

MINUTES OF THE MEETING OF ACTION AGAINST MEDICAL ACCIDENTS

Held on 28th March 2019 at Freedman House

Present: Suzanne Shale (SS) Chair, Angela Brown (AB) Treasurer,
Caroline Browne (CB) Vice-Chair, Jonathan Hazan (JH), Nigel Holland (NH),
Linda Kenward (LK), Moi Ali (MAli), Hilary Scott (HS), Mike Andersson (MA)

Apologies: Rachael Vasmer (RV)

In attendance: Peter Walsh (PW) Chief Executive & Company Secretary
Nicky Rushden (NR) Finance Manager

1. Chair's introduction and staff observations:

SS explained that she was due to be abroad on the planned date of the next Council meeting and wished to discuss the possibility of finding a new date later in the meeting.

All present fed back on an element of AvMA's work recently which they took satisfaction in. These included: the chairing of the Quality Committee; the Finance Committee's progress on complex issues; the recent consultation responses submitted by AvMA; the first meeting of the Engagement Task Force; the amount of work being done by a relatively small staff team; progress with fundraising; the handling of recent HR issues; letting of the 3rd floor of Freedman House; and evidence showing the AvMA Panel changing solicitors' practice.

2. Minutes of the Council Meeting held 13th December 2018:

The minutes were AGREED as an accurate record.

Matters arising:

- Patient Safety Learning were keen to work with AvMA on a 'harmed patient pathway'.
- It was suggested that the beneficiary engagement work should not be limited to fatal cases or people who have already engaged with us and should have regard to people with mental health problems.

3. Minutes of the Executive Committee held 11th January 2019:

The minutes of the executive committee meeting were noted. It was noted that subsequent to the meeting it had been decided to keep to the original plan of policies being considered by the relevant committee, then consulted upon on Sharefile before going to Council for approval.

Matters arising:

- It was AGREED to put the CEO/DCEO report and Executive Committee on the same part of the agenda for the next meeting.

Action: SS/PW

- MA's suggestions for a policy on policies will be considered in moving forward this piece of work.
- A roundtable event on 'just culture' was being arranged by SS and Murray Anderson-Wallace on 15th May.
- Attention was drawn to Jack Adcock's family's letter to the BMJ re the Bawa Garba case.

Action: PW to circulate link

4. Operational Plan 2019-2024:

The draft operational plan was felt to be very good overall and was AGREED. A number of enhancements were suggested, including:

- Making a clearer distinction between core ongoing work and new work.
- More detail, when possible, about the plans for taking each objective forward – key milestones etc.
- The use of traffic light dashboards to indicate areas which were on course/at risk/off course.
- Preamble not needed in future versions but include numbers on casework.
- Adding a reference to engaging with and recognising our volunteers.
- The need to manage expectations in our beneficiary engagement work.

It was AGREED that PW would incorporate these modifications where appropriate in drafting the next version to come to Council in June [now July 3rd 2019]. To be accompanied by Departmental reports with objectives linked to the plan and an overview commentary by the CEO.

Action: PW

Making progress on IT was considered a top priority. It was AGREED we seek to resolve the main issues by the end of 2019.

Action: IT Taskforce

Trustees were encouraged to suggest ways of achieving objectives at each meeting and ask questions if it was not clear how objectives were being taken forward.

It was noted that the Departmental Reports would focus on how each department would help achieve strategic objectives where appropriate. With regard to core/ongoing work they would be based on 'exception' reporting – flagging up particularly positive results or issues of concern.

5. LK Research on 'Second Harm'

LK presented emerging findings on her research on 'second harm' caused to patients/families by the way they are dealt with after avoidable harm. Several staff and volunteers attended for this session and joined the discussion. LK had identified 'contempt' as a theme which permeated many of the cases. This resonated with those who had spoken to patients/families who had experienced harm.

