



Registered Charity 1092333

Hart First Response

Annual General Meeting 2012

13 November 2012, Crondall Old Gymnasium (20.00-20.30)

Agenda

Welcome

1. Agree minutes of previous AGM
2. Apologies
3. Chair's report and communications
4. Honorary treasurer's report and communications
5. Honorary secretary's report and communications
6. Vice chair's report and communications - Awards
7. Any Other Business
8. Close of meeting



Registered Charity 1092333

Hart First Response

Annual General Meeting 2012

Minutes of Annual General Meeting 2011

Present: HFR volunteers Graham Brown, Gillian Dawes, Sue Lomax, Hester Wain, Christine Pike, Martin Pike, Shirley Poole, Kayleigh Dawes, Ishbel Davis, Clare Gridley, Ruth Wilcox

Also Beanie Watson, Russell Kelaart (F6FC), Ken Carter (Fleet lions), Alan Pollard, Bill Bishop (Hart Rotary) Kathy Rodes, Cyril (Zebon Copse Residents Association)

Chair Report

A copy was given for the records but in summary:

2011 has been a challenging year with registration with the CQC a priority, This has resulted in a great deal of additional work as well as expense for the charity.

Loss of young volunteers to university has meant our membership has shrunk and we need to consider how to recruit more long term volunteers.

We have had some unexpected additional donations this year of £800 from Farnborough Sixth Form College and £300 from Crondall and Ewshot

We have started a Facebook page and now have policies and training online for volunteers as well the ability to survey our volunteers and users online.

The biggest challenge for the future remains the funding for a new vehicle which we need to address over the coming year.

Thank you for the last year were given to

- Dr Carl Waldmann for his input as our Medical Advisor and actively at Hellrunner
- Peter Dawes for printing advice cards,
- Kath Dawson for supporting Martin in producing our accounts,
- Jane Taylor for auditing our accounts,
- Fleet Medical Centre for disposing of our clinical waste,
- WEL Medical for their ECG support at Hellrunner

Treasurer's report

A report was given for the file but in summary

We continue to show a positive balance on expenditure over donations with a surplus of approximately £2800.

Event cover donations were slightly up by £400.

Administration was higher with £800 being required to register with the CQC.

£2000 has been spent on training.



Registered Charity 1092333

Hart First Response

Annual General Meeting 2012

Honorary secretary's report

A report was given for the file but in summary:

We had a reasonable year with events with similar numbers to previous years. However, some events were cancelled due to poor weather. Gains and losses were as follows:

Events gained this year

Eversley FC Centenary 5-A-Side, Hartley Wintney Music Night, Hook Rotary Garden Festival, Hook Village Fete, Tadley Bead Fair

Events cancelled due to snow

Hook Christmas Festivities (03/12/2010)

Wield Rugby (27/12/2010)

Camberley Karting (04/12/2010, 18/12/2010, 01/01/2011)

Events not booked this year

Calleva F.C (late booking)

Cove Brook Wild Day Out (non-occurrence)

English Heritage Portsmouth - National Arch Day (non-occurrence)

Kingsley Steam Vintage Rally (change of organisers)

Quays Fireworks (late booking)

Wessex Historic Tractor Tracks across the field (change of organisers)

We treated 217 patients over 64 events

We continue to work towards regulatory compliance updates in infection control measures, feedback from events with the SBAR at the weekly meetings and logging of incidents.

We have continued to meet safeguarding requirements with 17 volunteers completing safeguarding training via Educare. Policies updated in safeguarding and CRB checks.

There were no safeguarding issues in this time period.

Volunteer update is as follows:

New volunteers (4): Katie, Caitlin, Alex P, Ruth

Resigned (16): Adam, Sarah, Paul, Doug, Leo, Sid, Ellie W, Sophie, Dawn, Elle B, Tav, Soofiya, Elliot, Emma V, Sophia, Emma M

Previous and current Volunteers' Career Progress

At Medical School – 10, At Paramedical School – 2, Qualified NHS HCA – 2, Qualified NHS ECA – 3, Qualified NHS Technician – 1, Qualified NHS Paramedic - 1

Volunteers' Training

- Child Protection Awareness in Healthcare NSPCC (x9)
- Child Protection Advanced NSPCC (x1)



