

Annual General Meeting of Chelmsford and District Hospitals Broadcasting Service, 22 May 2014

Held in the Medical Academic Unit, Broomfield Hospital, Chelmsford

Meeting opened at 8.12pm

Present : Sam Jenkins, Mark Grantham, Ian Smedley, Hal MacLean, Charlie Still, Simon Brown, Mark Willis, John Barker, Richard Anstey, Faye Grantham, Jamie Boyd Ratcliff, David Moffat, Steve Hanning, Vicki Cole, David Abrey, Luke Barnard, Rebecca Braybrook, Joanne Richards, Tony Taylor, Rob Jackson, Cas Seaton, Ann Golder, David Hurrell, Pete Fleming, Alain Heaysman, Owen Ward, Jon Curtis, Alan Chambers, Matt Wade, Kevin Lodge (all Full members), Kieran Watts, Mark Cullender (both Trainees), Paul Evans (Honorary member).

Apologies received : Andrew Pike, Matt Mackay (Presidents), Paul Fordham (MEHT Chief Executive), Graham Medhurst, Eric Smart, Daren Jones, Alan Sword, Rich Denman, Alex Gniewek, Asha Jhummu, Craig Greenslade, Adam Ravenscroft, Andy Holmes, Roger Cutting, Faye Coman, Will Hazon, Will Bartholomew, Mike Fagan, James House, Warwick Hadley, Jen Allen.

Sam Jenkins (chairman) opened the meeting with a clip from the new HRC video produced by Jamie Boyd Ratcliff. This is available on You Tube now.

Minutes of the last General Meeting

There were no changes requested to the minutes.

Vote to accept the minutes as a true and accurate record of the January General Meeting proposed by David Abrey, seconded by Hal MacLean – carried.

Matt Mackay accepted the post of President as agreed by the members at the last General Meeting.

Long Service Awards

Presented to the following members:

Faye Grantham	for 25 years' service
Mark Grantham	for 25 years' service
Andy Holmes	for 25 years' service (not present)
Chris Wickers	for 35 years' service (not present)
Andy Burgess	for 25 years' service (not present)
Owen Ward	for 10 years' service
Mark Willis	for 15 years' service

Sam thanked all members for their continued service.

Trainees to become Full members at the next General Meeting

No trainee members were put forward for Full membership at the meeting because of the new requirements for DBS checking and references brought in by the Trust. The Duty Officers and the new Membership Development Officer will work together to ensure these requirements are met so we can bring the trainees into full membership in September.

For next time – Kieran Watts, who joined in late February and is part of the Tuesday night team.

Chairman's Report – Sam Jenkins

Well what a year – I can't believe where the last 12 months have gone and where HRC has gone in that time.

Certainly from my perspective as Chairman I have been involved with many aspects of the Service that I haven't had to deal with before which have been a personal challenge but in the main I have enjoyed. However there have been a few that I haven't but one thing that this year has taught me is that HRC is a service to be proud of, one that does what it says on the tin.

As I am sure most of you know the reason I wasn't at the last GM was I had just been a guest here within the hospital for 5 days with a poorly son so all of a sudden I was on the other end of our Service and had the pleasure of listening to our output. I played along with Hero's and Villains on Ben's show, laughed with Jo as she had fun with her girlie section on her show, guessed the year with Kev's forgotten classics, joined in with football conversations with the Tuesday night request teams and had lots of requests and messages of get well for Callum – and for this I thank you. We had to battle against free TV in the children's ward! However what I need to do is to thank all of you, for giving up your time, efforts, support and being volunteers for HRC. And for you to know that we are a really good radio station, we may not be perfect in our broadcasting, we might make mistakes and we can't play music that everyone likes all of the time but what we do is good, and for patients and their relatives. It keeps them going when they're on their own. This is also supported by the fact that we have had many messages of thanks from listeners or their families supporting this. This has come in to the station in many different ways from patients talking to us when we have been request collecting, or when we have given out prizes from shows, or from messages from families.

However one message of thanks that really reached out to me, was from a lady whose mum had sadly passed away here. She let us know that her mum had really enjoyed listening to us and that it had provided her with many hours of comfort and joy. She really liked listening to the night network and was listening to this in her final hours. The mum asked us if there was any way we could find out what she was listening to as she wanted to play the music at her funeral – and thanks to both Rob and Kevin, who spent the time going through recorders we found this information out for the lady; and we were able to give her some

comfort in her time of grief. Not many other radio stations would go out of their way to do that – I am sure not many, and it just goes to show the commitment of our Members to support our station and listeners.

