

Hospital Radio Chelmsford – General Meeting

**Held on 18 September 2014 at the Medical Academic Unit,
Broomfield Hospital, Chelmsford**

Present: Sam Jenkins (chair), Ian Smedley, Andy Holmes, Hal Maclean, Eric Smart, Craig Greenslade, Kevin Lodge, Joanne Richards, Tony Taylor, Rebecca Braybrook, Luke Barnard, Alan Sword, Asha Jhummu, Nita Jhummu, Faye Grantham, David Abrey, Matt Wade, Adam Ravenscroft, David Moffat, Cas Seaton and Jon Curtis.

Trainee members present (as at beginning of meeting) : James Head-Jenner, Jennifer Allen, James Henry House, Max Beadel, Paul Morrish and Mark Cullender.

Apologies received from: Dave Hurrell, Alain Heaysman, Rich Denman, Steve Hanning, Mark Grantham, Faye Coman, Pete Oddie, Vicki Cole, Ann Golder, Ben Kearns, Graham Medhurst, Andrew Pike and John Barker.

The meeting opened at 8.12pm.

Minutes of AGM

Matters discussed:

1. David Abrey and Matt Wade requested that the changes to the Constitution and Rules for Membership should be added to the minutes as an appendix. Agreed – Ian Smedley to amend.
2. Faye Grantham queried why Mark Grantham's proposed changes for the constitution regarding the removal of auditor clause 13.3 and 13.31 hadn't been added to the agenda. Sam responded that she understood Mark's comments to be a suggestion rather than a formal proposal to the membership.
Adam Ravenscroft commented that Andy Burgess had not been asked to audit the books in the last 3 years in his role as independent auditor. Andy had told Adam that he had not been given the books or asked to audit them, or if he wanted to continue to be Auditor.
The committee is proceeding on the basis of having an internal audit team and auditor; Matt Wade has volunteered for the IAT and Alan Chambers to be the Auditor. Adam queried whether external audits had been carried out in previous years – committee to check with Mark Grantham.

Subject to the change in 1. above, acceptance of the minutes was proposed by David Abrey, seconded by Matt Wade, and this was carried.

Matters arising from the minutes and not covered later in the meeting:

Promotion of HRC in patient guide – Helen West has left the Trust and we are awaiting an update from the hospital on how this project will proceed.

Trainee members seeking election to Full membership at next General Meeting

Bill Woolward – Tuesday / Sunday request teams

Max Beadel – Thursday request team

Paul Morrish – returning to HRC – Thursday request team

Mark Cullender – has been awaiting receipt of DBS certificate which seems to have been lost.

Sam is seeking clarification of the DBS checking process with Colleen Hart, the Trust's HR director. Some sources have indicated an electronic application process will be available to us but other Trust officers have denied this. If members have had their DBS check 'lost', they should complain in writing to the Trust who are taking this matter very seriously.

In the meantime, members who would like to have an electronic DBS check should supply their name, phone number and email address to Ian Smedley as confirmation these details can be passed to the Trust.

Trainee members seeking election to Full membership tonight

Jennifer Allen – proposed by Joanne Richards, seconded by Tony Taylor – elected
James Head-Jenner – proposed by Becky Braybrook, seconded by Kevin Lodge – elected

James Henry House queried why his application was not taken forward. The committee confirmed that they had not received his DBS certificate and the requirement for this document had been reiterated a number of times in meetings and members' bulletins. James said he was not aware of this requirement, but Joanne Richards (as his Duty Officer) confirmed she had also spoken to James about this, and that James had not attended a request show since May. Sam offered to deal with the matter individually and out of the meeting, either restarting James' application with the Trust or through the electronic application method. James did not seem satisfied with this and left the meeting.

All members must have a DBS or CRB certificate applied for through MEHT and approved by them. There will be a deadline and there will be sanctions for members who do not comply.

Chairman report (taken directly from Sam's notes)

Busy busy busy!

Andrew Pike Meeting – will be championing us with various healthcare agencies and voluntary organisations.

DBS Meeting and on going issues – meeting with Colleen Hart, director of HR

Golden Years – thanks to all for recording – brilliant. Thanks to John Barker and team for setting this up.

Green Room

After Graham's hard work, we were awarded a grant from the hospital for the building works to take place to convert our tech room into our "Green Room". Thanks Graham. The stipulation on this was that we had to clear it out, so last Saturday Hal, Paul, Luke, Alex and Jamie (plus my kids) spent all day gutting the room, sorting out what was in there etc, which was no small task to say the least. A small band of helpers supported him and my thanks to them. At the same time we had a lot of clearing to do in Studio 3 as some of the bits from the tech room had to be stored in there. We have tried to fit this in to the best we can and to ensure that it is still operational. Thanks to Paul Morrish – a man with a van and storage, who has taken all of the non-urgent bits from the tech room and put them into storage for us.

