



EAST AREA (North East)
STAFF SIDE REPRESENTATIVES AND MANGEMENT MEETING
Thursday 11 January 2007 at 1000 - 1200hours
Conference Room, East Area HQ Ilford

Attendees: Jason Killens (Chair), Mark Sommerville (Staff Officer), Paul Young (AOM Chase Farm), Steve Colhoun (AOM Romford), Cathy Rideout (AOM Whipps Cross), Trevor Hubbard (AOM Edmonton), Dave Smith (Sector Rep), Dominic Colella (Rep Chase Farm), Steve Augilera (Rep Romford), Dave Glanvill & Jeff Endean (Reps Whipps Cross), Doug Crates & John Whiting (Reps Edmonton), Hazel Smith (HR Advisor), Christine Haley (Resources), Dave Richards (Training), Alan Line (Training Centre Manager for items 1,2, 3 & 6a), Shelagh Houlihan (notes)

MINUTES

1. Apologies for Absence (JK)

Eddie Brand

2. Minutes of the Last Meeting (JK)

Agreed as an accurate record of the meeting.

3. Matters Arising from Previous Meetings (JK)

a. Page 1, Item 3b – FRU Crewing for 6 months

- Discussion on the effect of Rest Breaks on FRU crews re delayed ambulance response and general FRU crew morale.
- Should FRU secondments be extended for a further period? **The group accepted in principal that the 6 month maximum should continue when there are suitable people waiting to go on a FRU rota.**
- **The group agreed with the views of other groups that staffing FRUs should not be a permanent post partly due to reduced patient contact and ambulancing skills.**
- **CR and DR to discuss pre-entry criteria for FRUs and to take this to the FRU group. Application Criteria to be on the next Staffside Agenda.**
- **JK to speak with Adam Crosby to clarify ECP schemes** as some are offered permanently and come under 3 month rule and others are 6 month secondments.

CR
DS
Sam
Jones
JK

b. Page 1, Item 2c – Review of all ISSRs

This is in progress and includes a review of family friendly and flexi rostering arrangements.

c. Page 2, Item 3f – Calls from the Met Police

Inappropriate calls diverted from the police to EOC was referred to A&E Sub Committee. JK to follow up on feed back.

JK

d. Page 2, Item 3h – Mental Health Patients and Alcohol

JK to check with Richard Webber re sending copies of the Sainsbury points assessment to AOMs.

JK

- e. **Page 3, Item c – Training Courses using Modules**
Agreed that splitting training into modules was practical in some cases, eg those with rotas to accommodate carer responsibilities, but should be the exception rather than the rule and be agreed in advance.
- f. **Page 3, Item c – Alternative Rest Days**
Should annual leave entitlement be higher due to Alternative Rest Days lost under Agenda Change, had been referred to A&E Sub Committee. JK to follow up on feed back. JK
- g. **Page 4, Item d – Use of Private Ambulances**
The use of private ambulances for patient transfers has ceased.
- h. **Page 4, Item d – Whipps Cross Hospital**
 - o Despite mixed messages from different hospital contacts, it is now understood that financial restrictions have halted the requested improvements to the condition of the A&E access road.
 - o No formal response was received to Richard Webber's letter to the Chief Executive. ***JK to write again highlighting the H&S issues, delays in turnaround times, effects on performance rates, the resulting lack of access in the case of a major incident etc.*** JK
- i. **Page 4, Item 9 – Roles of EMTs when Crewing Together**
The need for guidelines for EMT2s as well as EMT1s, had been referred to A&E Sub Committee. JK to follow up on feed back. JK
- j. **Page 4, Item 10a – Cleaning of Impounded Vehicles**
The problem of who cleans a vehicle impounded by the police for forensic clearance was referred to A&E Sub Committee and to H&S Central Committee. JK and SH to follow up. JK
SH
- k. **Page 5, Item 10c – Standdown Hours for Meetings**
JK and DS confirmed that agreement has been reached at sector level. Their document for circulation has been delayed. ***JK to forward details to members as soon as HQ approval has been given.*** JK
4. **Urgent items not on the agenda (All)**
Rest Breaks and Stadia/Events cover was added to item 6. All other issues would be covered within the agenda.
5. **Update on Hospital Reconfigurations (JK)**
- a. **Fit for the Future**
 - o RW to continue to attend the project group whilst it is at the decision making stage. JK to take over the lead when it goes for public consultation. Updates to be provided at Staffside meetings.
 - o A Bulletin has been issued to outline the changes in Trauma, Orthopaedic and Maternity changes at King Georges. The hospital did not consult with LAS prior to implementing the changes. RW drew this to the attention of the CEO of the PCT and JK has written to the SHA lead commissioner, CEO of Redbridge PCT and the manager for the labour ward and anticipates a meeting.
- b. **BEH Clinical Strategy**
RW and PY to continue to attend the strategy group whilst it is at the decision making stage. JK to take over the lead when it goes for public consultation. Updates to be provided at Staffside meetings.

