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Ymddiriedolaeth Brifysgol GIG
Gwasanaethau Ambiwylans Cymru
Welsh Ambulance Services
University NHS Trust

MINUTES OF THE EXTRAORDINARY OPEN MEETING OF THE WELSH AMBULANCE SERVICES UNIVERSITY NHS TRUST BOARD, HELD on THURSDAY 23 OCTOBER 2025 MEETING HELD VIA TEAMS TOWNHALL

Meeting started at 12:30

PRESENT:

Colin Dennis	Chair of the Trust Board
Emma Wood	Chief Executive
Jayne Beeslee	Non-Executive Director
Lee Brooks	Executive Director of Operations
Peter Curran	Non-Executive Director
Bethan Evans	Non-Executive Director
Estelle Hitchon	Director of Partnerships and Engagement
Ceri Jackson	Vice Chair and Non-Executive Director
Carl Kneeshaw	Director of People
Angela Lewis	Director of Culture Change
Rachel Marsh	Executive Director of strategy, Planning and Performance
Trish Mills	Director of Corporate Governance/Board Secretary
Hannah Rowan	Non-Executive Director
Jonny Sammut	Director of Digital Services
Andy Swinburn	Executive Director of Paramedicine
Hugh Parry	Trade Union Partner
Damon Turner	Trade Union Partner
Liam Williams	Executive Director of Quality and Nursing

ATTENDEES:

Julie Boalch	Assistant Director of Corporate Governance and Risk
Meshack Ezeadim	Aspiring Board Member
Sarah Harland	Corporate Governance Officer
Steve Owen	Corporate Governance Officer
Alex Payne	Corporate Governance Manager

APOLOGIES:

Rhiannon Beaumont-Wood	Non-Executive Director
Professor Hayley Hutchings	Non-Executive Director
Angela Mutlow	Corporate Director of Operations, Llais
Ed Roberts	Acting Director of Finance and Corporate Resources
Chris Turley	Executive Director of Finance and Corporate Resources

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WELCOME AND APOLOGIES FOR ABSENCE

Welcome and Apologies:

The Chair extended a welcome to all attendees. Apologies for absence were noted from Rhiannon Beaumont-Wood, Professor Hayley Hutchings, Angela Mutlow, Ed Roberts, and Chris Turley.

Declarations of Interest:

All declarations of interest were documented in the Trust's Register of Interests, and there were no additional declarations.

The Board RESOLVED To:

- 1. Note the declarations of interest on the Trust's Register of Interests.**
- 2. Note the apologies of Rhiannon Beaumont-Wood, Professor Hayley Hutchings, Ed Roberts, and Chris Turley.**

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PHASE 2 AMBULANCE PERFORMANCE FRAMEWORK GO LIVE AND IMPACT ASSESSMENTS

The Chair commented that the report had received comprehensive review at the Finance and Performance Committee (FPC) meeting on 16 September 2025. Additionally, the extraordinary Quality, Patient Experience and Safety (QuEST) Committee convened on 10 October 2025 to receive and endorse the Quality Impact Assessment (QIA) and Equality Impact Assessment (EqIA), both of which supported the transition into Phase 2 of the Ambulance Performance Framework.

Rachel Marsh stated that the reports had also been reviewed by the Call Categorisation Task and Finish Group, the Clinical Model Transformation Board (CMT), and the Strategic Transformation Board.

Rachel Marsh reported that the purpose of this paper was to provide the Trust Board with an assurance update about the internal processes developed for implementing and piloting the second phase of changes to the Ambulance Performance Framework.

Rachel Marsh added there was a change to the first recommendation as detailed in the paper, and that the Board was asked to endorse the position, as opposed to noting it. The paper also sought approval of the Ambulance Performance Framework Phase 2 QIA and the Emergency Response Workstream EqIA.

Rachel Marsh commented that considerable advancements have been achieved in preparing draft communication materials regarding the changes, which included social media content, videos, and briefing documents; intended for stakeholders both from the Health Boards and members of the public.

One essential dependency for the go-live date was the requirement for the external Computer Aided Dispatch (CAD) supplier to implement the necessary software changes. The risk associated with this dependency has now been mitigated.

Rachel Marsh added that the Trust was transitioning towards an approach focused on clinical outcomes, both in evaluating its services and in the metrics used for assessment, with an increasing emphasis on the development of new clinical outcome measures for patients. An evaluation team from Edge Hill University has been appointed to assess this Phase of the change, along with broader changes associated with the Clinical Model Transformation.

Jayne Beeslee, Chair of FPC, advised the Board about the assurance received by the Committee at its meeting in September. Rachel Marsh stated that the future CMT Programme updates to the FPC would provide continual assurance going forward, which will subsequently be reported to the Trust Board.

The Chair reiterated that this was a pilot programme which will be evaluated in due course by external parties. The Board extended its appreciation to all the teams involved in preparing for the scheduled go-live date of 02 December 2025; and acknowledged that ahead of this milestone, a series of "go/no-go" meetings will be conducted with operational colleagues.

The Chair presented the recommendations as detailed and reiterated that the Trust Board were asked to endorse the requirement for the Trust to further alter its model of service delivery and reporting to meet the Welsh Government instructions. This approval was given, in addition to the formal approval of the related Ambulance Performance Framework Phase 2 QIA and the Emergency Response Workstream EqIA. There were no further comments or questions.

The Board RESOLVED: To

- 1. ENDORSE the requirement for the Trust to further alter its model of service delivery and reporting to meet Welsh Government instructions for the duration of the pilot period.**
- 2. NOTE that decisions on the implementation date and risk mitigation will be informed by ongoing governance processes, progress on system changes and operational preparedness as described.**
- 3. CONFIRM that the Board is assured that the organisational preparedness plans meet with the appropriate requirements to implement the changes safely and effectively.**

4. APPROVE the Ambulance Performance Framework Phase 2 Quality Impact Assessment and the Emergency Response Workstream Equality Impact Assessment.

103/25 QUEST COMMITTEE HIGHLIGHT REPORT – 10 OCTOBER 2025

Bethan Evans, Chair of the QuEST Committee presented the extraordinary QuEST Committee Highlight Report from the meeting held on 10 October 2025, The Committee received and endorsed the Quality Impact Assessment (QIA) and Equality Impact Assessment (EqIA) which are before the Board for approval.

The Board RESOLVED: To receive assurance from the QuEST Committee highlight report dated 10 October 2025.

104/95 ANY OTHER BUSINESS

There was none.

Date of next meeting: 27 November 2025

Meeting closed at 12:50