



# ANNUAL GENERAL MEETING 2021/22

Thursday 29 September 2022, 13.30pm – 14.45pm

(via Microsoft Teams, and open to Trust Members and Members of the Public)

AGENDA		Start	Finish
1.	<b>Welcome and Introduction (Verbal)</b> Professor Sir Keith Willett, Trust Chair	13.30	13.33
2.	<b>Approval of Minutes from the 2020/21 Annual General Meeting (Paper 1)</b> Professor Sir Keith Willett, Trust Chair	13.33	13.35
3.	<b>SCAS Review of the Year 2021/22 (Presentation)</b> Will Hancock, Chief Executive	13.35	14.00
4.	<b>Financial Review inc. 2021/2 Annual Accounts (Presentation)</b> Kish Sidhu, Interim Chief Financial Officer	14.00	14.05
5.	<b>Council of Governors Review of the Year 2021/22 (Presentation)</b> Barry Wood, Lead Governor	14.05	14.10
6.	<b>Interactive 'Question and Answer' Session (Verbal)</b> Professor Sir Keith Willett, Trust Chair; All	14.10	14.40
7.	<b>Closure of Annual General Meeting (Verbal)</b> Professor Sir Keith Willett	14.40	14.45

NB A copy of the Trust's 2021/22 Annual Report can be accessed at:  
[SCAS-Annual-Report-and-Accounts-2021-22-FINAL-VERSION.pdf](https://www.scas.nhs.uk/annual-report-and-accounts-2021-22-final-version.pdf)



## **PAPER 1 – SCAS 2021/22 ANNUAL GENERAL MEETING**

**Unconfirmed minutes of the South Central Ambulance Service NHS Foundation Trust 2020/21 Annual General Meeting held on Thursday 30 September 2021 via Microsoft Teams**

### **Board members present (15/15)**

Lena Samuels (Chair); Sumit Biswas (NED); Les Broude (NED); Nigel Chapman (NED); Ian Green (NED); Mike Hawker (NED); Priya Singh (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); Jane Campbell (Acting Director of Patient Care)

### **Apologies (0/15)**

None

### **In attendance (5)**

Professor Helen Young (Director of Patient Care and Service Transformation – currently SRO for National COVID-19 Response Service); Steve Garside (Director of Corporate Governance and Company Secretary); Louisa Humphrey (Senior Administrator); Margaret Eaglestone (Membership Manager); Gillian Hodgetts (Deputy Director of Communications)

### **Governors (9)**

Barry Wood (Lead/Local Authority); Rachael Cook (Staff); Frank Epstein (Berkshire); Hilary Foley (Hampshire); Chas McGill (Hampshire); Tony Nicholson (Hampshire); Helen Ramsay (Oxfordshire); Ken Roberts (Buckinghamshire); David Wesson (Oxfordshire)

### **Other – members of staff (4) and Trust members/members of the public (5)**

## **ANNUAL GENERAL MEETING**

### **AGM20-21/01 - Chair's Welcome and Introduction**

The Chair welcomed all to the Trust's 2020/21 Annual General/Members Meeting. She highlighted how this had been an extraordinary year and took the opportunity to thank SCAS staff and volunteers, the Chief Executive and his Executive Team, the Non-Executive Directors, and Governors for their work and support over the last twelve months.

The Chair acknowledged that the Trust had delivered some significant achievements during 2020/21, quite often needing to work in very different ways due to the pandemic. She also noted that this applied to the Non-Executive Directors and Governors, all of whom had challenged in a supportive and constructive manner.

Steve Garside confirmed that there were no apologies for absence, with a full complement of Board members in attendance.

### **AGM20-21/02 – Minutes from the 2019/20 Annual General Meeting**

The minutes of the 2019/20 Annual General Meeting were APPROVED without amendment.

### **AGM20-21/03 – SCAS Review of the Year 2020/21**

The Chief Executive began his presentation by showing a short film which provided some background information about the Trust, and also the words of a selection of patients and stakeholders. He then proceeded to deliver an overview of the year, which highlighted that:

- SCAS had been shortlisted, by the Health Service Journal, for the award of 'Trust of the Year', together with eight other provider organisations across the country
- SCAS staff and volunteers had strongly demonstrated the Trust's values – teamwork, caring, professionalism and innovation – in everything they had done throughout the year
- the Trust had delivered a significant number of achievements during 2020/21, across each of the four organisational development priorities – 'provider of choice', 'partner of choice', 'employer of choice', and 'sustainable and dynamic organisation' – with a particularly strong year of service delivery performance despite the challenges created by the pandemic

Professor Helen Young discussed the work SCAS had undertaken during 2020/21 to support the delivery of National COVID-19 Response services. She highlighted the great efforts that had been made to stand-up nine services and deliver very high standards of performance and responsiveness.

### **AGM20-21/04 – Financial Review**

Charles provided an overview of the Trust's position and performance in relation to income and expenditure, cash, capital and cost improvement programmes. He noted that there would be significant financial challenges ahead, although the cash situation was currently strong.

### **AGM20-21/05 – Council of Governors Review of the Year 2020/21**

The Chair introduced the item by thanking Councillor Barry Wood, SCAS Lead Governor, for his support over the last twelve months.

Councillor Barry Wood discussed how the SCAS Council of Governors (CoG) had successfully managed to deliver its statutory duties in 2020/21 by taking a virtual approach to its work. He offered a personal opinion that hybrid working was probably the best option going forward and when it was appropriate to return to having some meetings in person.

Councillor Barry Wood provided an overview of the CoGs priorities for 2021/22 and also stated that:

- he was content that the CoG was well placed to deliver its future duties, and more than content that SCAS was doing a very good job under extreme circumstances (with an embedded culture of continuous improvement)
- he was appreciative of the service that the Chair had given to the Trust and for her unwavering focus on, and commitment to, the organisation's values

### **AGM20-21/06 – Foundation Trust Membership**

Margaret Eaglestone presented an overview of membership engagement activity undertaken over the last twelve months, noting that an interim strategy had been developed in response to the paramedic. As part of her update, she highlighted the outcomes of Public and Staff Governor elections held in the Autumn on 2020.

### **AGM20-21/07 – Interactive 'Question and Answer' Session**

James Deane, a Petersfield Town Councillor, asked whether there were any specific trends behind SCAS' recent messages about only calling 999 in the event of there being a real and urgent need. He also asked, with winter approaching, whether the Trust envisaged the situation (e.g., demand, pressures etc.) ever returning to a more typical 'steady state'.

The Chief Executive thanked James Deane for his question, noting that understanding the complexities around demand was a huge area. He added that conveying a patient to hospital was not always the right action to take, and that in over 50% of cases SCAS (appropriately) did not do this. The Chief Executive explained some of the factors that contributed to demand, both for 999 and NHS111, and expressed a view that it was too early to assess whether the current high levels of demand (which had been rising since the Spring) were the 'new norm'.

#### **AGM20-21/08 – Closure of Annual General Meeting**

The Chair thanked the Communications Team for producing the film showed earlier in the meeting, and also made a special mention of thanks to Colin Hill for being such a regular attendee of SCAS Board and CoG meetings, and to Rachael Cook (Staff Governor) for her vision in leading a project to develop a 'garden of reflection' for staff based at Northern House in Bicester.

DRAFT