Registered Charity 1092333

Hart First Response

Annual General Meeting 2012

- EMT/ First Person on Scene Intermediate (x1)
- Entonox (x5)
- Equality (x1)
- First aid at work (x5)
- Food Hygiene (x2)
- Immediate life support (x5)
- PAT testing (x1)
- RCUK Symposium (x4)

Volunteer Statistics

1 x Dr, 8 x AA (1xNHS ECA, 1xNHS Tech), 2 x AA trainees, 1 x FA, 5 x FA trainees, 4 x Observers, 3 x Supporters

Vice-Chair report:

Awards

Patient Care Award:

This year it is awarded quite simply on the most patients cared for throughout the year. This also coincides with the most events attended in the last year which is not always the case as some events generate more casualties than others. The most casualties attended by one volunteer this year was just short of 100 at 98 seen over 39 events. The patient care award this year goes to Hester Wain.

Service Award:

This award has been given for various reasons over the last few years. It has been awarded for personal commitment to the charity and for time given for support of the charity other than going on events. This year it goes to a volunteer who has only joined us just over a year ago. In that time she has progressed rapidly gaining not just her FAW qualification and full first aider status, but also has gained her EMT qualification and is well on her way to gaining full AA status. This has shown considerable personal commitment as gaining qualifications and then gaining the necessary experience to be able to progress to AA status takes much time and effort. We are therefore pleased to present the service award to Claire Gridley.

Fundraising award

As has already been mentioned this evening the charity does not run without considerable financial support. As well as income from event donations and grants we also have amounts raised for us by the members with various activities. Sadly this has not yet been enough to allow us to purchase a much needed vehicle but every bit helps. This year we are giving the award to a group of people rather than an individual. They raised £800 this year by nominating HFR as one of their charities to benefit from the Rag Week collections, which is a significant contribution. The fundraising award is therefore presented to the students of Farnborough 6th Form College.

AOB – none

Meeting closed at 20.50



Registered Charity 1092333

Hart First Response

Annual General Meeting 2012

Chair's Report

We aim to help save lives by providing ambulance and first aid cover at local events, and by teaching first aid skills within the community.

I have pleasure in presenting my report on the past year to the meeting and I should like to thank all the members and visitors who have made the effort to attend.

The year has once again been busy, rewarding and successful with our activity only being limited by our capacity as an organisation to provide sufficient volunteers and equipment. There is definitely more demand than we can supply.

Key events of the year

Providing ambulance and first aid cover at local events

By the end of September 2012, HFR had provided first aid and ambulance cover at its 800th local event! The Hon. Sec.'s report will contain a detailed breakdown of HFR's operational activity over the last year. In particular we have increased our focus on monitoring the effectiveness and quality of our service provision.

Training

We have maintained our members training programme to meet the requirements of regulation by the Care Quality Commission (CQC). Attendance at training has been generally good, but as volunteers we all have pressures of family, work and other commitments to balance. As such HFR has continued to increase access to HFR training and policies by placing more core training and assessment online at <http://www.hartfirstresponse.org.uk>.

Membership

In every group there are fluctuations in membership. Despite some concerns last year that our membership was falling, on balance it has remained at a healthy level and we have been very pleased to welcome three new active members in Marc, Tiffany and Katie in the year. However, we still need our membership to grow and we would encourage you to publicise HFR to all your friends.

Ambulance Fund

Finding full grant support for the purchase of an appropriate second-hand vehicle is now almost complete, we have approximately £10,000 available when we include the pledges, and the task at hand is now to find a suitable vehicle during the next 6 months. The significant donations in the year will be covered in the treasurer's report.

Equipment

Our first aid grab bags have been replaced on each ambulance by rucksack based emergency response bags which have been organised on the logical pre-hospital ABCDE approach, allowing us to carry a full range of life saving equipment to every incident. Another major equipment expense this year was the replacement of the suction units on both front-line ambulances.



Registered Charity 1092333

Hart First Response

Annual General Meeting 2012

Regulation

HFR has complied with the regulatory requirements of the CQC, and we also have to meet the regulatory and reporting requirements of the Charity Commission, the Information Commissioner and the Environment Agency.