The building work is now underway and hopefully this should be finished soon, we will then be looking at how to decorate it and put bits back in a much more orderly way. We will keep you posted with progress.

One lesson that I have noted is that we need to be more ruthless with throwing bits away, the amount of broken equipment, empty boxes, boxes of rubbish that we had both in the tech room and in the studio was a lot, so please could I encourage you to do that.

Hal commented that we found a lot of certificates etc that we can display.

Room will be blue! Any thoughts on decoration – please email Sam.

Drinks? Could get a hold/cold water cooler. Matt pointed out there is a cleaners room next door, but it is sometimes locked.

Smile Magazine

A massive thank you to Adam for pulling together and taking on the role of editor for the new Smile Magazine; it takes a great deal of time and effort to do this and Adam has worked really hard with the team at Smile to produce this. The final proof reading has been completed and the magazine is in its final stage of

production. The release date is going to be a surprise – so please don't ask me, but I am sure you won't be waiting too much longer ☺

Gala Dinner

This is still a work in progress, there is a still lot to do and organise for the night, if anyone is able to help please let me know.

I would like to do a raffle, if anyone could organise this for me, that would be great. If anyone has any raffle prizes they could donate or are able to get any prizes, I would be grateful.

Ian has now sent out e-tickets to guests, however we still have a few tickets left so if you would like to come, please contact either Ian or I asap.

[Note – Eric Smart commented that he had not received his e-ticket – Ian to re-send.]

It should be a great night, a lot of work and effort is being put into this, it should be a great night, with a few surprises. Thanks in advance to Dave H for providing the disco for the night, and also to Adam and Paul for their support and efforts with some of the organisation. The Mayor and Mayoress will be attending, and also Paul Forden (Chief Executive) Prof. Shelia Salmon (Chairman), and both of our Presidents so the event is really being supported at all levels.

Co-Op Tour

Many thanks to Graham for organising this, it has been a hard slog to say the least, but our profile has been raised and we have had some great broadcasting form around the stores. Thanks to the teams that have been going out Adam, Nita, Asha, Luke, Eric, Alan, Ian, and Graham, as well as others that have supported by popping in and out, Rich for the tech work and of course for Big Jon and Dave M who were instrumental in turning us on and off in the studios. Hopefully we will see some fundraising via the Co-op cards and some more listeners.

Constitution and committee roles

With regards to the constitution, this is a complete minefield to me to be honest, and we seem to tie ourselves up in so much red tape or misinterpretations that we are our own worst enemy at times. Thanks to Dave who has started to look at this, and to others that have recently raised a few points. As a committee we have not had time to focus on this, and what I would like to propose is that we have a few members who would like to look at this and rules of membership, turn them inside, back to front and bring them up to date and more workable.

If you would be interested in forming a working party to look at this, please could you let me know at the end of the meeting.

The committee though is there to be looking at the strategy to drive the organisation forward, with the support of the management roles including the duty officers to be looking after the day to day operational issues. If you are not clear of who to contact for what please speak to Hal who will happily guide you with this.

Update from Hal (Operations Manager)

What's happening with Programme Controller? Tried to split into 2 as the role was huge – Heads of Content and Output.

Operations structure, according to Hal:

Operations Manager – reports to Committee – this is Hal

Member Development – Dave H – Duty Officers and request teams

Output – what comes out of the system i.e. programming

Content – not yet filled but Matt is doing a lot of production work

Engineering – Rich Denman wants to step down – Committee can appoint

Who do you contact if you can't do a show? Ben Kearns. Email output@hrc.org.uk (needs to be set up) or call 01621 928627.

Head of Content – runs the musical side and putting content into the database. Also speech content e.g. talking to voluntary groups.

Chief Engineer – Paul Morrish has been approached to see if he will take on this role. Committee is keen to proceed as he was a former Chief Engineer. David Abrey suggested he becomes an Associate Member as he could then be on his own in the studio – committee to deal. Contact faults@hrc.org.uk - not Rich, or Facebook.

The Engineering team is healthy – includes Hal, Pete, Rich, Matt and others.

Need more people for Committee – no Communications Officer and Treasurer / Secretary needs re-election tonight.

New mixing desks – two sets of digital desks ordered – 6-8 weeks to deliver.
Other considerations –

- must keep service running – phased installation. Suggest Studio 2 first – not reliable
- must retrain all presenters
- must take out the old ones and fit in the new ones whilst staying on air
- Phase 2 is studio 1 – Studio 3 isn't being done
- Phase 3 is new woodwork
- Installation likely in new year – will be getting an engineer in
- We are doing other work to improve routing etc and reduce wiring – less to go wrong

- **Absolutely no food and drink** in the studios when these go in.
- Possible Phase 4 – different layout, new mic stands etc.