This year has seen HRC and the committee having to deal with a great deal of challenges, many of which we have not had to deal with before, many of them confidential, sensitive and to our members involved in some of these very upsetting matters. I am sure you can appreciate that at times it may appear the committee have been quiet but please be rest assured we have been working very hard. We have had to seek advice, help and support from many outside agencies including the police, solicitors, and of course the Trust here, which have been at times very testing and stressful. And that for me is a part of what a committee member and being Chairman is all about, it is about looking after our Members, as well as our listeners, and providing support, help, guidance, and in some cases big hugs when needed.

Another part is about driving the service forward and this year on a strategic level our service has moved enormously and we have achieved so much and we have a lot to look forward to in the coming months and years.

We have of course had to adapt to the needs of the Trust and the changing demands of the NHS on a national scale. As an organisation we know that patient care is changing and the ethos of many clinical commissioning groups, including Mid Essex (who we come under the umbrella of) is that care in the community is now the key provision of medical help, and intervention, proactive health care and also sign-posting to other organisations such as pharmacist's, and using systems such as the GP referral schemes should hopefully reduce the number of patients coming into hospitals, and those that do will hopefully only be staying in hospital for a minimum number of hours. The CCG is over budget and will need to change the emphasis of services to outreach care. I read a recent report and the aim of the trust is to have patients dealt with within 4 hours of coming into hospital and we need to be prepared as a service to be able to respond to this; our shows may need to change and our output will need to change to reflect this. We know that of course that there will be those patients who stay in hospital for longer and of course we will still provide a high level of service and entertainment for them.

The Trust want to work with us more and are looking for us to help them deliver messages and information to patients both inside and outside of the hospital. Broadcasting outside of the hospital has of course provided us with a challenge in the past and we needed to respond to this need. Not only this but we needed to meet the challenge of how we could support our listeners who ask us how they can tune in and listen to HRC at home.

One patient particularly stays in my mind, after winning a competition, Charlie and I visited an elderly man who told us how listening to HRC had got him through his stay in hospital. He only had had a few visits and didn't really have many friends and family, so he looked forward to us request collecting and loved listening to us. He said he loved the fact that we were normal people, that we laughed on air and we weren't perfect; he said we made him smile and gave him the company he didn't have and he wished he could take this home with him.

So with both demands on us from the changing needs of the trust and to meet the needs of listeners who wanted to take us home, this year has seen one of the biggest every achievements in HRC's history, as HRC started to broadcast on the internet.

We were lucky to have the Mayor of Chelmsford launch this for us and Jon Curtis did a sterling job at interviewing him – which of course you can all listen to. I have to admit one of the highlights for me was getting to ride in the Mayor's car - which I am not sure I was technically meant too. The Mayor's visit has significantly strengthened our profile and relationship with the City and the new Mayor wants to carry on supporting us – and we may be one of the Mayor's charities of the year in the future.

So now we are live and broadcasting on the internet and to add to this, thanks to Mark's amazing creative skills you can now listen to HRC via an "app" on Smartphones.

I tested this out last week and found myself by the pool listening to HRC – in a way it was the strangest thing ever, but in a different way it fantastic. We have opened the door to new listeners, to patient's friends and family to be able to share songs, to send messages to their loved ones, and for patients when they are discharged to be able to take us home with them. We will also now be able to support the Trust, to give out those vital health care messages to both patients coming into the hospital or those coming home, and more importantly we will be able to give out messages that may in fact help keep a potential patient well and at home. I met with Helen West last week to talk about an outpatients guide and we are planning to link into this project.

A lot of work and efforts has gone into making this work and thanks must of course go to the engineering team who ensured we had the equipment and the means of doing this. We have a long way to go to develop content and move this forward to meet all of the requirements on us, but we should celebrate the success we have had so far.

