

**MINUTES OF THE
A&E SUB COMMITTEE MEETING
HELD ON 08TH SEPTEMBER 2004 AT 14:00-16:00 HRS
IN PARTNERSHIP HOUSE**

Chair:	E. Brand	Staff Side Chair	Romford
Present:	A. Ball	HR Manager (Sector Services)	HQ
	D. Lamey	Staff Side Representative	Croydon
	D. Smith	Staff Side Representative (N/E)	Becontree
	A. Zucconi	Staff Side Representative (C)	Deptford
	R. Sydney	Staff Side Representative (EC)	Smithfield
	J. Underdown	Staff Side Representative (NW)	Barnet
	S. Sale	ACAO	CAC
	J. O'Grady	Senior Resource Manager	HQ
	M. Flaherty	Director of Ambulance Services / Deputy Chief Ambulance Officer	HQ
	J. Easterbrook	Emergency Medical Dispatcher	HQ

Action

22/04 **Apologies for Absence**

Apologies for absence were received from Gary Edwards, Jez Walters and Philip Selwood

23/04 **Minutes of Previous Meeting (20 May 2004)**

The minutes were amended and agreed as a true record.

24/04 **Matters Arising:**

24.1 Transfer Register (13.04)

JO'G informed the group that he is still having problems ensuring that information is kept secure in the manner that has been requested. He has asked Management Information for assistance with this task but is still waiting to hear back from them.

MF asked to know what the problem was.

JO'G responded that there were some technical issues pertaining to creating the register.

AB wanted to know if the register was working and what the issues were around security.

JO'G admitted that it was not working completely; he had not received data from all of the complexes yet.

MF asked JO'G to push the matter forward with the AOMs and said he would raise the matter at the next round of PPG meetings.

JO'G/MF

JO'G added that South East have a meeting next week to finalise all relevant issues.

MF encouraged them to deal with their issues quickly.

EB pressed for a timeframe for completion of the matter.

24.2 Procedure for overtime allocation (13/03)

EB wanted to know if the procedure was up and running.

JO'G answered that the procedure is working well including in the South East Sector. He went on to say that confirmation calls are not being received as yet, however this should improve when staff get used to the new system.

24.3 A&E Operations Group (13/05)

SS announced that the A&E Ops Group has been renamed to become the Operations Management Group. SS went on to say that he would talk to Steve Irvin and ask him to produce and circulate **bullet point** notes.

SS

24.4 Membership of Sub Groups (13.9)

AB announced that EB and Tony Crabtree met to discuss how to implement this matter and that they will have further meetings to progress the issue.

24.5 Portering in Hospitals (13/10)

MF stated that Philip Selwood has contacted management teams at the ambulance stations. He confirmed that this is not a widespread issue and that any problems could be dealt with locally.

EB added that AOMs had dealt with this matter.

24.6 Drug Packs/overtime (13/12)

SS said that it had been agreed that this was not an issue for

blanket payment. He went on to say that this is a localised issue to be authorised by station management teams on a case by case basis. He felt that there was no need for a service-wide policy to be developed.

MF added that this had been the message sent out to AOMs.

24.7 New Vehicles/TVs (15/04)

MF stated that this matter is still a work in progress. MDT screens are currently being reconfigured to include their use as remote controls. He guessed that the project would be completed in the Autumn. Hardware had arrived and at present the required software was being programmed.

24.8 Make Ready

MF reported that this initiative is going well. Waterloo has now gone live and Mike Boyne will produce a one page update.

MF/MB

24.9 Annual Leave

EB reported that he'd had a meeting in May 2004 that had gone well, however problems had still arisen.

RS stated that he thought that 10% was not being allowed at the weekends anymore and requested clarification.

JO'G said that he had dealt with some anomalies and that the matter had been OK since then. He was aware that there had been an issue of poor cover on one particular weekend in East Central Sector. This was not helped by the fact that local level management had been granting additional leave at the last minute. JO'G confirmed that he had written to AOMs asking them not to do this. The difficulty was in trying to balance honouring the agreement with a need for cover. He continued that most problems had now been resolved and that last weekend was a one-off occurrence.

RS felt that there had been a lack of consultation on this matter.

JO'G stated that the revised electronic LA65 had now been rolled out in South West Sector and was working well. It was going to be installed in South East Sector this week. He added that by the end of September the revised electronic LA65 should be live across all sectors.

SS stated that Shani Phipps would be working with Paul Cook

in CAC to resolve outstanding issues. JE would also be involved in any talks.

JE

24.10 White Work Vehicles (20/04)

EB said that he would talk to AB regarding this matter.

AB stated that the threshold/criteria would remain at aged 50+ for a first trawl for applicants.

EB and AB to meet shortly to discuss this.

EB/AB

25/04

Intermediate Tier/Green Calls

AZ felt that it was confusing for front line crews to use blue lights and two-tones to answer green calls when the instruction to IntermediateTier was not to do so. AZ said that he thought calls were classified according to their urgency

MF asked if the staff on Intermediate Tier were confused.

AZ answered that they were.

MF stated that a pilot will be run and that Keith Jackson will write a paper publishing the results. This has not happened yet due to the concerns that had already been raised. MF added that at present crews were being asked to respond to green calls as emergencies and that it needed to be decided what situations would constitute a call being categorised as green and if it was safe not to respond on blue lights.

AZ contended that these calls were being given to White Work staff as emergencies when the crews were too far away from the incident.

MF stated there was a need for Fionna Moore to make a medical decision on how a green call would be determined.

MF felt that there was a need to improve communications with White Work staff.

DL asked if the group could see statistics that would show that White Work staff were being targeted correctly.

MF replied that this could be done. He said that Karl Mullis and Keith Jackson were doing a detailed evaluation.

EB asked that the situation of green calls being dispatched on blue lights be addressed as a matter of urgency.

MF stated that Intermediate Tier was being piloted on South East and South West Sectors. He agreed to talk to Karl Mullis to try and resolve the issue of crews being sent to green calls on blue lights when they were located too far away from the incident

MF

EB reiterated that crews were confused over the green call/blue light issue.

MF stated that to be clear, if a call is designated as an emergency then it would be dispatched on blue lights. He warned that whilst a trial was proceeding there would be instances where some green calls would be dispatched under blue lights and some not. He stated that the service would need to do a pilot, analyse the results and then make a judgement based on the analysis.

SS explained that after a 30 minute hold, a call would be re-triaged. He said that there have been exceptions but normally low priority calls would be held for 30 minutes max if necessary and despatched once a vehicle became available. If the details of the call changed over time then the call could be re-triaged and dealt with accordingly.

MF said that he would report back at the next meeting. The Department of Health were currently working on what constitutes the categorisation of a green call. MF felt that many of the current issues would be resolved within the next 4 months or so.

MF

Any Other Business

Lieu Days at New Malden

DL stated that crews had problems with lieu days and were not getting the full amount of hours that they were owed.

AB questioned whether this was a matter for this meeting.

DL replied that it had been discussed at Sector level and that he had been told to bring this matter up at this meeting.

AB and DL to meet outside of the group.

AB/DL

**Date of Next Meeting: 04th November 2004
14:00-16:00
Conference Room**

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26/04