

Hospital Radio Chelmsford General Meeting 20 January 2015
Held at the Broomfield Hospital Medical Academic Unit (MAU), 8pm

Present : Sam Jenkins (chair), Hal Maclean, Adam Ravenscroft, Alain Heaysman, Dave Hurrell, Eric Smart, Richard Anstey, Pete Oddie, Jon Curtis, Andy Holmes, Ian Smedley (secretary), Paul Evans, Rich Denman, Ben Kearns, Kevin Lodge, Matt Wade, Jamie Boyd Ratcliff, Rebecca Braybrook, Vicki Cole, Luke Barnard, James Head-Jenner, Graham Medhurst, Mark Willis, Asha Jhummu, Nita Jhummu, Rob Jackson, Chris Wickers and Trainee members : Paul Morrish, Steph Felton, Georgina Whittaker, Bill Woolward, Natalie Davis, Mark Cullender.

Apologies : Mark Grantham, Faye Grantham, Joanne Richards, Tony Taylor, Jennifer Allen, Craig Greenslade, Andrew Pike, Cas Seaton, Daren Jones, Daisy Twyman, Owen Ward, Alan Chambers, Ann Golder, Fenella Waddilove.

Acceptance of minutes from the last GM

Dave Hurrell commented that he had spoken to members who did not know that the minutes had been posted on the members' document store. He also asked that the agenda for the meeting be circulated in advance.

The minutes were proposed by Hal Maclean, seconded by Adam Ravenscroft and were accepted.

Matters arising from the last GM

Matt Wade requested that the changes to the Constitution and Rules for Membership should be attached to the minutes of the AGM as an appendix. Also Mark Grantham's finance report needs to be included.

Promotion of HRC in the new patient guide – we are still waiting for the Trust to engage with us on this matter, as they are recruiting a new member of staff to take on this project.

Constitution changes – Eric Smart has undertaken some preliminary work on this, but needs at least two members to come forward and help with this project. This will be a matter of focus at a forthcoming committee meeting.

Trainees seeking to become full members at the next GM

- Georgie Whittaker
- Steph Felton
- Natalie Davies

Election of new full members

Bill Woolward – proposed by Hal Maclean, seconded by Jamie Boyd Ratcliff and also supported by Jon Curtis. Elected to full membership.

Paul Morris – election to upgrade from Associate Membership (which had permitted Paul to step into the role of Chief Engineer). Proposed by Kevin Lodge and seconded by Adam Ravenscroft. Elected to full membership.

Sam Jenkins welcomed both Bill and Paul into full membership.

Chairman's report

Chairman report – January 2014

Gala Dinner

Many thanks to everyone who was involved with all of the planning, preparation and running the event on the night. I hope all who attended really enjoyed themselves, catching up with old friends or making new ones.

It was a real team effort, however special thanks to Dave H for comparing on the night & providing the disco, Dave A for looking after the Mayor, Graham and Simon for organising the raffle, to all of you who donated raffle prizes, to Paul for getting all of the equipment set up and a special thanks to Matt for pulling together all of the voice montages and for Adam and Paul for spending many many late nights putting together all of the voice and video clips (including reducing me to tears on more than one occasion)

We do appreciate that not everyone was included on them but we tried to get as many as possible – and if you didn't make this one then there is always the next gala dinner – 75 years may be???

It was great to see so many special guests including the Mayor & Mayoress, Paul Forden (Chief Executive) Proff. Shelia Salmon (Chairman), and both of our Presidents so the event really was supported at all levels. Has lovely letters of thanks from Mayor and the Trust.

Christmas Events:

Carol Service at The Angel: Joint event with the Broomfield Methodist Church - Really successfully night, great feedback from the Church and the whole event was recorded and played out over the Christmas period. Lots of interaction with the choir, many who knew the hospital well, some staff in as well so profile really raised.

Many thanks to Paul for setting everything up with the help of Luke and thanks to Hal who compared the whole night, really engaged with the audience and had a lot of more senior members of the audience in fits of laughter – great radio material as well; one which we are hoping to submit to HBA awards next year.

Of course add to this the Carol Service recorded here in the atrium (thanks Paul) and of course the remembrance day Service that was recorded (thanks Pete) we have had some great special programmes broadcast.

Christmas Collection:

We moved from High Chelmer to the hospital. Had lot of problems with High Chelmer in the past, for the past 2 years running the event has been doubled booked, which yet again happened this year. They offered to take our sculptures but we didn't feel it was worth it when another charity would be in the shopping centre.

