

Notes of the Contract Review Meeting
With SSG UKSas

On Tuesday 31st July 2018
At Bedford Offices

Present

[REDACTED] – Head of Procurement (EEAST)
[REDACTED] – Clinical Procurement Specialist (EEAST)
[REDACTED] – Contract Manager (EEAST)
[REDACTED] – Director of Services (SSG UKSas)
[REDACTED] – EEAST Resource Planner (SSG UKSas)

Apologies

[REDACTED] – Operations Manager (SSG UKSas)

Minutes of Last Meeting

All OK

Update from EEAST

[REDACTED] explained that EEAST is looking at how we step up to [REDACTED] hours by next April. Peak hours will continue through to February and March at around [REDACTED] hours stepping up to [REDACTED] hours. EEAST is working more in partnership; offering tea and coffee, use of facilities, small store cupboard on base, resolving invoice queries quicker. [REDACTED] confirmed EEAST are delivering on this, [REDACTED] only offer this to SSG UKSas in certain areas. [REDACTED] offer this at a push.

[REDACTED] advised we do not have PAS providers in the Norwich, Kings Lyn and Great Yarmouth area which is a third of our area. EEAST initially awarded a 3 month contract then a 9 month contract; the next contract will be a 12 month contract which will be work from April for core hours. Looking at for PAS for the next 18 months the number of hours will not reducing much. There will always be a need for PAS after this time.

EEAST will be putting another sheet out at the end of the week asking you to confirm what you have been awarded. Please let us know what other shifts you can cover.

Review of Q1 KPIs

- **Vehicle Cleanliness**

Clarified that the vehicle cleanliness relates to the audit of the vehicles carried out which SSG UKSas explained is done daily and not an audit of deep cleans which is what is being reported.

- **Uniform Audit**
- **Housekeeping**

- **Medicines management**
- **DATIX**
 - Need to include incident for June in KPIS for next time.
- **Carbon Footprint**
- **Safeguarding**
- **Driving Licence**
- **Shifts Booked and Cancelled**
 - Other – this relates mainly for staff that didn't turn up for shift, possibly due to the football. This should reduce now the world cup has finished.
 - The 4 shifts EEAST cancelled related to the Norwich May Bank holiday weekend.

Compliance Assurance

- **Dropped Shifts**

EEAST still needs to monitor the dropped shifts; they are not in one area and not always the core shifts so not easy to monitor trends. SSG UKSas need to be mindful the issues that dropped shifts cause EEAST.
- **Late Shifts**

Some of the late shifts do not warrant a late staff, [REDACTED] has reviewed the CAD and the crew has not finished that late i.e. 4 minutes late does not warrant a 2 hour late start. [REDACTED] suggested SSG UKSas monitor this.

Action Plans

Up to date following last accreditation. Crew room completed and having deep clean throughout the station following [REDACTED] visit.

Billing & Payment

[REDACTED] explained that all invoices need to detail the correct order number as well as the line number. All credits need to be turned around quickly to avoid any further delays in paying invoices. For the 9 month contract a new PO has been issued. [REDACTED] will send invoice template.

Provider update/Issues to Report

SSG UKSas is recruiting a Workforce Manager looking at key areas for recruitment.

Norwich - Offering incentives to staff to work in that area; hotel accommodation free of charge and training to get. [REDACTED] asked what support EEAST can give this, [REDACTED] suggested a reduced shift i.e. staff paid 12 hours but only do a 10 hour shift as it includes 2 hours travel. [REDACTED] has supported SSG UKSas in terms of providing a base; one option would be reduced working hours but what other partnership options are there? [REDACTED] explained they would like to run as a pop up station, storage of stock and gases is an issue for SSGUKSas. [REDACTED] has advised they can use the outside space for storage as the crew room is quite small. [REDACTED] will speak to estates to see if there is any other space available there and what storage options. [REDACTED] suggested maybe tendering the Norwich area separately for a longer period as a separate tender as that would be easier to set up from a supplier's point of view if it's a long term

contract. [REDACTED] suggested SSG UKSas think about what you want and feedback to [REDACTED] and [REDACTED] and we will review as part of working in partnership.

[REDACTED] advised they are looking at having tablets which will help track staff and ease the issue with late shifts. [REDACTED] raised concerns with what's being stored on the tablets from a Governance point of view even for test purposes.

[REDACTED] reported there have been some incidences in Norwich where ITV crew being called to do DSA work. [REDACTED] explained that when EEAST is in surge black we send every resource available. ITV crews will get a backup.

[REDACTED] raised the issue that they have not received any positive queries on invoices. [REDACTED] thinks finance are only looking for negative issues. [REDACTED] will ask finance the question. [REDACTED] thinks moving to 365 and/or terrafix should aid this if this is decided as a way forward, it's going to be a cost so therefore the decision needs careful consideration.

Training Days

Positive feedback from recent fraud and NSPCC training event. A Clinical Audit Governance training day will be 4th October – waiting on confirmation that it will be at the training school Newmarket. Maximum of 3 attendees per provider.

[REDACTED] requested a train the trainer date, this may be a quick turnaround. [REDACTED] has issues with training at SSG UKSas but will make sure the trainers attend the event.

Any Other Business

Induction days set for clinical leads, all paramedics on contract.

[REDACTED] asked who SSG UKSas work for:

- Currently do work for [REDACTED] and [REDACTED]
- Have been accredited by [REDACTED]
- [REDACTED] – going out for work from September

Moving the 12-12 shifts in Chelmsford and then end up in Norwich, EOC need to be aware this will impact on the next days shifts.