So a great success for HRC but this is just one of many we have had this year, and we need to celebrate all of these. In the last 12 months we have achieved so much;

- Internet broadcasting
- The development of Apps to be able to access HRC from various tablets, smartphones etc
- An interactive, bright, user friendly, professional new website with lots of new features on (the membership gave Mark a round of applause for his work on this)
- Attended NHS conference on Health and Well Being, which formed links with many community groups and health care providers that now want to work with us
- Working more closely with the Trust to look at how we can broadcast to all areas within the hospital, hospices and further afield into GP surgeries.
- Developed a relationship with M&S to see if we can broadcast within their store within the hospital atrium
- Attended 2 Baddow fun run's since the last AGM, which saw members running both 2 miles including Dave, Mark, Steve and me, and 10 miles – well done Charlie and Rob. This year's race was a great success in terms of raising our

profile, the new mayor being interviewed on stage, and excellent interviews and phone in's into John Barker's show

- We have new display boards that we aim to take around to various places to hopefully raise the profile and publicise HRC, and attract new members.
- We have changed the format of general meetings to include focus groups which we have had a lot of positive feedback about. We have taken the actions from these groups and are driving them forward, which of course creates extra work
- We have dealt with many Human Resource issues and have secured agreement with the Trust that we are now covered under all of their policies and have their support in these matters
- After 3 years we finally have a procedure in place for DBS checks and the Trust are providing full support
- We had 5 members of HRC attend an HBA training event, not only developing presentation skills, fundraising skills, but learning and sharing best practice with other stations
- We have improved our telephone network
- We are working with the IT Manager implementing audio streaming of HRC on TV's around the hospital
- We supported the "Out of Africa" project run by staff within the hospital by providing them with a PA/roadshow event which they said "saved their event from failure". They are doing another event in August, which we will support
- We have raised the profile of HRC with outside organisations by giving talks/presentations to them including church groups, the co-op, WI groups – a massive thank you to Eric for undertaking many of these. We have also had outside organisations come in and be interviewed including the Swift Singers – a choir group who then had a concert for us and presented us with a donation of £1000.
- We have had over 100 winners on "Tell us When"
- We were presented with a special award for our work from Professor Shelia Salmon – Chair of the trust
- We have developed and improved our relationship with the trust and now work with the most senior managers; we have their support and backing to take the organisation forward. Thanks to Dave H for interviewing Paul Fordham and raising our profile with him.
- We have changed the direction of HRC and are working towards a 3 – 5 year path of improvements for listeners and Members.
- We have had the agreement to build a "green room" type of environment for members – Hal provided an overview. This will be built in the current tech store room and will include a sofa, water cooler etc for members and guests to relax. The Trust will be carrying out the building work and this shows their commitment to us being in place for a long time.
- Thanks to Faye's efforts we have managed to sort out security pass issues
- We received several nominations at this years' HBA awards and of course Tom, Charlie and Rob achieved a bronze place.
- We have introduced station manager's surgeries – where you can book in and spend some time with Hal brushing up your skills or looking at ways of developing your broadcasting skills
- We have invested in a download library

- We have cleaned up the audio wall, freeing up space
- We have an improved Member data-base ensuring that we can deal with any data protection issue or enquiry from the hospital, or any member of the public – we have to be more businesslike in this matter to comply with the law
- We have introduced an on-line payment system and improved how we are able to use gift aid
- We have 2 new presidents in Andrew Pike and Matt Mackay, and welcome their input to the organisation
- Had fun at High Chelmer at Christmas – excellent Father Christmases in attendance
- We have started our 50th celebrations including:
- John B – organising the Golden Years show and the three HRC Remembers shows. John – we decided to do two projects and do them really well. Golden Years is going really well with a strong format including nostalgia, history and fun! Need a volunteer for 1990-91 – please contact John. The HRC Remembers shows are more documentary based, including material recorded by HRC over the years including events and old jingles. John, Dave A and Adam are leading this project.
- Faye - sculptures – should be delivered at the end of May. Looking for venues to display them.
- New logo
- New travel mugs have been ordered with the logo on – you can buy these, please speak to the Committee, there will only be a limited number
- Looking to get some new polo shirts for Members (costs around this to be agreed still)
- And of course arranged our Gala Dinner – please come along and support this great night, for tickets and information please see either myself or Ian. This will be at Benton Hall and we will have the whole place. Tickets are available without dinner if you would prefer. Paul Fordham, Sheila Salmon and the Mayor are all coming.
- Entertained 100's , maybe even 1000's, of patients by providing a good quality, professional radio broadcasting service, to which I said when I started this, I am really proud to be part of this organisation.

I am sure there are many other celebrations that I should have mentioned however I am conscious of time, so if I have missed one that you are involved in (or were) then please accept my thanks.

We know that we haven't been perfect as a committee and that we can't make everyone happy all of the time, but we feel that we have tried our best, and just like all of you we are all volunteers who give up our time to be part of HRC, to serve on the committee but we also do have families, friends, jobs that sometimes need to be put first.