The Trustees have continued to implement latest clinical guidance in a timely manner, audit our processes rigorously and manage risks actively. Our patients can be confident that Hart First Response offers the best practice in the provision of pre-hospital care.

Plans for 2012-13

Vehicles

We have enough money to purchase a vehicle and we now need to find a good one that meets our requirements, which do differ slightly from NHS ambulance services and many private companies. We also need to spend between £500 and £1000 on maintenance (minor bodywork and internal oxygen piping system replacement) of the frontline ambulance we intend to retain.

Training

We need to complete the refresh training for seven of our ambulance crew at a total cost in excess of £5,000 and continue to make available more mandatory training modules on-line.

A more focussed approach to fund raising

We can support 'business as usual' and make some small provisions for the unexpected, but we struggle to do special projects. One of our key weaknesses is fund-raising, the pressures of day jobs, the constant effort of service delivery and the growing regulatory burden on HFR all distract from doing targeted fund raising well. Key areas for funding support include:

- An update of our high visibility lightweight vests and coats, which will cost approximately £1500.
- The purchase of some targeted pieces of equipment including an extra vacuum mattress £500, and a monitoring defibrillator £2500+.
- Secure longer term support for training younger people in the 16 to 21 age group who have an interest in pre-hospital care, typically this project could cost £10,000 over three years.

Thanks

I would like to thank all members for their incredible commitment to HFR, both in time and effort; in particular to my fellow trustees. I would also like to specifically thank Dr Carl Waldmann for his input as our Medical Advisor actively supporting training, our clinical governance and events and Kathryn Pike for supporting Martin in producing our accounts.

Finally, I would like to take the opportunity of saying thank you to all the friends, partners and relatives as well as organisations who have helped us over the last year:

- Peter Dawes for printing advice cards,
- Fleet Medical Centre for disposing of our clinical waste,
- WEL Medical for the long term loan of a monitoring defibrillator.



Registered Charity 1092333

Hart First Response

Annual General Meeting 2012

Income and Expenditure October 2011 to September 2012

Receipts

Events Cover	£16,150.00
General Donations	£150.00
Ambulance Fund	£5,961.07
Members Donations	£1,225.78
First Aid Training	£720.00
Total Income	£24,206.85

Payments

Vehicle Operations	£1,808.74
Training Resources	£1,716.60
Insurance	£3,497.68
Travel and Subsistence	£325.00
First Aid Equipment	£2,256.27
Disposable Supplies	£1,753.04
Hall Hire	£796.30
Personal Protective Equipment	£604.44
Administration (incl. subs, reg. and membership £924.00)	£1,654.16
Total Expenditure	£14,412.23

Major outgoings:

Suction machine	£995
CQC	£800
Training and qualifications - ILS, FAW	£1655

Much less was spent on training courses this year due to EMT course taking place next Spring

Significant donations:

CKC	Amb. Fund	£1500
Sonardyne	Amb. Fund	£3000
Farnborough 6 th Form	Amb. Fund	£651

- Ambulance Fund now stands at £8042
- CKC event cover generated £8955 income
- Trailplus the next highest client £3200



Registered Charity 1092333

Hart First Response

Annual General Meeting 2012

Quality & Performance (Honorary Secretary's) Report

Hart First Response (HFR) is a registered charity (established in 2001) that aims to help save lives by providing ambulance and first aid cover at local events, and by teaching first aid skills within the community. We are funded by donations and **ALL** our members are unpaid volunteers. Our volunteers are the vital essence which underpins all the work that HFR does within the community; without them HFR would not exist.

Our first aid volunteers hold as a minimum the HSE First Aid at Work qualification (or its equivalent), and our ambulance volunteers hold an Emergency Medical Technician (EMT) qualification. All our volunteers are CRB checked and undertake continual development and training, which includes Infection Prevention & Control and Safeguarding children & vulnerable adults.

We place the needs, wishes, preferences and decisions of people who use our services (our patients) at the centre of assessment, planning and delivery of care and treatment, promoting and respecting their privacy, dignity, independence and human rights.

We provide first aid cover for over 70 events a year, including football tournaments at Aldermaston, go-karting at Blackbushe, off-road adventure racing and fetes across the three counties of Hampshire, Berkshire and Surrey. We specialise in high-speed impact events (particularly motorsport and horse riding) and over the course of a year will treat over 150 patients, including on average six with suspected spinal injuries.

