

## Minutes of the meeting of Action against Medical Accidents

Held on 12<sup>th</sup> December 2019 at Freedman House

Present: Suzanne Shale (SS) Chair, Angela Brown (AB) Treasurer, Nigel Holland (NH),  
Moi Ali (MAli), Mike Andersson (MA), Linda Kenward (LK), Rachael Vasmer  
(by telephone) (RV)

Apologies: Jonathan Hazan (JH), Caroline Browne (CB), Jane Reid (JR)

In attendance: Peter Walsh (PW), Hugh Williams (HW), Nicky Rushden (NR)

### 1. Chair's introduction and trustee/staff observations

The following aspects of AvMA's work were noted as giving satisfaction: working with other charities; progress on IT; positivity at panel meeting; coping so well in spite of staff shortages; the audit and investment review; relationship with new IFA; work with stakeholders re advice and advocacy resourcing; IT consultant's report; high-level review of finance finding no problems; RV's return to QOC & Council duties; positive feedback from clients; lawyers' service subscriptions doing well.

### 2. Minutes of the Council Meeting held 26<sup>th</sup> September 2019

The minutes were AGREED as an accurate record.

It was noted that the actions from the September meeting were missing from this action schedule.

**Action: PW to circulate updated action schedule with the draft minutes**

### 3. Minutes of the Executive Committee held 25<sup>th</sup> October 2019

The minutes were noted.

It was noted that RV would like to help with the beneficiary journey work. It was noted that the actions from the October meeting were not included.

**Action: PW to circulate updated actions schedule for October**

### 4. CEO & Deputy CEO Report

The report was noted. Trustees expressed their gratitude for Moira Gwilliam's service and best wishes for her retirement. It was noted that AvMA paid for food and light refreshments for her leaving lunch.

It was AGREED to explore whether insurance was available to cover unexpected expenditure for the lift project.

**Action: PW/NB**

## 5. Operational Plan & Departmental Objectives

The updated commentary on the operational plan was noted. Re objective 4.1.1. it was noted that people who already donate regularly can be treated as “Friends of AvMA”. It was noted that the targeted income for this was unlikely to be met but was more than compensated for by the success of other fundraising.

It was AGREED that commentary on future operational plan objectives concentrate on what is new since the last report.

### **Action: PW**

It was AGREED that the 2020/21 operational plan be discussed at the next Executive Committee meeting and then at the March Council meeting.

### **Action: PW/SS to include 2020-21 operational plan on next Exec & Council agendas**

The departmental objectives reports were noted. The excellent performance of Conferences & Events in spite of staff illness etc was noted and Ed Maycock was congratulated. It was noted that the continuing better than expected performance was already being taken into account in the 10-year financial plan forecasting and would be taken into account in next year’s budget setting.

It was AGREED to invite Jane Smythson to attend an agenda item in Communications & Fundraising at the next Council meeting.

### **Action: PW/SS**

It was confirmed that selection of a fundraising consultant would be carried out in line with the procurement policy.

The report on Inquests and the issues raised was found particularly interesting and useful. It was noted that the number of mental health cases being dealt with by the Helpline was disproportionately high. It was AGREED that QOC consider the implications of this.

### **Action: CB**

## 6. Quality & Outcomes Committee

The minutes of the last meeting were noted. In CB’s absence PW explained that the Ipsos MORI work was progressing well, with a small number of interviews with clients to be carried out in January and feedback session to be held with QOC members in February. It was AGREED that this session to be opened up to other interested staff and trustees.

### **Action: PW/CB**

AB was thanked for the introduction to Ipsos MORI.

The agreed approach to the Risk Control Schedule was noted and welcomed.

It was AGREED that SS discuss AvMA’s approach to risk with MA.

**Action: SS**

7. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**8. Finance**

The minutes of the last Finance & Investment Committee meeting and the management accounts were noted.

With regard to the vacant 2<sup>nd</sup> floor of Freedman House, PW confirmed that whilst efforts continued to let the floor, the market remained dead and there had been no recent viewings. If there was not an upturn early in the New Year lowering the rent would be considered.

The revised Investment Policy was AGREED.

## 9. Raising Concerns and Whistleblowing Policy

The Raising Concerns and Whistleblowing Policy was AGREED. It was AGREED to add a footnote acknowledging we had used the Public Standards Authority's policy as a model to work from.

ACTION PW

## 10. Meetings in 2020

It was AGREED to hold a pre-meeting for trustees starting at 12 noon for the meetings on 24<sup>th</sup> March and 29<sup>th</sup> September.

Council meetings themselves would start at 1pm and finish by 5pm on 24<sup>h</sup> March; 7<sup>th</sup> July; 29<sup>th</sup> September and 8<sup>th</sup> December (AGM 1pm, Council 2pm start).

MoiA gave her apologies for the 24<sup>th</sup> March meeting.

.....

Chair