Thanks though to all of you who have taken on tasks/roles this year (or have had for several years) being the chief engineer, the programme controller, the fundraising officer are really hard jobs as I am sure Rich, Kev and Graham would vouch for, but we also have many other people supporting the organisation, including all of our DO's , those of you who cover shows, or will give that little bit extra to support a fellow member.

I would like to also thank all of the committee for their efforts this year – it has been very much a team effort and without their support I wouldn't be standing here now.

HRC is a great organisation – be proud to be part of it – I am.

Questions and Comments for Chairman –

David Abrey – Are we now receiving listening figures from Hospedia? Hospedia are arranging, but a bug in the Broomfield system has prevented them getting them to us yet. Graham is speaking to them in his HBA role. We should receive on a quarterly basis.

We can trace internet listener numbers and where they are listening from – so far we know we have listeners in Stafford, Spain, Germany and the USA!

Kevin Lodge – the Tell Us When mugs are now down to the last 10 and a new order has been made, but won't be with us for 2 weeks. In the meantime, please be careful how many you give away.

Simon Brown – how are sales going for the Gala Dinner? Just over 50 people coming so far. Details have gone out in the bulletin, Facebook page and groups (including HRC @50, which is seen by a number of former members).

John Barker – has a friend called Nancy Richardson who works with Essex Dementia Care and has asked if we can do a special request show for one of her clients' events. Agreed that John can go ahead and record this, and any members who would like to get involved should speak to John.

Matt Wade – the harder work to get the most out of internet broadcasting is yet to come, to deliver the content we need in the way we need to. Sam agreed – programmes need to be of top quality and we have a long way to go – may take 2-3 weeks.

Dave Hurrell – has spoken to Helen Hughes, Director of Planning for the hospital as part of Getting To Know You. There are around 30 waiting rooms in the hospital – could we broadcast to them? Mark Grantham advised that we are talking to Barry Stannard about reaching these rooms through the internal TV system.

Dave Hurrell – there are lots of signal drop outs on the internet stream. Mark Grantham advised that we are waiting for MEHT to upgrade our internet connection which will perform better – expected soon.

Ann Golder – supported the waiting room idea to raise patient awareness. Also, could we get a leaflet out to new patients? We have already sent artwork for ward welcome packs and the Director of Nursing has insisted HRC is included in each ward's guide.

Dave Hurrell – could we increase the number of ward visitors to help patients use the radio? Or team up with the League of Friends? There are no active Ward Visitors in the membership.

Open Day

The hospital will be having an Open Day in August on the same day as this year's event for Out of Africa. Paul Fordham has asked HRC to be involved in this event and we are looking at ideas such as broadcasting from the atrium (with displays, sculpture), networking with staff, patients and visitors, and opening up our studios to visitors.

Finance Report – Mark Grantham

Please refer to the PDF version of the slides presented by Mark throughout the AGM, which include the financial report.

Additional notes:

- The development of the Green Room will cost around £3500, plans have been agreed with MEHT and we are waiting for confirmation of dates. Money to cover this has been set aside in the Barclays saving account.
- Matt Wade has raised concern in the internal audit that we have £26k of unused money in the Virgin Money account.
- Mark recommended to the membership that we now execute the Engineering team's plan to replace the mixing desks in Studios 1 and 2. Do the work before they fail entirely and whilst they still have resale value. This will give us a great platform in the 50th anniversary year to be ready for the future and continue to deliver listener benefits.
- Also, the 26k does give us a 'comfort zone' – is this affecting our motivation for fundraising? If we invest the savings in the mixing desks and green room – there will be very little savings left.
- Fundraising – a lot not completed by members e.g. Swift Singers donation and Chris Markey's event at Baroosh. Member activity raised £1725.08, an average of about £27 per full member; this is vastly down on the last 2 years. [Ann Golder commented that the Swift Singers would like HRC members to reciprocate their support by selling tickets and supporting their event on 12 July, please.]

Questions for Mark –

Jamie Boyd Ratcliff – will the desks alone cost £26k? This would include desks, changes to furniture, cabling, other kit, engineers' fees and extra bits it would be sensible / nice to do at the time.

Paul Evans – are we raising money from the Co-Op Community Cards? We received £61 3 months ago and have a further £11 'in the bank', but can claim a minimum amount of £25. New cards are available from Quadrant and we have a

supply in the studios. Cards will also be given out at the forthcoming live shows at Co-Ops around Chelmsford.