Over the years, our volunteers have provided first aid services for 800 local events, treated 1,622 patients and trained 952 members of the public in first aid.

New volunteers are always welcome and we supply ongoing training which takes place every Tuesday evening from 8pm at Crondall's Old Gym. Further information on Hart First Response, first aid training courses, cover for local events and joining the group can be found at www.hartfirstresponse.org.uk or by phoning 01252 629132.

2011/12 Performance

This year, we have re-jigged the data period for this Annual Quality and Performance report to better align with the Financial Report and Accounts. From 1 October 2011 to 30 September 2012, our volunteers have covered 71 events, treating 159 patients.

Unusually, this year saw an obvious spike in events in June to 15 (the average is 9 events in June). We expect that events were run that month to coincide with the Jubilee and pre-Olympics, and certainly 2 of our extra events directly related to the Jubilee. Events that were not booked with us this year were solely due to the events not being run this year.

We continue to receive multiple requests for the two key dates of the year: 8/9/10 June weekend and Bonfire night, these dates challenge our ability to provide first aid cover and mean we often turn people down. However, our policy never to commit to an event without the dedicated resources of volunteers, ambulances, and a back-up plan has meant that we have never let anyone down who has booked with us – despite the odd worrying moment when ambulances break down, or volunteers suffer unexpected illness.

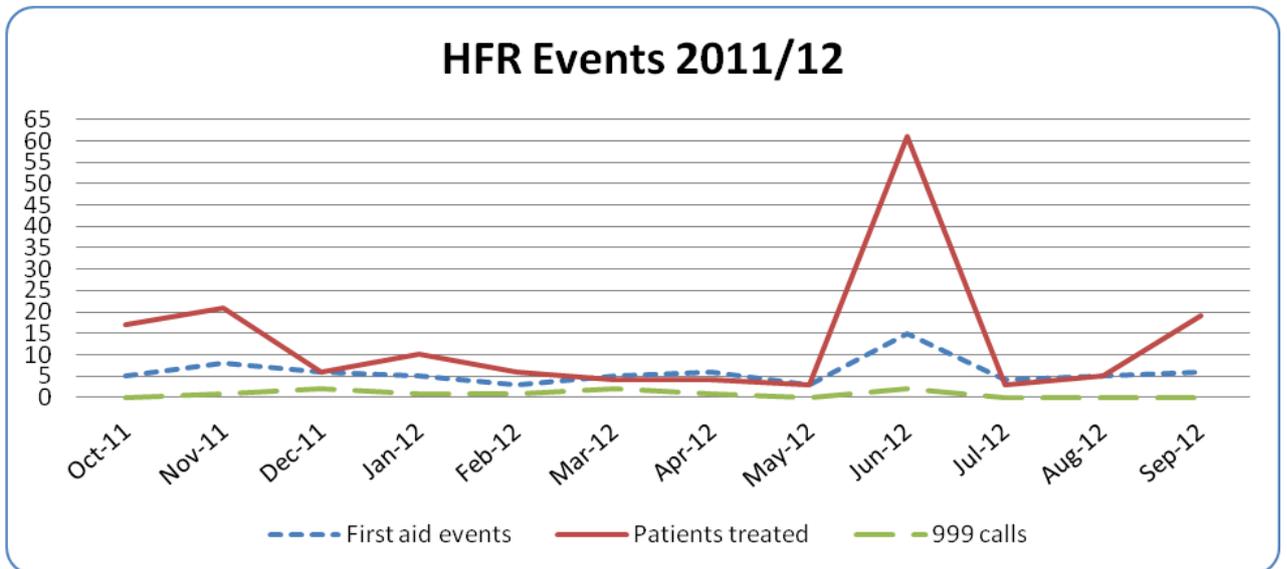
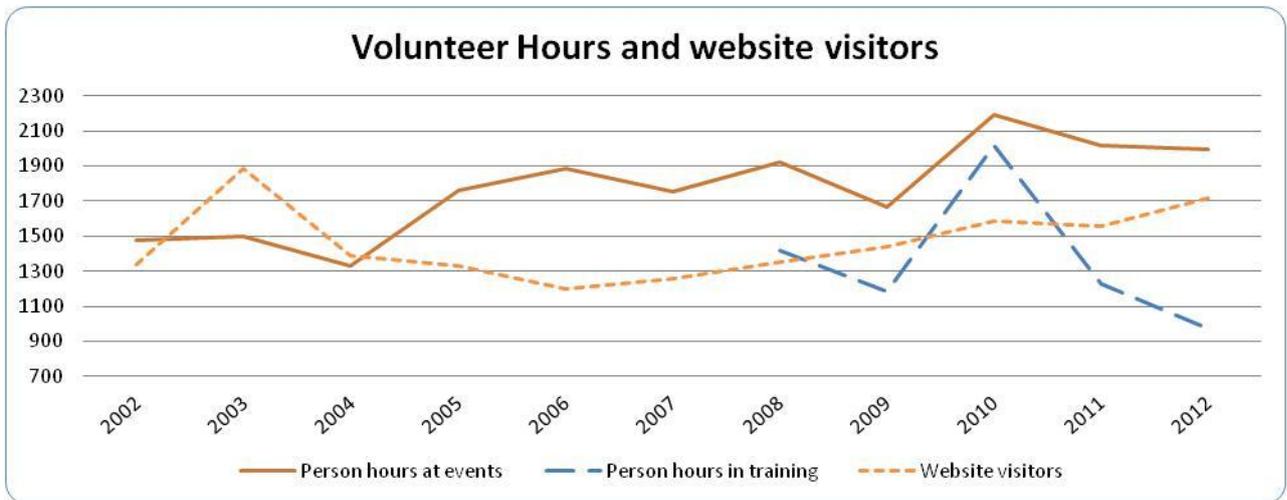