If a fault we have to send back the whole unit for repair except for very minor repairs. There is a warranty. If 'slave' unit goes wrong, you can continue to use the 'master' unit. But you will be able to re-route easily to other studio. Studio 3 will be able to go live to air – this gives us more backup.

Adam Ravenscroft asked whether the studios were having a general overhaul? Only woodwork and desks planned although this may highlight other necessary work.

Minidisc players? Turntables? Nice to have backup.

Access to emails in the studios? We are still on limited bandwidth – waiting for hospital to upgrade. Not sure this is wise whilst this remains a problem. With more bandwidth, not a problem.

Christmas – Ben Kearns will set up a schedule – run 22nd Dec – 3rd Jan on Christmas schedule. Rules – if it's normally your day, it's your show. Then if they don't want to or can't – you can offer to do live. No one live – normal presenter pre-record then any other pre-record. Christmas Day is a Thursday. Let's get the schedule set by early Dec. Please let Ben know if you are available ASAP and get programmes recorded in good time so Dave M can schedule it.

Panto – need a content based team to record these.

Remembrance Service – again need volunteer to relay live – content Ben.

HBA Awards – awaiting notification of award deadlines.

Balloon Race (Sam)

Massive thanks to everyone who sold balloons for the balloon race, it was a great success and hopefully for those who were there on the day an amazing site to see over 500 balloons being set off. Please note there are very strict guidelines around balloon races for environmental reasons and be rest assured we followed and exceeded these. The event was well supported by the staff from the Angel and we pass on our thanks to them, and this was the start of hopefully a series of events that we will be planning with them, I will keep you up to date with these. On the day we played music for the guests at the pub, many of them didn't know about us so there was a huge amount of raising public awareness which was great, and many who said they would tune in and listen on the internet as they enjoyed the music and the entertainment we provided.

Many thanks to Hal, Pete, Simon, and Rob for keeping the music going and for those fabulously lovely members who spent hours blowing up balloons – Becky and her family, Joanne whose poor fingers need plasters, Vicki & Dave, Ann, Luke, Rob, Mark, Paul, to name but a few (sorry if I have missed anyone off) and for those other members that popped in to support us thanks as well.

We raised just over £530 which is a massive amount. Balloons went mostly towards Norfolk. I will announce the winner in the next week.

Out to Africa Event

A week after I was crawling under a net trying to release balloons stuck in a net, I find myself comparing a “it’s a knock-out” competition with teams dressed as clowns and smurfs – the fact that these were all surgeons from the hospital was a little concerning in case they got called in in an emergency – not sure what my face would be like if a giant smurf appeared at my bedside.....

However after getting very wet last year, this year we had the extreme where we needed a lot of sun-tan lotion when we provided support to the hospital and the team for their Out to Africa fundraising event.

We are there in a support role for the event, with the main aim of raising our profile and also showing out commitment to the Trust. This was certainly acknowledged this year as Paul Forden (Chief Exec) & a team of senior executives and managers were all at the event, and I spent a lot of time talking to them about what we do, and they are all very appreciative of this and see the extreme value and worth in our service. There we also teams of staff taking part in events and the feedback from many of them is again how much patients value our service. Our profile was certainly raised on the day, and my thanks to the team that helped on the day. It was great to see some different faces come along, not to mention the fact that we managed to put a team into the tug of war, which certainly raised a lot of smiles and laughter.

The OTA team work closely with a hospital in Zambia and we interviewed their committee and they are hoping to take a copy of this with them with they next go and play it to the teams there. We did talk about if they could listen in live in Zambia via the internet, but I am not sure how far this has got yet.

However the team in the roles here at Broomfield are looking at how they can work with us to get healthcare messages out to the community as they acknowledged there are lots of big changes both happening now and in the future to the way health care is going to be delivered. We are hoping to develop this and produce some new messages over the next year and with Matt’s support I am sure we are going to have some great new sounding and informative PSA’s.

The OTA team has asked me to pass on their thanks to everyone for the efforts and support – and I echo that.

Baroosh

Baroosh held their birthday party on August bank holiday, 60s-70s themed. We provided music throughout the day and also run a fundraising competition with them as well. Thanks especially to Craig who DJd with me for about 6 hours. This wasn't a massive fundraising event for us, it was again raising our profile and for thanking Baroosh for making us their Charity of the year. Certainly the collecting tins on the bar where filling up. I am not sure of the exact amount that we raised on the night as money steadily goes into the tins, but it was around £100. We will be able to gift aid some of this money – Andy and I are just looking into exactly how we do this at the moment.