The management have agreed that we can go into the centre another time, however we are looking at actually holding more of an event in the summer in the high street, more details to follow once we have planned this.

However the event in the hospital was great and we raised approx. £230. This was actually only about £100 different from Christmas last year and to be honest a lot easier to both manage, arrange and get the equipment set up. We also raised in the profile in the hospital and the hospital management were more than happy to have us.

Eric's father Christmas was wonderful and saw many a smile on lots of poorly children's faces but also to guests and also some of the patients of the stroke award who came out to see us. These are some of the patients we sometimes forget we see vulnerable children but in fact forget vulnerable adults whose faces lit up at Santa. Eric can we book you again for this year????

We also had a "flash mob" organised by Eric (again many thanks) and this saw members from Springer's sing a song from Les Miserables which was breath taking.

Going forward – this is the type of event that we would like to do more of, and in the week days. The difference of foot fall between the weekend and the week is massive and if you think about how much we raised on a Saturday afternoon when the hospital was fairly quiet, think how much more we could raise on a busy Monday morning. Of course this has resource implications as many of us are at work, college etc but it is something that we would like to address going forward.

Christmas

So just over a month ago many of us were running around buying last minute presents and here we are a month later into the start of our new years resolutions.... Christmas day at HRC saw 6 hours of live broadcasting in the morning which (as my expert sources tell me) is the most that we have broadcast for many years and then a further couple of hours live broadcasting in the evening. Massive thanks to Jon, Luke, Hal and Ben for giving up their time during

the day, and then in the evening thanks to Paul and Mark for providing live shows.

Thanks to everyone who made special efforts who came in over Christmas and New Year or pre-recorded shows to go out. As ever we know that we can do better, and we learn from last year on how to improve for this year – maybe we need to start advertising now. Christmas day is on a Friday so Friday night team the challenge is on.

Promoting HRC

Many thanks to Eric for giving talks on HRC to Springfield WI a great way to raise our profile. I have also given talks to the Lions Club of Chelmsford (and some members from across Essex) and they are interested in working with us more. If you know any groups that would like us to do a talk or presentation about HRC then please let me know and we will try and arrange.

New Studio's & engineering

Well I am sure you have all seen the fabulous new studio that has been built – massive thanks to all of the engineering team who have worked on this especially to Matt and Paul.

Before I hand over to Paul, who is going to give an engineering update I would like to thank him for taking over the role of chief engineer and to thank Rich for his previous efforts. THANK YOU ☺

Following this Hal is going to give an update on operational matters and an insight into where we see HRC 2 going.

Paul:

Hal

HBA

HBA awards – a massive thanks to all of you who submitted an entry to the HBA awards and a massive congratulations to those of you who have made it through to the final stages. We have some certificates to present to you later in the evening.

If you would like to attend the HBA conference then please don't forget that you can still book your places. Thanks for the feedback from some of you about the distance and how far it is, especially since last year was in Bristol, and previously in Blackpool, which then does add on extra costs. I have fed this back to the HBA regional director (hope I have her name correct) and she is going to bring this up to the HBA conference planning committee. However if you get a chance to go

the weekend is really good. There are a few members thinking about going, so if you want to find out more about lift sharing etc then please let me know.

MDO

As you will all know Dave has stood down in the role of MDO – Dave thanks for your efforts and help in this role. At the moment I am picking this role up and we have new member interviews next week and then will be holding an open event where people can find out about HRC in February (date TBC).

The role is getting slightly more complicated as the Trust have now imposed guidelines as to how all volunteers are recruited to any charity within the hospital. As such we have to follow these guidelines, but as a committee we feel that there are a few areas that are unworkable for us and we are meeting with Colleen Hart deputy director of HR and also Heather Hard – recruitment co-ordinator to discuss this further.

We will also be addressing DBS issues (and yes I do appreciate that this is still on going) but it is a requirement of every volunteer in the hospital to hold one, not an HRC rule. I am waiting to find out what the consequence of not having one is, but my guess would be that you will not be allowed to be part of an organisation. I will update you after the meeting.

At the last meeting we had a few people who have said that they have had their DBS applications “lost” by the Trust, therefore we are introducing a new form (copy at the back of the room) that we will ask all members who do not have their DBS yet to use so that we have a tracking process and then any lost information will be referred back to the trust for them to action.

And finally.....