Registered Charity 1092333

Hart First Response

Annual General Meeting 2012

Our person hours in training have dropped this year, which is a reflection on when our FAW certificates need updating (every 3 years), and no further V-project funding, which is what has driven a significant amount of the previous training for our younger volunteers. We are particularly appreciative of our young people who continue to volunteer with us despite the competing pressures of University, or Ambulance Service commitments. Specifically, this year Paramedic Kayleigh Dawes, gained her Healthcare Professional status via SCAS in February 2012 (PA34409), and has been a fantastic and inspirational role model to others in HFR.

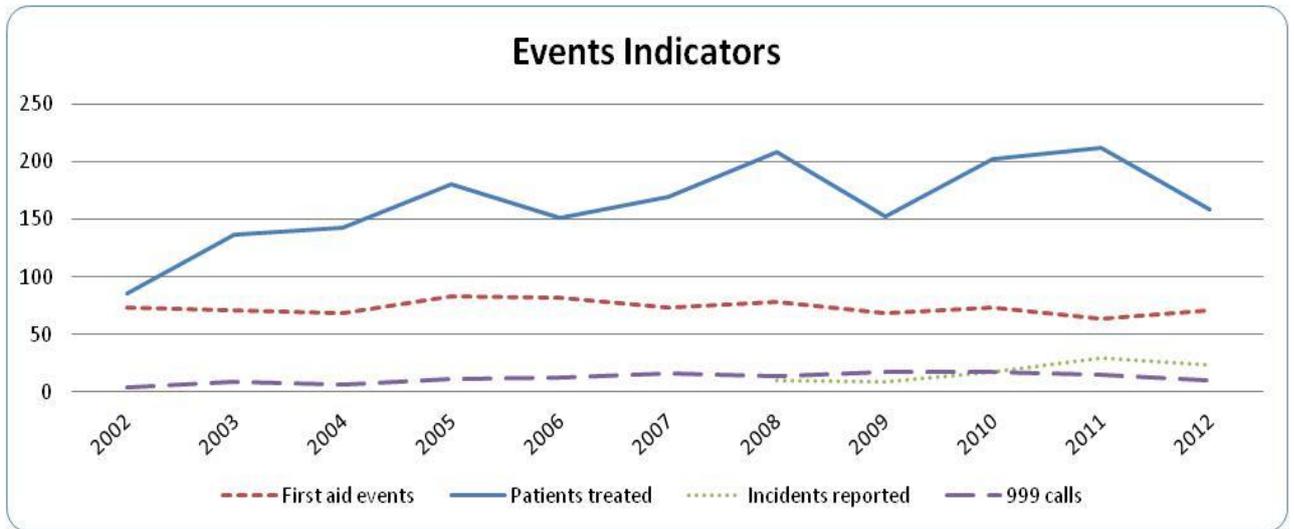




Registered Charity 1092333

Hart First Response

Annual General Meeting 2012





Registered Charity 1092333

Hart First Response

Annual General Meeting 2012

This year's data (now amended to conform to HFR financial data period) generated from 12 month period: 1 October 2011 to 30 September 2012. Previous data generated from 12 month period: 1 November to 31 October. Asterisks indicate data totals adjusted to reflect this timeframe change.

	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	Total
Volunteers	10	10	9	13	14	23	23	26	40	31	23	-
First aid events	73	71	68	83	82	74	78	68	73	64	71	800*
Patients treated	85	137	143	180	151	169	208	152	202	212	159	1622*
999 calls	4	9	7	12	13	16	14	17	17	15	10	124*
Helmets removed by HFR									9	17	17	25*
Person hours at events	1474	1498	1334	1761	1885	1754	1924	1666	2193	2014	1998	15489
Person hours in training							1417	1186	2017	1229	973	4620
Organisations served	11	21	18	25	36	27	27	22	25	23	27	-
Courses run	5	5	13	15	12	9	15	10	7	3	3	94*
Number of people trained	90	48	135	143	102	106	130	64	92	42	66	952*
Young people trained (under 16)	40	0	0	16	30	56	34	3	55	42	48	276*
Website visitors	1338	1887	1392	1333	1196	1259	1356	1444	1588	1555	1719	14240*
Patients surveyed										0	7	7*