David Abrey – any large sums yet to come in? Donation from Rotary expected for Baddow Races and planning to apply to MEHT charity fund for contribution to the greent room development. A Smile Magazine is planned for later this year.

Alan Chambers – has a budget been set aside for costs of 50th anniversary? The Gala Dinner should cover its own costs; other costs are relatively small.

Dave Hurrell – is there scope for programme sponsorship? Yes – we are talking to M&S, other companies have had discussions but could not see the return on their investment – now we are on the internet this may be an easier sell. We are ok to take show sponsorship from suitable businesses, but need to check the technicalities of how it will work.

Membership Fees

All members must settle pay their 2014-15 fees by June 30th. It is a long time since they were changed. Mark proposed a change which is simple, fair and easy to administer.

Proposal – all Trainees and Full members to pay £4 per month by standing order (£3 retired / student / unemployed) or £48 / £36 per year. This compares to £40 / £30 now.

There will be no £30 trainee joining fee – everyone pays the same rate.

Questions on proposal:

Dave Hurrell – are we have trouble getting membership fees in? Mark estimated 75% of members paid after June 30th last year but is not in favour of a discount for payment before the deadline.

David Abrey – the increase is 20% - this is true but the fee has not increased for many years and we need to begin to refill savings following capital spend.

Vicky Cole – is the date of standing order payment variable? Yes.

Steve Hanning – can you pay more each month to settle the fee more quickly? Yes.

Proposal made by Mark Grantham and seconded by Mark Willis – carried.

Auditor

Andy Burgess would prefer not to take on this role this year.

David Abrey queried whether we have to have an audit – Mark confirmed it is required by the constitution but an external audit is not required by the Charities Commission unless we raise £25k or more.

An authorised auditor is needed to check our accounts from the membership and this needs to be confirmed at the next General Meeting.

Changes to the Constitution and Rules for Membership

Ian had posted full details of proposed changes in the members' document store.

Questions raised –

David Abrey – have the Rules for Membership been changed to take account of the new arrangement for Trainees' membership fees? Yes.

Vicki Cole sought clarification on how the Trust are dealing with members who already have a CRB/DBS certificate. If the Trust accept a member's certificate they are not carrying out a recheck; they may accept certificates from a few years ago as long as the member has not had a break in HRC service.

Dave Hurrell – should Programme Controller be on the Committee? This would need to be a Constitution change and sufficient notice of a proposed change was not received before this meeting. The Committee have proposed that the role of PC is split into Head of Content and Head of Output as the role is too large for one volunteer.

Constitution – proposed by Ian Smedley, seconded by Simon Brown – carried.

Rules for Membership – proposed by Ian Smedley, seconded by Hal MacLean – carried.

Ian explained the transition to the new non-executive role structure, full details of which again are on the document store.

AOB

Matt Wade – Speak Pipe has been integrated into the new website which allows friend and family to record requests for patients through the site. This will come into the studio email and audio automatically goes into Myriad – search for Voicemail and select the right date and time. Please ensure you check both the answerphone and the studio email before presenting your show. Matt will type up some instructions for the system.

The Executive Committee for 2013-14 then stood down.

Election of Executive Committee 2014-15

Role	Candidate	Proposer	Second	Result
Chairman	Sam Jenkins	Steve Hanning	Pete Fleming	Elected
Secretary	No volunteers			
Treasurer	Ian Smedley	Simon Brown	Steve Hanning	Elected
Operations Manager	Hal MacLean	Simon Brown	Vicki Cole	Elected
Communications Officer	No volunteers			
Membership Development Officer	Dave Hurrell	Matt Wade	Steve Hanning	Elected

As the post of Secretary is mandatory, a Secretary must be co-opted to the committee within 2 weeks or an Extraordinary General Meeting will be necessary. The new Committee will hold an emergency meeting to deal with this matter.

David Abrey suggested that committee members could hold two roles, but this is unclear from the constitution.

As two non-mandatory officers were elected, no General Charities Officers can be elected. David Abrey offered to look into how the constitution can be changed to allow the election of GCOs to make up for not having any one of the non-mandatory officers.

Internal Audit Team

Need 2 IAT auditors.

Matt Wade – nominated by Hal MacLean, seconded Tony Taylor – carried.
A second IAT member is needed – Steve Hanning suggested that the Committee should approach Andy Holmes.

The meeting closed at 10.37pm.