Constitution and committee roles

At the last GM you may recall that we said we wanted to look at the constitution as it is a bit of a mind field – and realistically only a few people really know it inside out, which is not healthy for any organisation. After the GM Eric kindly stepped forward and has started to go through the document to make sense of it all. This is a bigger task than first thought and Eric has already noted that some things need to be updated or quite simply deleted. It is likely that we will end up with 2 documents – 1 the constitution and the other maybe something along the lines of rules of membership. Full consultation with members will be held before any changes are made and I would visualise that a special meeting is called to agree any changes rather than via a GM.

The committee and management structure is also under-review. As a committee we have agreed that the current splitting of the PC role is not working and we need to look at how we can improve on this. The role is massive and it was split

to try and make it less encompassing for one person, however it is not working in its current state. If you have any suggestions please e-mail them to Hal rather than going through this evening.

We are also looking at different ways that the committee is structured ie the roles of the committee and also how they are elected. This is a massive task and the committee are working hard to look at alternatives to ensure that the organisation is able to move forward and grow. Again we will present information to members once it is formulated and if you have any ideas please e-mail them to the committee.

We appreciate that change can be a bit scary but if it makes the organisation more robust then it is a change for the better.

As a committee we will be looking at our values and behaviours; at the moment we don't really have any re-dress if any member wants to complain about another's attitude or behaviour; nor do we have a set of clear guidelines of what is acceptable.

99% of organisations, charities, schools, businesses have these so staff/volunteers etc are aware of what is and what isn't acceptable. At work or school there are procedures in place so that if one person behaves in a way that is unacceptable then they can be appropriately dealt with. Here at HRC we don't have. So as an example is it ok for 2 members to be talking and for the words "sam is a shit chairman" to be said? It may be the case in your view, however to the person in question it may be quite hurtful. Is it acceptable to walk into the studio when someone is presenting their show, as this could affect their output, is it acceptable to criticise others in public without speaking to them first – how can we improve if no one talks to each other. These are all areas that we are going to try and address and improve on, and would welcome your ideas in this area. Just think a football referee has the ability to send off a player if they mis-behave – what we do we have?

We are all volunteers that give our time up, and this is time that is sometimes precious to us, we give up spending time with our families, our family to volunteer. Sometimes we can't give us much as others and sometimes life changes and as much as we would love to give more we just can't – other factors come into play. We aren't all perfect and we can't do everything to everybody's standards, but as a member of HRC all I ask is that you are a volunteer here for the right reasons and if you have an issue you behave in the right way to address it.

And why do I volunteer well I volunteer for these moments, the moments that make you step back and go wow I really have made a difference. Thank you – any questions?

Engineering Update – Paul and Hal

Desk in studio 2 – lots of work has been undertaken building this in and programming it to operate in the same way as the old desk. A training programme for Duty Officers and members is being created; Matt Wade has created a video and Matt and Paul are writing an operation guide.

Note : if button 2 is lit, Myriad is recording – therefore for voice tracking, this should be turned off on all four Myriad faders.

Dave Hurrell queried whether it was still planned to apply a surface to the desk to stop it getting sticky. Paul replied that we had been able to use the existing woodwork to save a lot of money, but this had been thoroughly cleaned before the mixer was installed.

The new desk is not designed to be turned off when the studio is powered down. The old rotary switch has been replaced by one switch that turns off the equipment that needs to be turned off.

High level monitors are being installed with real time clocks on them.

A new mic live light will be installed so they can be seen from both sides of the desk. It will also be easier for guests and presenters to see each other due to the new monitor arm, and new monitors will be installed so guests can see Myriad.

Members are invited to come in and try the new equipment and get familiar with it before presenting a live show; it should not be difficult to get used to it.

Pete Oddie asked why the CD player is now behind the presenter? This was done to improve the visual layout and accommodate more monitors; however the layout will be reviewed again and the CD players will go in front of the presenter if possible.

Dave Hurrell asked if a Minidisc player has been connected. This has been connected to the Studio 2 desk. Paul also plans to install a MD player in S3 for uploading to Myriad.

Kevin Lodge asked whether a laptop can still be plugged in – yes, there is a lead as before.

Paul confirmed that the studio is now live and can be used to broadcast live.

Green room & Tech Room – Paul has worked hard to fit the kitchen units sourced by Rich into the tech room. The Green Room is not yet ready.

Ben Kearns – Head of Output – Ben can be contacted through output@hrc.org.uk or 01621 928627. He is listening to shows and providing feedback; aiming to listen to all shows in the next few months. All scheduling changes should be reported to Ben by phone or email, even if you arrange your own cover.

