



ANNUAL GENERAL MEETING AND ANNUAL MEMBERS MEETING 2020/2021

Thursday 30 September 2021, 13.30pm – 14.45pm
 (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 2019/20 Annual General Meeting (Paper 1) Lena Samuels, Trust Chair	13.18	13.20
3.	SCAS Review of the Year 2020/21 (Presentation) Will Hancock, Chief Executive; Professor Helen Young, SRO National Services	13.20	13.50
4.	Financial Review (Presentation) Charles Porter, Director of Finance	13.50	13.55
5.	Council of Governors Review of the Year 2020/21 (Presentation) Barry Wood, Lead Governor	13.55	14.05
6.	Foundation Trust Membership Margaret Eaglestone, Membership Manager	14.05	14.15
7.	Interactive 'Question and Answer' Session (Verbal) Lena Samuels, Trust Chair; Governors; Members; Members of the Public	14.15	14.30
8.	Closure of Annual General Meeting (Verbal) Lena Samuels	14.30	14.30



PAPER 1

Unconfirmed minutes of the South Central Ambulance Service NHS Foundation Trust 2019/20 Annual General Meeting held on Thursday 24 September 2020 via Microsoft Teams (due to Coronavirus/COVID-19)

Board members present (14/15)

Lena Samuels (Chair); Sumit Biswas (NED); Les Broude (NED); Nigel Chapman (NED); Ian Green (NED); Mike Hawker (NED); Anne Stebbing (NED); Will Hancock (Chief Executive); John Black (Medical Director); Paul Kempster (Chief Operating Officer); Charles Porter (Director of Finance); Mike Murphy (Director of Strategy and Business Development); Melanie Saunders (Director of Human Resources and Organisational Development) - part; Jane Campbell (Acting Director of Patient Care)

Apologies (1/15)

Priya Singh (NED)

In attendance (5)

Rob Ellery (Assistant Director of Operational Improvement); Professor Helen Young (Director of Patient Care and Service Transformation – currently SRO for National COVID-19 Response Service); Steve Garside (Company Secretary); Louisa Humphrey (Senior Administrator); Gillian Hodgetts (Deputy Director of Communications and Marketing) - part

Governors (7)

Bob Duggan (Buckinghamshire/Lead Governor); Frank Epstein (Berkshire); Keith House (Local Authorities); Chas McGill (Hampshire); Tony Nicholson (Hampshire); Helen Ramsay (Oxfordshire); Ken Roberts (Buckinghamshire)

Other – members of staff (4) and Trust members/members of the public (19)

ANNUAL GENERAL MEETING

AGM19-20/01 - Chair's Welcome and Introduction

The Chair welcomed all to the Trust's 2019/20 Annual General/Members Meeting. She explained that the COVID-19 pandemic had begun in the final quarter of the year, and also highlighted the Trust's key role as a 'care navigator'.

AGM19-20/02 – Minutes from the 2018/19 Annual General Meeting

The minutes of the 2018/19 Annual General Meeting were APPROVED without amendment.

AGM19-20/03 – SCAS Review of the Year 2019/20

The Chief Executive reminded those present of the Trust's current strategy and then moved on to present an overview of key achievements delivered during 2019/20, including those that represented innovative practice.

The Chief Executive highlighted how the Trust's performance during 2019/20 had been particularly strong and led to some really good outcomes for patients, be it 999, NHS111/Integrated Urgent Care or Patient Transport Services.

Drawing on the theme of innovation, Rob Ellery (Assistant Director of Operational Improvement) discussed the NHS111 First pilot that SCAS was participating in with Portsmouth Hospitals University NHS Trust (PHT). Explaining the pilot in detail, including the benefits for patients, Rob Ellery advised those present that around 1,000 patients had now booked a slot into the Queen Alexandra Hospital Emergency Department since 30 June. He also noted that similar NHS111 First initiatives were due to be introduced in other Emergency Departments across SCAS' footprint.

The Chief Executive thanked Rob Ellery for his presentation, noting that the NHS111 First initiative was a real example of modernisation in the NHS.