The research was felt to be hugely relevant to work AvMA was engaging with on 'just culture' and the 'harmed patient pathway' which Patient Safety Learning are working on. LK had been put in touch with PSL about this.

6. Finance:

AB and NR presented the minutes of the last Finance Committee meeting and the management accounts and report respectively. These were noted.

The inflationary pay increase for staff salaries 2019-2020 was AGREED at 2.1%. It was explained that this is based on the consumer price index for December 2018, as per our remuneration policy.

The draft budget for 2019-2020 was AGREED.

MA suggested that as Freedman House was AvMA's biggest asset apart from the reserves, there should be a strategy for the building. PW agreed that it would be helpful to pull the various plans for the building in one place and to do this when time permitted.

Action: PW

7. Appointment of new trustee:

It was reported that 10 applications had been received, of which 4 were shortlisted and interviewed. Unfortunately, we did not receive an application from anyone with particular knowledge/experience of fundraising. It was AGREED that efforts continue to identify a trustee with that background. Trustees were asked to think if they know anyone and let PW know.

Action: ALL

It was noted that the budget contained £5,000 for consultancy on fundraising. It was suggested that a co-commissioning approach to this would be productive.

The interview panel for new trustee applicants comprised SS, CB and PW. They recommended Jane Reid for appointment and circulated her application. It was **AGREED** to appoint Jane Reid as a trustee subject to receipt of satisfactory references and checks with Companies House and Charity Commission.

8. HR issues:

The Chief Executive's report was noted. PW confirmed that 3 companies were considered for the independent investigations and following desk research two companies were considered for the HR support and staff assistance scheme.

The recommendation to commission HR support and the employee assistance scheme was AGREED.

Action: PW

It was AGREED to designate Moi Ali as a 'whistleblowing trustee' – a trustee who staff could contact if they did not feel comfortable speaking to a line manager/senior management.

Action: MAli

Other suggestions included:

- Conducting an annual/bi-annual staff survey re organisational culture.
- Ensuring debriefing was available to staff and volunteers after difficult conversations with clients, if they want it.
- Advising staff of the availability of union representation.

It was AGREED that PW consider these options.

Action: PW

It was noted that another round of trustee appraisals would be conducted this year. SS and CB would share the task of doing this. To be completed before the September Council meeting if possible.

Action: SS/CB

It was AGREED to move the June 20th Council meeting to 3rd July instead. (Apologies given by JH) and the September Council meeting be preceded by aboard development session for trustees on how Council is working, starting at 11am.

9. Quality & Outcomes Committee:

The minutes of the last meeting were noted. CB reported that the methods of eliciting client feedback were now in place and beginning to show results. On the whole feedback has been

positive and any concerns were being considered. It was AGREED to report further on this to the July Council meeting.

Action: CB

These processes are being bedded in and would be reviewed after approximately 6 months.

Quality and Outcome measures for the main service areas had been identified.

The committee was planning to look further at how feedback processes can be made as accessible as possible to all clients (equality issues); linking work with strategic objectives; ensuring feedback is obtained from volunteers.

10. CEO/DCEO Report:

The report was noted. PW explained that DHSC had made worrying comments at a recent conference that due to the cost of settling clinical negligence claims where the NHS had harmed people, “a balance needed to be struck” between access to justice and the cost to the NHS. It was felt that this may be a sign of what is to come and may have big implications for AvMA’s policy work.

11. Departmental Reports

The reports were noted. It was noted that an impressive 100% of returned evaluation forms for conferences and events said delegates would put into practical use learning they had gained at the event.

12. Dates of next meetings:

SS pointed out that she is going to be away on the planned date of the next meeting (20th June) and asked trustees to consider if they could make a new date in the first week of July. It was **AGREED** the date of the next Council meeting would be **3rd July 2019, 1 - 5pm**. It was also **AGREED** that the meeting on 26th September be preceded by a trustee development session from 11am to 1pm.

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Chair