Ward Rota – all request teams now have at least 2 members with DBS certificates and can therefore now get back on the wards. It is not currently clear which

wards need to be visited. Eric Smart and Dave Hurrell volunteered to recheck the wards; Hal will send them a list of the current wards we are aware of. Jon Curtis asked that the post-natal ward is included.

Mark Willis asked whether HRC should look to recruit request collectors / ward visitors. We have received a few enquiries through the web site, but they will still need to go through DBS checks.

Vicki Cole suggested we seek updated information from the Trust as to which wards are active and appropriate to visit, and which have Hospedia. Rich Denman supported this view as the Trust should be consulted on where they do and do not want us to go.

Vicki reminded all members that the core of our service is about patient interaction and being a friend to those in the hospital.

Matt Wade commented that some wards can be visited very quickly; Kevin Lodge said this could change from week to week. Hal encouraged members to visit more wards if necessary to get more requests; more visiting and repeat visiting is not a bad thing.

HRC2 service – some members of the committee are seeking to book a meeting with Paul Forden (MEHT Chief Exec) to discuss a number of strategic and practical matters. We would like to know Paul's views on where he wants HRC to go, and what we need to achieve.

Within this discussion is some thought around the proposed HRC2 concept. At the moment, we are suggesting that HRC2 should be an information service, providing recorded healthcare-related content in the hospital, and also suitable for doctors surgeries, waiting areas, pharmacies, clinics etc.

To set up such a service will need a member or a group of members willing to drive the project and get to grips with it. If you are interested in this, please make yourself known to the committee.

Comments:

Matt Wade – this project is one of the reasons the post of Head of Content was created, but as yet there is no volunteer for this role. Content created for HRC2 can be edited for use on HRC1.

Rich Denman – HRC has already bought a Myriad bundle for use on HRC2 – we would just need the hardware.

Kevin Lodge – would HRC2 be broadcast within the hospital? Although it would not be hospital-centric, it would be possible and the method would need to be looked into.

Paul Evans – please put HRC2 on the internet so that people can information before they come into hospital. The future of healthcare is at home.

Vicki Cole – how would any funding be found? This would need to be tackled by the project leader.

Document Store – this is found at studio.hrc.org.uk . Mark Grantham has now changed the system over to the Fresh Desk software. This is not password protected but there is nothing sensitive in there.

Rich Denman asked that a link to the recordings site be reinstated.

Faults – must be emailed to faults@hrc.org.uk . Leaving a note in the studio is not effective.

Other comments and questions on operational matters :

Could all presenters please promote that requests can be made at hrc.org.uk/requests .These requests can be accessed from the PC in the reception area, and all request teams should check this before starting their show please.

Hal's HRC email address is now operations@hrc.org.uk .

Studio 1 – will come out of service around 20 Feb for refit. This should allow time for everyone to get familiar with S2.

Text message service – this will be dropped – we have paid around £70 a year for 4 messages a month! Social media is the way forward and it was suggested that we should be able to access the Twitter feed in the studios.

Matt Wade to take all references to the text number off our imaging.

[SAM BEGAN TO SPEAK AGAIN HERE]

HBA Conference – Dave Hurrell asked why there was no Station of the Year entry in our 50th anniversary year? No one stepped up to produce one. We can carry forward some of our 50th content into the 2016 entry.

Members are reminded that bookings for the Newcastle conference close on 31/1/15. Travel costs are inhibiting some members from going – this has been fed back to the HBA after long trips to Bristol and Blackpool in the last 2 years. Sam encouraged all members to consider attending as there is lots of useful training, discussion, networking and fun! First time attendees can apply for a bursary.

Sam apologised that the HBA award certificates had not been brought to the meeting and committed to ensuring all certificates would be given to nominees as soon as possible.

Membership Development Officer – Dave Hurrell has stood down from the post. Sam thanked Dave for his work in the role and will pick up the role until a new MDO can be elected. New member interviews will be held next week with a 'welcome event' planned soon.

Hal and Sam updated members on the new recruitment process which is being imposed upon all the Broomfield Charities by the MEHT HR department. This process has 32 steps and the committee feel it is onerous. Graham Medhurst

suggested that HRC should co-ordinate their response with the other charities, as this would be likely to have more impact. This has been discussed. It is understood that some other hospital radio stations have similar problems. Chris Wickers supported this stance, as solidarity in numbers would be essential to get the point across to MEHT.