- c. **Queens Hospital, Romford**
- SC has meetings scheduled with the hospital to address the problems of delay, diverts, no resus staff etc. Essex Ambulance Service is also complaining and liaising with LAS to address the serious teething problems which are not conducive with a major trauma centre.
 - LAS has been denied access to an office at A&E during the initial 3 months of opening to enable manager presence to address problems as they arise.
 - **JK is to highlight LAS's disappointment with addressing the problems at Queen in his report to Commissioners and in an update to PCTs highlighting that the problems are affecting service to patients and preventing LAS from our job properly.** JK
6. **Rest Breaks (JK)**
- a. **Application when on Training Courses at Ilford**
 Breaks are incorporated into all Training Courses. **AL agreed to stagger times of breaks when several courses are running concurrently.** AL
- b. **Application for Stadia & Events**
- Noted that as most football match cover does not exceed 6 hours, there usually is no problem.
 - **Agreed in principal that when a match goes over 6 hours (for extra playing time, crowd incidents etc which cannot be foreseen), the rest break rule could be suspended and the £10 payment honoured to ensure that crew are available at all times. This will be raised at EC Staffside and referred to A&E for service wide agreement.** Sam Jones SH
- c. **General**
 Both sides agreed that teething problems were to be expected. Feedback and comments covered:
- occurrences of too many people on rest breaks at the same time
 - inappropriate timing of breaks ie too late or too early in the shift
 - clarification needed of when it is appropriate to interrupt a break
 - noted that if a call is upgraded it does not show on the MDT and needs to be recorded elsewhere and verbally communicated to the crew
 - could there be a FAQ link on the Pulse?
 - authorisations for payment, which are from the Control Room, are not being processed quickly enough. Noted that individuals should raise queries with EOC Resource Centre.
 - lack of cover at shift changeover times due to previous shifts finishing early when not rest break has been taken.
 - **JK to raise the issues at a meeting at HQ that afternoon. DS to take feedback to the Rest Breaks Review in February.** JK DS
 - **SH to contact RW to request EOC representation at Staffside meetings.** SH
 - **AOMs are collecting examples for JK to raise at the weekly ADO meetings of instances where FRUs have had to wait longer for ambulance backup.** AOMs JK
7. **Clarification on Start Times after a Late Finish on the Previous Shift (JK)**
- Although many understood the figure to be 8 hours, HS clarified that the working time directive is 11 hours between worked shifts. **HS will follow this up with Resource and HR managers noting that relief staff are advised that the figure is 12 hours.** All staff should be treated the same. **HS to provide feedback and the issue to also be raised at EC Staffside.** HS Sam Jones
 - Clarified that if a shift is started late due to a previous one ending late,

overtime cannot be claimed for the late finishing shift.

8. **Clarification of who Allocates Christmas & Bank Holiday Leave (JK)**
- Agreed that all complexes should be consistent. **The group proposed that a complex authorises leave for Christmas Day, Boxing Day, New Year's Eve and New Year's Day. This should be agreed and the information given to Resources by 1 September. All other days should be authorised by Resources.**
 - **The proposal is to be taken to EC Staffside on 8 February for East Sector consistency.** Sam Jones
 - **The 10% and 15% requirement of the annual leave policy remains in force for all days.**
9. **Receipt of Complex Meeting Notes and Unresolved Issues**
- a. **Chase Farm (PY)**
- No notes to record although a meeting is now scheduled for February. **PY to ensure notes are forwarded to Samantha Jones & SH.** PY
 - No issues to raise that have not been resolved locally.
- b. **Edmonton (TH)**
- Notes of the complex meeting of 28 November have been received and a copy filed with the notes.
 - Problems with **unauthorised parking at the rear of the premises** have resulted in staff cars being blocked in and on occasion, FRUs being blocked in. **JK to raise the issue with Martin Nelhams** as it has not been possible to resolve the problem at complex level. JK
- c. **Romford (SC)**
- No notes received although a meeting has been held and a further one scheduled. **SC to ensure that copies of notes are forwarded to Samantha Jones & SH.** SC
 - No issues to raise that have not been resolved locally.
- d. **Whipps Cross CR)**
- Notes of the complex meeting of 12 December have been received and a copy filed with the minutes.
 - **JK to follow up with Estates on the status of Buckhurst Hill station.** JK
10. **Matters to refer to A&E sub committee (JK)**
- Follow up for feedback on items referred from the previous meeting.
 - Restbreaks and Stadia/Events Cover (see item 6b)
11. **AOB**
- a. **Canvases**
- Noted that this had been raised at the last NE H&S and would be revisited in depth at the H&S meeting that afternoon. Whilst new supplies are being negotiated, a status quo remains. **MS to request John Selby issues a bulletin to this effect.** MS
- b. **Resources OT Sheets (CH)**
- The group proposed that stations fax their overtime requests to Resources the Monday prior to the week of the overtime so that all confirmations can be completed by the Friday. **All AOMs to communicate this to staff and if no objections are received by 22 Jan then JK and DS will issue a bulletin so that it can be operational from Monday 5 February** AOMs
JK
DS

c. Requests for FRU Cover

Noted that a request for FRU cover can only be granted if an individual has completed a ride out within the last 6 months. Resources hold a list of those currently trained. ***CR and DS to word an advice for teams to share with their staff locally.***

**CR
DS
AOMs**

12. Date of Next Meeting

Thursday 5 April at 1000hrs in the Conference Room at Ilford.

Items for the Agenda

- Application Criteria for FRU Crew
- Updates on F4F and BEH
- Queens Hospital
- Clarification of Allocation of Christmas/New Year and Bank Holiday Leave

**Sam
Jones**