Trust
- a new SCAS Leadership programme had been rolled-out as part of the Trust's Organisational Development Strategy, and the Council of Governors had also participated in a fairly unique externally facilitated development programme

The Chair commended the Board, Executive Team and Trust staff for their work during 2018/19 and also thanked the Council of Governors and Lead Governor for their support and commitment to the CoG development programme

AGM18-19/02 – Minutes from the 27 September 2018 Annual General Meeting

The minutes of the 2017/18 Annual General Meeting were APPROVED without amendment.

AGM18-19/03 – SCAS Review of the Year 2018/19, including What We've Delivered for Patients and Staff

The Chief Executive presented some background information on the Trust, noting that:

- SCAS experienced 7,200 patient contacts per day, equating to one every twelve seconds
- 900,000 patients were (appropriately) signposted away from emergency pathways by SCAS last year, reflecting the positive contribution the Trust was making to the whole urgent and emergency care system
- Saturday morning represented SCAS' busiest time of the week, with a call every eight seconds on average
- SCAS worked with 149 clinical commissioning groups in total in delivering its Patient Transport Service (PTS)
- each month SCAS PTS vehicles covered an average of 890,000 miles

The Chief Executive discussed the Trust's current strategy, its goals and strategic themes, and the values that staff exhibited in delivering their work (teamwork, innovation, professionalism and caring).

The Chief Executive highlighted the Trust's key achievements and successes in 2018/19, noting that having the focal point of a Freedom to Speak-Up Guardian to look into concerns raised by staff was hugely beneficial to him.

Finally, the Chief Executive expressed his gratitude to those members of staff who had attended the Board day to showcase some of their work; this had included health and well-being, Freedom to Speak-Up, Urgent Care Pathways, and Global Digital Exemplar.

Focusing on examples of how the Trust had specifically supported both patients and staff during 2018/19, Charles Porter, John Black and Melanie Saunders presented an overview of the Trust's work on digital, Urgent Care Pathways, and health and well-being *{presentation available on the Trust's public website}*.

In relation to health and well-being, the Chair noted that the Chief Executive was hoping to involve the Trust's Governors in his next leadership challenge, having recently undertaken two major cycle rides with other staff members to raise money for the SCAS Charity.

AGM18-19/04 – Financial Review including presentation of the 2018/19 Annual Report and Accounts

Charles Porter presented an overview of the Trust's financial results for 2018/19, as well as highlighting a number of successful major estates projects.

AGM18-19/05 – Council of Governors Review of the Year 2018/19

Bob Duggan, current Lead Governor, delivered a presentation on the work of the Council of Governors during 2018/19. He expressed his gratitude to Barry Lipscomb, who had served

in the Lead Governor position during the year in question, and stated that he was proud to be a Governor at SCAS.

Bob Duggan also expressed thanks to Ilona Blue and Philip Astle, who had both recently left the Trust, and to the current Executive and Non-Executive Directors. He encouraged as many Governors as possible to take up the Trust's offer of attending and observing a meeting of the Board's committees, noting that in his opinion both the recent Audit and Quality and Safety Committee meetings had been excellent.

Bob Duggan thanked Richard Coates for his service to the Trust, noting that he had been recognised as the SCAS Volunteer of the Year in 2018 and continued to serve the Trust well as both Public Governor and Community First Responder.

Finally, Bob Duggan thanked all of the Trust's Governors for their hard work and contribution over the last twelve months.

AGM18-19/06 – Question and Answer Session

No questions were asked by those present at the meeting.

AGM18-19/07 – Closure of Annual General Meeting

The Chair closed the meeting by expressing her gratitude to the Trust's staff and volunteers, paying tribute to the professional and caring way in which they supported patients. She also noted that SCAS was widely recognised as one of the best organisations in the NHS, which aligned well with the Trust's ambition of being a 'partner of choice' and was a reflection of the excellent team of Executive and Non-Executive Directors in place.