



## Minutes from Open Meeting 1<sup>st</sup> December 2016 7pm The Dun Cow Inn

- **Welcome**
  - Barry Bullas opened the meeting and welcomed new members.
- **Minutes from last meeting**
  - These were agreed as a true representation of the meeting
  - Proposed by Rob Wilks
  - Seconded by Andy Watson
- **Blood run EVS**
  - The group were deeply saddened to hear of the death of Martin Dixon whilst on duty. Our condolences have been sent to the group
  - We will continue carrying on the BOB run to James Cook until Sunday the 4<sup>th</sup> of December
  - A memorial fund has been set up on the website and Facebook page
- **Bluetooth headset**
  - Alan Steel is unable to coordinate due to surgery and has kindly donated a barely used Bluetooth headset.
  - Those present were invited to put their names into a hat for a draw at the end of the meeting
- **Fundraising Update – Graham Moor**
  - It has been a quiet time from September to December
  - Kirsty Lawrence is doing a lot of work with Tesco
  - There will be collections in shops from the 12<sup>th</sup> December to the 23<sup>rd</sup> December. Most events are at weekdays
  - We need more support for the fundraising on the 23<sup>rd</sup> December
  - Events are already booked for the new year
  - **New events attendance register**
    - The events calendar won't allow changes from an Apple device
    - The new system allows time slots to be booked
    - You can book to take kit, bike, car or just yourself
    - The aim is to allow record to be made of how long people are attending
    - The Instructions/procedure are under review but should be released next week.
    - Email reminders will be sent to those who have booked the shift
  - **Regular donations**
    - Everyone is encouraged to start getting people to sign up for regular donations

- Suggested donation is at least £5 a month
- The Supermarkets aren't doing as many collections for us so we need another source of income
- **Vice chair update – Mike Thompson**
  - Mike has been in the job since September
  - **Smaller roles**
    - The aim is to ease the load and succession planning
    - Suzanne Hutchison is the assistant to rota manager
    - Ronnie Paton is assistant for Andromeda
    - Barry has an assistant, Abi who will be assisting with the reporting
  - **ICT**
    - The last changes to the driver and rider job trackers will be completed
    - This will bring all the trackers in line with each other
    - The plan for the future is for the coordinators log to become the master record and rider/drivers will agree if it is true a record
    - The same booking process will be used for induction training and talk training as well as the fundraising
    - Mark will help Rob with manual handling of data to make it more automated
    - Colours on the OLARS need to be looked into due to problems with differentiating night and day shifts
    - Colours need to be chosen with colour blindness in mind
    - When events vehicles are booked the location of the event needs to be put in the notes
- **Publicity update – Kirsty Lawrence**
  - Working closely with Nigel Barlow for the speaker training sessions to be held every 3 months
  - This will ease the load on Nigel who has 40 talks booked in 2017
  - There has been 100 talks this year
  - We are looking to get more support for this activity
  - **Do it day**
    - This was organised by Carol Marketing with the Drum
    - Electronic boards were used which we want to use again
    - There has been no recent newsletter due to other demands on time
    - December's newsletter is due out shortly
    - 1 definite response to Do it day 3 potential but this is the same result as we have had from other weeks
    - The day has resulted in more awareness rather than numbers of volunteers
    - Text to donate crashed but was brought back up
  - **Overall aim of publicity and fundraising is to be as well known as Air Ambulance**
- **Secretary update – Rob Wilks**
  - Been secretary for two months and now in the role of membership secretary

