



National Directors of Operations Group (NDOG) Wednesday Call

Wed 4 November 2020

Via Zoom

Chair: Craig Cook

	EEAST	EMAS	LAS	NEAS	NWAS	SCAS	SECAMB	SWAST	WMAS	YAS	IOW	WAST	SAS	NI	NARU	AACE
11/07/19		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
12/09/19		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
10/10/19	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
14/11/19		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
12/12/19		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
06/02/20	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
16/03/20	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
09/04/20	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
14/04/20		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
16/04/20	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
21/04/20		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
23/04/20	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
30/04/20	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
07/05/20	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
14/05/20	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
21/05/20		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
28/05/20	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
04/06/20		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
11/06/20	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
18/06/20	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
09/07/20	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
16.07.20	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
30.07.20	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
12.08.20	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
23.09.20	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
07.10.20	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
21.10.20	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
04.11.20	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Attendees:

Craig Cooke (WMAS) [Chairing], Mike Boyne (AACE); Paul Liversidge (NEAS), Gary Morgan (EEAS), Paul Kempster (SCAS), Emma Williams (SECAMB), Ben Holdaway (EMAS), Stephen Segasby (YAS), Steve Hynes (NWAS), Pauline Cranmer (LAS), Wayne Darch (SWAST) **NR** **NR** (Wales), Keith Prior (NARU), Craig Harman Steve Irving (mins).

	NOTES	ACTION
1.	Welcome, apologies and introductions	
	CC Welcomed all and noted apologies from Victoria White (IoW)	
2.	Escalation trigger discussion CC summarised the current position as EMAS & NWAS Ops Directors withdrawing their request to escalate following clarification, however NASMeD had not withdrawn their request. In essence the process is not working as envisaged. SS also confirmed that YAS had withdrawn their request. No further requests to escalate were received MB suggested that the previous barrier to regional escalation (i.e. the lack of a solution to pass calls with the correct determinants between services) had now been resolved with the ITK. This might open a possibility to NHSE reviewing	

	<p>and the working environment in main control room as this also has to accommodate 111 operations as well as social distancing measures. SS hopes YAS can step down from current levels next week and is in regular conversation with the NSAA and neighboring trusts. SS has also asked via the NACC whether the BT COVID protocol could be reinstated</p> <p>Demand remains very high across the North with increased calls and handover delay.</p> <p>NEAS – PL raised an issue related to ‘virtual wards’ that has seen a 40% increase in Respiratory calls – mainly in the elderly. He believes this relates to home assessment of Spo2 and some confusion over monitoring. There has been no discussion within the local care system of the impact of ‘virtual wards’ and PL wonders if others are seeing similar patterns.</p>	
8	<p>NWAS major incident update</p> <p>The MI was declared at 16.40 and stood down at 19.55 on 02.11.20</p> <p>In that time the stack of holding calls was reduced from 520 calls to nearer 250. There was a large proportion within the Greater Manchester area with extensive delays and lost hours at ED.</p> <p>Issuing a media message was thought to have been really helpful. Unions were in the main very supportive of actions within REAP 4 including suspension of the Meal Breaks agreement.</p> <p>The SoS has now requested a report. SH gave his thanks to colleagues and the NACC for the support given.</p> <p>Root cause and learning will be shared in due course.</p>	
9	<p>Cat 3/4 pilot update*</p> <p>No real change reported, still small numbers and it would be helpful to expand the trial (possibly as Phase 2) to include a wider mix of determinants. It is thought that NHSE (DMc) are now looking at what to exclude by way of Cat 3 & 4 Calls from the trial rather than inclusions.</p>	
	<p>AOB</p> <ul style="list-style-type: none"> • GM raised a Coronal issue / PFD regarding an abandoned call and it was highlighted that a review of current AQI may be required to ensure the detail has kept pace with any changes to call categorization procedures. MB asked that the PFD be shared to check whether it related to similar details raised recently by NWAS • Mutual Aid document has now been circulated and will go to ACEG for noting along with the Partial Loss of Call Handling plan (but without the associated REAP doc). 	

Next meeting WEDNESDAY 18 November 10.00 – 12.00 unless interim Escalation discussion required Thursday 12 Nov)