DBS

The Trust have made very clear that all members must have applied for a check with them by 31 January, or they reserve the right to deny entry to those members who have not.

We are asking questions about what MEHT are prepared to do for members who work full time and cannot come up to the hospital in 'office hours'. No response has been forthcoming. However in the meantime it must be assumed that members cannot make an online application, as this has been vetoed by the HR director.

What happens if you have applied but the application has been 'lost'? Members are encouraged to take a form (available at the meeting) and get it signed when submitting the application; this will provide an audit trail confirming application was made. A number of members indicated they had applied but never received their DBS certificate. Richard Anstey said he had applied 4 times!

Dave Hurrell asked whether re-application would be needed e.g. every 3 years. This has not been clarified by MEHT. The DBS system should make it easier to renew rather than reapply. Note – MEHT can only accept DBS issued through themselves, certificates gained through other organisations will not be accepted.

If you have not got a DBS certificate recorded on the HRC database, nor proof of having made an application by 31 January 2015, we will have to stop you coming in the studio or going on air. Please take this very seriously. At the moment, our records suggest a third of members don't have a DBS – imagine the impact this will have!

If you have already got a DBS but have not resubmitted it to MEHT – please do so urgently.

Agreed that Duty Officers will chase members who have not provided DBS details. Hal to advise those who have not done so.

Vicki Cole reminded all members that we need to show the Trust what we do – fundraising is not just about raising money but demonstrating the role we play within the community.

Constitution

Eric Smart is reviewing and feels it is too long – needs shortening, clarifying and refining to the legal framework only. Members sought to work on this with Eric.

The Rules for Membership also need revision so they can be looked at together with the Constitution.

When this review is completed, a special meeting of all members will be called to discuss the proposals.

Graham Medhurst commented that the Charities Commission are encouraging all charities to 'tear up' their constitutions and relook at them in the light of charity law and their current / future activities. HBA are talking to the Charities Commission about suitable frameworks for hospital radio charities to use.

We also need to work towards getting rid of job descriptions as they may lead us into having to abide by employment law. This gives us the opportunity to improve the role descriptions, and all suggestions are welcome – to Hal please. Committee also intend to look at the values and behaviours expected of members – what is acceptable behaviour, what is within our duty of care?

Sam and Hal thanked Ian Smedley for his work as Secretary; Ian is standing down tonight.

Sam closed her address by showing something she has recently seen:

'The heart of a volunteer is not measured in size, but by the depth of the commitment to make a difference in the lives of others.'

Treasurer's Report

For the financial year 2014-2015:

Expenditure £32,222.69 – largest part is Engineering, as expected.

Income £14,273.46

Large difference £18k! This was expected but we must now focus again on fundraising. Adam recommended that we seek a new Fundraising Officer as a matter of urgency.

Bank balances at close of business 17.1.15 –

Virgin - £11,617.82

Barclays 1 £1379.75, 2 £1502.71

Membership numbers:

Full – 50 + 3 elected tonight

Trainees – 25 – 3 elected to full membership tonight

Associates 4

Honorary 7

Presidents 2

Total 88 members

Questions to Treasurer –

Graham Medhurst – what was the income listed as Hospitality? Ticket sales for the 50th dinner.

Graham Medhurst – what is happening to the sculptures? Wouldn't do this project again, but will use more in 2015 as they have now been refurbished for more use. Looking at getting them into the Chelmsford Museum for display.

Elections to Committee Roles

Treasurer – Adam Ravenscroft stood for the role. Andy Holmes will continue to support until May. Proposed by Kevin Lodge, Seconded by Chris Wickers. Elected

Secretary – Alain Heaysman stood for the role. Proposed by Adam Ravenscroft, seconded by Dave Hurrell. Elected.

Membership Development Officer – no members volunteered for this role.

Breakout groups – this will be carried forward due to pressure of time – a separate meeting may be called to discuss.

AOB - Dave Hurrell asked the committee to work with members to increase the numbers attending GMs. He reiterated his view that members were unaware of the minutes and that an agenda should be circulated before the GM. He recommended that work be undertaken to find out who's not attending and why not? Members were reminded that it is a requirement of membership to attend at least 2 GMs per year. This will be covered more carefully in induction training and in the new rules for membership.

Next meeting – the AGM is booked for 20 May but may need to be moved as both Sam Jenkins and Alain Heaysman are away on this date. The committee will ensure all members are informed if the meeting is rescheduled.

The meeting closed at 10.22pm.