Volunteers surveyed										12	0	12*
Organisations surveyed				7	6	5	5	4	0	3	1	-
Incidents reported							10	9	18	30	24	83*

This year 2011/12:

	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Total
First aid events	5	8	6	5	3	5	6	3	15	4	5	6	71
Patients treated	17	21	6	10	6	4	4	3	61	3	5	19	159
999 calls	0	1	2	1	1	2	1	0	2	0	0	0	10
Public trained	0	0	0	38	0	20	8	0	0	0	0	0	66
Website visitors	108	126	118	149	128	186	172	128	174	155	109	166	1719

'Providing voluntary first aid & ambulance cover in the local community'

www.hartfirstresponse.org.uk



Registered Charity 1092333

Hart First Response

Annual General Meeting 2012

Volunteers Training and Development

Current volunteers: 21 (plus 2 that have joined in the last month)

New volunteers (4): Marc, Tiffany, Katie KT, Tor

Resigned (7): Julia, Shaun, Dahlin, Elle K, Robbie, Tor, Caitlin

Previous and current Volunteers' Career Progress

At Medical School – 10, At Paramedical School – 2, Working as NHS ECA – 1,
Qualified NHS Paramedics - 2

Volunteers' Training

- Child Protection Awareness in Healthcare NSPCC (x3)
- Entonox (x2)
- First aid at work (x3)
- Food Hygiene (x1)
- Immediate life support (x5)
- Safer Recruitment (x2)
- Medicines support (x1)
- University Pre-hospital training (x4)
- Introduction to Staff Training (x2)

Volunteer Statistics

1 x Dr, 1 x Paramedic, 8 x AA, 2 x FA, 7 x FA trainees, 2 x Observers, 3 x Supporters

Future Training and development 2012/13

- 7 x EMT/FPOS Int/FAW x 7, 1 x FAW

HFR Operations/Events updates

Events (re)gained this year

Bramley School Fete, Burpham Fete, Calleva F.C, Cove Brook Wild Day Out, Hook Christmas Festivities, Jubilee Fete, Queens Jubilee concert

Events not booked this year

Farnborough 6th Form College Xmas Concert, Whiteknights Football Tournament, Hook Village Fete, Tadley Bead Fair

Public Training updates

Courses run

Course Date	Course Type	Course Hours	No of certificates
11/03/2012	Basic First Aid Course	6	20
27/01/2012	Cubs First Aid Badge	4	38
12/04/2012	Guides First Aid Badge	12	8