- We now have a professional person to do the minutes
- **Membership update – Rob Wilks**
  - 61 new members in the last 3 months
  - 8 fundraisers
  - 32 riders of whom 12 are advanced
  - 23 drivers of whom 4 are advanced
  - 22 shift coordinators
  - No one has left but this may change when the results of the membership survey come in
- **Hospital liaison update – Sean Storey**
  - Wansbeck, Hexham and North Tyneside are to close urgent care at 12am so access arrangements are in discussion but controllers are to continue to speak to the person ordering the job
  - Newcastle Trust are starting to charge staff who order taxis
  - We are getting more jobs from Darlington, Durham and Bishop Auckland
  - Bishop Auckland to Durham run on Saturday and Sunday are routine scheduled runs
  - We are hoping to get a meeting with the Trust soon to discuss drop off as jobs can go either Durham or Darlington
  - We are trying to use the BOB car for southern jobs if passing to increase efficiency
  - Coordinators need to get the samples to dropped at the receptions rather than wards where possible.
  - Darlington can use Gateshead for path lab work
  - We are getting jobs from Chester le Street so Gary Annan is to arrange the production of a video to show location of the drop offs etc.
  - Northumberland Trust asking for testing to be carried out with the different sized boxes for both car and bike, for each type of load and the fill level. Shaun is to discuss this further with them
- **Rota update – Steve Rawlings**
  - Lots of shifts are booked in advance
  - Thanks to everyone who does a shift regularly
  - BOB run meeting point with Cumbria will not be changed
  - **90 days check**
    - If a volunteer has not booked for 90 days an email is sent asking for an explanation
    - As a result 13/14 keys have been returned due to people's situation changing and some people have put in for a shift
  - **Evening Support shift**
    - 800 jobs a month
    - The evening support shift goes live on the 1<sup>st</sup> of January 2017
    - 7 evenings a week 19:00 – 00:00
    - Policy on the website – this will help those working full time to do a shift

- Rider/driver must stand down at RVI
- Two 12 hours vehicles must be on shift first
- It was suggested to see what shift pattern members work in their jobs in order to fit them into our pattern more effectively
- We may progress this system to other support shifts if it proves successful
- **Standing down**
  - Riders and drivers can use their discretion as to where they stand down, especially as the number of jobs from hospitals in the South increases
- **Recognition badges**
  - These will recognise people who regularly do shifts
  - 1<sup>st</sup> 25 shifts
  - 2<sup>nd</sup> 50 shifts
  - 3<sup>rd</sup> 100 shifts
  - 4<sup>th</sup> 200 shifts
  - These will be not just riding and driving but coordinating and fundraising
  - The Standard badge cost £5 and is sold to both members and the public so the recognition badges will be self funding
  - The lower target for the 1<sup>st</sup> badge helps to encourage new members
- **Introduced Tegan as new Charity Secretary**
- **Vocare Trail**
  - 3 weeks into 3 month trail
  - Mike wants to look at setting up a conference call for all who have been involved in the training
  - They have proved to be good at call handling and dispatching
  - However, they are nervous about setting up
  - There have been problems with the number provided for Virtually Local. The correct number needs confirming.
- **AOB**
  - **Controlling**
  - Carl Critchley is unable to do Friday and Saturday night this week due to commitments for training.
  - We do need coordinators to step in when gaps appear in the rota and not assume shifts will be covered
  - **Relay**
    - We received a relay from the Freeman to Leeds. White Knights had problems contacting their rider, so we ended up taking it all the way to Leeds
    - This included a number of our volunteers including one who was not scheduled to be on shift
    - A great demonstration of the commitment of our members
  - **Driving license checks**

- Now online due to no paper counterpart
- New members to get code from DVLA and then send it to NBB
- We need assistance to handle the checks
- **Ladies shirts**
  - This being investigated. Tegan and Barry are going to see the range available
  - Ladies will need to send sizes rather than have a stock in hand
- **Polices and Procedures**
  - As we affect people's healthcare we may be audited by MHRA
  - We are in the process of rearranging the policies and produces so they are easier to access
  - We need to establish how we can verify that people are reading the policies
- **NABB**
  - Graham Moor and Michael Thompson attended the quarterly national meeting
  - NABB have obtained VAT rebates and reduction on products like hi-vis jackets and insurance
  - We can give a percentage of the VAT rebate back to NABB to help with their finances
  - There was unanimous support to take this suggestion to NABB to find out if they are happy with this
- **Boxes on the bikes**
  - Brought up at the Sunderland meeting
  - Was taken to NABB but did not receive a positive response as the new type approval became a greater priority
  - Will be brought up again with NABB however all groups would need to agree to it
- **NHSBT**
  - 30% of the jobs are done by commercial companies
  - As we only do 2% of this work we do not present competition for the commercial companies
- **Great North Run**
  - 25 places for NBB
  - Offered to those who ran for us this year in the first instance
  - Advertising after Christmas
  - This raised £10,000 for us £2,000 for NABB

**Meeting closed at 21:10**