So a lot has been happening – lots coming up.

We need to start to think about HBA Awards, Christmas schedules and programmes and how we keep moving forward into 2015. All of this is reliant on your on-going support and efforts, so thank you for these now and for the foreseeable future.

Treasurer's report

We are spending a lot of money this year, although this is planned - £15k out of the £23,752.63 spent has gone on the new desks. This is the price of a decent new car so again, members are reminded to take care of the equipment and not to eat or drink in the studios.

HRC has total balances of £9,353.89 remaining the in the bank accounts. Andy offered to provide full breakdowns of spending, income and balances to any member who requests them.

To carry on spending money on the service, we have got to carry on raising it!

Membership fee collection

Andy has served on the committee before and was Treasurer 8 years ago. Since then the processes supporting the role have been much improved – huge credit is due to Mark Grantham for this work. The records are all held electronically and with training, it's easy to handle them.

But... the membership system and how people pay is a mess. Mark's aim and Andy's proposal (although both came to the same view independently) is that we move to monthly subscriptions for everybody.

Reasons for this change:

1. We now have 5 ways to pay. It is now September – three months since the membership fee deadline – and some members still haven't paid. Chasing this up takes time.
2. MyDonate payments take a deduction, especially for debit cards. Bank transfers don't.
3. Standing orders – in your own name please! – are easier to administer. Andy proposed that everyone's standing order is paid on the same day so the Treasurer can see who's paid and who hasn't.
4. If we settle on one system of payment for everyone, it makes the job easier for all future Treasurers, and may make it easier for members to step into this role.
5. Standing orders keep going unless you tell the bank to stop or change them. This suits us as our membership fee structures change infrequently.
6. Pro rata payments for membership become unnecessary.
7. In his work for Barclays, Andy recommends this system to other charities.

Questions from members:

- Matt Wade – when do you know when someone stops paying? Each member has a reference number and the Treasurer needs to check every month.
- Faye Grantham – how many members have still not paid? About 6 or 7 but its hard to check – Andy carrying out further work.
- Faye queried why letters were not sent out this year. Point taken – but it is the member's responsibility to pay if they want to keep up their membership.
- Faye – would personally rather not pay by instalments. Committee to consider whether lump sum payments could continue, perhaps by annual standing order.
- Matt Wade – how many trainees have joined since AGM? 6 or 7 – Dave Hurrell to confirm exact numbers.

Changes to Constitution or Rules for Membership

None proposed at this meeting.

Elections to Committee

As co-opted committee officers, Ian Smedley and Andy Holmes stood down.

Secretary – Ian Smedley offered to stand for the remainder of the committee year. Proposed by David Abrey, seconded by Adam Ravenscroft – elected.

Treasurer – there were no nominations for this mandatory post. It is essential that the committee co-opt a full member into the role within 2 weeks if the

charity is to continue to operate. Andy Holmes pointed out that a lot of the work of collecting membership fees and paying major annual expenses has been completed.

Communications Officer – Luke Barnard offered to stand for the remainder of the committee year. Proposed by David Abrey, seconded by Adam Ravenscroft – elected.

Luke commented that he intended to make more use of HRC's 'public' Twitter account and Facebook page, and to increase the production of members' bulletins.

Internal Audit Team – Matt Wade was elected at the AGM and a further member is required. Jon Curtis offered to stand for this financial year – proposed by David Abrey and seconded by Kevin Lodge – elected.

Other business

Production

Thanks to Matt Wade for beginning the work on audio production. Matt provided an update:

- Matt has a clear vision for the station sound and will share at the output meeting on Monday
- Production will be more friendly and relaxed – more like BBC local / Radio 2
- 'We are' not 'this is'
- Aiming to get more hospital staff onto sweepers – reinforcing this is Broomfield's station
- New logo and beds – more to follow including VIP request show intro bed and other imaging. We should now stop using 'HRC Requests' imaging – should all be off Myriad now
- Trailers to be voiced by show presenters
- TOH refreshes
- Use of Trish – voice over artist – please send Matt any requests for scripts.

Tell Us When competition

Consensus view was that this competition needs to be changed. At the moment the same competition continues for the rest of the week, even when someone wins, and some patients are ringing in repeatedly.

There are a number of options and Hal will work through these with the committee.

Cleaning the studios

Faye Grantham requested a new keyboard cleaner – Hal is dealing.

Becky Braybrook queried whether the cleaning rota has been updated. Hal confirmed it is on the door. However, members should clean and tidy the studios every night, not just the request team.