Registered Charity 1092333

Hart First Response

Annual General Meeting 2012

Regulatory updates

- HFR is fully registered with the Care Quality Commission, registration number: 1-171567394, and therefore licensed to provide Ambulance services.
- HFR is registered with the Charity Commission, registration number: 1092333.
- HFR is registered with the Environment Agency, registration number: PCD/GN5413ZB as a professional collector and transporter and dealer/broker of controlled waste.
- HFR is registered with the Information Commissioner, registration number: Z9579663

Infection Prevention and Control (IPC) Updates

CQC registration includes Provider Compliance Assessment against Outcome 8: Cleanliness and infection control

- Volunteer training programme includes annual mandatory update IPC training
- 11 volunteers attended update IPC training in 2012
- Online update IPC training is now available
- IPC training continues to be part of HFR induction training
- Reminder to volunteers is stated on all events sheets of Bare below elbows (BBE) requirements
- IPC Incidents logged in HFR database and through SBAR debriefs
- Weekly training meeting discussions prompted via SBAR feedback – enables real time monitoring and audit of issues – no serious incidents identified this year
- Email and Facebook updates to volunteers during the year about Flu, MMR, Hep B, immunisation etc
- Audit of compliance of monthly and bi-annual ambulance cleaning is ongoing

Safeguarding Updates

CQC registration includes Provider Compliance Assessment against Outcome 7: Safeguarding vulnerable people who use services

- Volunteer training programme includes annual mandatory update Safeguarding (child and adult) training
- 11 volunteers attended update safeguarding training in 2012
- Training via externally validated NSPCC course with online training available
- Training continues to be part of HFR induction training
- Information on all events sheets of safeguarding contacts
- Incidents logged separate to HFR database (to ensure confidentiality) – 2 reviewed by HFR Exec in this time period – one referred on for further investigation
- Weekly training meeting discussions prompted via SBAR feedback – enables real time monitoring and audit of issues – no serious incidents identified this year



Registered Charity 1092333

Hart First Response

Annual General Meeting 2012

Vice Chair's Report

Service award

This year's service award is given to an individual who some of you may not have met but who is a vital part of our organisation. We award the service award to Carl Waldmann who is our medical advisor. Without a Medical Advisor we could not run the charity and Carl has carried out this role for some time now in addition to his work load as a consultant at the Royal Berkshire NHS Foundation Trust, and that as doctor for Leyton Orient Football Club. Without him we could not have moved forward with increased drug use or increased scope of practice for Kayleigh as a paramedic. We are able to deliver a comprehensive and appropriate service at events due to his on-going support.

In addition he has taken an active role by coming to Hellrunner thus giving us the security of having a doctor present at this high risk event.

Fundraising award

As we identified at the beginning of the year one of the biggest challenges facing us this year has been the funding of a new vehicle to replace Bertha. Vehicles continue to be our biggest expenditure, perhaps not surprisingly given their importance, and good quality second hand vehicles are at a premium. We now find ourselves in the unusual position of having funds available to purchase a replacement vehicle and some time to find the vehicle which meets our unique needs. This has been made largely possible by a donation from Sonardyne International Ltd of £3000 which gave us the extra money required. Therefore our fundraising award this year is given to Sonardyne.

Patient Care award

Kayleigh Dawes joined HFR in 2005 with an interest in becoming a professional in the National Health Service. In early 2012 she qualified as a NHS Paramedic but still continues to volunteer with HFR.

During 2011/12 Kayleigh has volunteered with HFR as and when her shifts with SCAS have allowed. This year she has treated only 14 patients at 9 events, but over her time as a volunteer with HFR she has treated 154 patients, during 62 events. She has demonstrated an amazing capacity for care – being involved with some of our most challenging patient, and family/carer behaviour situations.

Specifically, Kayleigh has been awarded the HFR Patient Care Award in 2011/12 for her care of a 12 year old girl with a broken ankle. Kayleigh demonstrated her fantastic team work with the HFR ambulance crew and brilliant communication skills with the extended family, which included a Nurse and a Doctor, to ensure that this patient received the right care, correct pain relief and the appropriate onward referral, ensuring patient-centred care was delivered.

Well done Kayleigh