In conclusion to the review of 2019/20 item, the Chief Executive expressed his gratitude to the SCAS Executive Team as well as all of the Trust's staff and volunteers.

AGM19-20/04 – Financial Review including presentation of the 2019/20 Annual Report and Accounts

Charles Porter explained that the Trust's financial performance during 2019/20 had been solid and that the organisation's current financial situation could be described as stable but with increasing pressures. He provided an overview of income and expenditure, cash, capital and cost improvement programmes.

AGM19-20/05 – Council of Governors Review of the Year 2019/20

The Chair introduced the item by thanking Bob Duggan, SCAS Lead Governor, for his support over the last twelve months.

Bob Duggan acknowledged that he had attended ten Annual General Meetings but that this would be his last one as a SCAS Governor. He then proceeded to present an overview of the work of the Trust's Council of Governors during 2019/20.

Bob Duggan commented that the quality of the NED team at SCAS was particularly high. He also reflected on what had been a very different last twelve months (e.g. due to COVID) but acknowledged that the CoG had done the best it could do to adapt to new ways of working.

Bob Duggan noted that he will have served the maximum term of office (nine years) by the end of February and would therefore sadly be finishing as a SCAS Governor. He shared some personal reflections on his time with SCAS, including the support given to him by Company Secretary, Steve Garside.

The Chair thanked Bob Duggan again for his support, and for the significant contribution he had made to the Trust over the last ten years. She also expressed her gratitude to the other SCAS Governors for their work during 2019/20.

AGM19-20/06 – Interactive 'Question and Answer' Session

The Board received, and answered, a number of questions from observers of the meeting:

- Siobhain McCurrach, Manager of Healthwatch Portsmouth, asked about NHS111 First and targets set in relation to call backs. Rob Ellery advised that initially, at the start of the service, a target of fifteen minutes was set, but that this had been increased to thirty minutes (in line with the national standard) once all parties were happy. He added that around 80% of call backs were made within thirty minutes, and generally most much quicker than that. He added that call back arrangements were being kept under continuous review by SCAS, PHT and commissioners
- Jean Mattinsley from Healthwatch Milton Keynes advised that she had been on the original NHS111 project group and asked whether any problems were being experienced given that SCAS provided 999 in Milton Keynes but not NHS111. The Chief Executive noted that he too was a resident of Milton Keynes and clearly would be using the NHS111 service provided by DHU Health Care if needed. He went on to explain that NHS111 was a virtual service with around twenty eight different providers nationally, not

all of which were NHS, and that he personally regretted the fact that SCAS had not been successful in a competitive procurement exercise to provide the service in Milton Keynes. The Chief Executive informed Jean Mattinsley that the NHS111 was very standardised, with a significant amount of scrutiny, and that she could be assured over the standard of the service in Milton Keynes. He concluded his comments by acknowledging that the NHS111 First initiative might be more of a challenge in areas such as Milton Keynes where service provision (e.g. 999, NHS111) and pathways were more fragmented

- Jean Mattinsley, again drawing on service provision in Milton Keynes, asked about communication between different clinical and operating systems, namely Adastra and System 1. Rob Ellery responded by highlighting the importance of standard interoperability and the fact that different providers used a standard platform for transferring calls; for example, from NHS111 to 999. He offered to connect Jean Mattinsley with a technical expert in SCAS if she required any further information
- Nicky Lloyd, Acting Chief Executive of Royal Berkshire NHS Foundation Trust, stated that she had found the presentation to be very interesting and wished to express her gratitude to SCAS for the Trust's great work and for being a highly valued system partner.

AGM19-20/07 – Closure of Annual General Meeting

The Chair commented that it had been great to have a much broader audience in attendance at this year's AGM. She also paid tribute to the work of the Chief Executive and his Executive Team, and the Trust's Non-Executive Directors, acknowledging that the strong and constructive challenge that took place reflected the passion for improvement that the Board had.

The Chair noted that SCAS relied heavily on having good relationships with organisations across the sector.

Finally, the Chair acknowledged the supportive challenge that came from the Trust's Council of Governors, and also the fact that Bob Duggan, Keith House and David Palmer were all due to finish their roles at the end of February following nine years each of great service.