



Minutes of the Council meeting of the British Society of Hearing Aid Audiologists Limited
East Midlands Conference Centre, Nottingham

Friday 13th November 2015

Present: Mr P Sydserff (Chairman) (PSy)
Mr D Foley (DF)
Mr T Rainer (TR)
Mrs S Vokes (SV)
Mr T Andrews (TA)
Mr I Croft (IC)
Mrs S Godkin (SG)
Mr A Coulter (AC)
Mr P Harrison (PH)

In Attendance: Mr D Welbourn (DW) (CEO), Mr D Peel (DP), Mrs K Girling (KG), Mr J Jindal (JJ), Mr P Baker (PB)

15-11-1a **Apologies:** Mr C Campbell (CC)
Mr B Perkin (BP)

15-11-1b **Conflict of Interest**

(PSy) reminded Council members of the need to declare any Conflict of Interest or change of circumstance that may have arisen since the last Council meeting. No additional Conflict of Interest or change of circumstances were declared.

15-11-2 **Review Agenda**

(PSy) informed Council that it is the intention that in the future all papers are to be circulated in one email, one week before the meeting.

(PSy) asked Council if there were any items for consideration under AOB.

(DP) asked for volunteers from Council to assist with the AGM. This was duly arranged and a list compiled.

(PSy) brought attention to the AEA external relationship and it was agreed to cover this in the next Council meeting.

15-11-3 **Minutes of previous meeting**

Minutes from Council meeting on 24th September 2015 we noted and approved.

15-11-4

Perspectives

A. President's Report

(PSy) made reference to his report (Appendix B) circulated prior to the meeting. (PSy) verbally added his activities of the Council meeting and the AGM on the 13th and 14th November 2015 respectively.

B. Chief Executive Report

(DW) referred to the Chief Executive Report (Appendix C) and informed Council that there was a correction to a name within the report section, where he referred to Karen Schofield, this should have been Karen Sheppard. Also the gentleman referred to as David Stockton is to be corrected to David Stockdale.

(PSy) Thanked (DW) for his attendance of the Action on Hearing Loss event at the House of Commons where the CEO represented BSHAA with skilful lobbying and networking.

15-11-5

Strategy and Policy

A. Implementation plan and priorities – oral update CEO

(DW) gave a verbal presentation of the 7 key areas of enhanced practice demonstrating value to the membership.

- Governance
- Practice Guidance
- Enhanced Practice
- Customer Care Scheme
- Professional Development
- Member Service
- Policy and lobbying

He identified the subject of Member Service as an area which needs to be developed. (AC) expressed a view of Professional Development not being an area of importance for members from the 'National Groups' as they receive this through their company and other areas of interest should be developed within the Member Services field. (IC) identified the need to cover a wider agenda to include working practice/legalisation.

(IC) raised the subject if a Q & A for audiologists to ask questions anonymously via the BSHAA website would benefit members. (DP) informed Council that this will be available within the new website.

A discussion took place on what benefits/ideas for member services should be developed. It was decided that a small group of Committee members should meet separately from the main Council meeting to progress and collate this subject and report back to Council in January.

15-11-Ap1

ACTION - A meeting to be arranged under the title of 'Project Discovery Meeting' on 7th January 2016 in London, with a theme of developing a clearer understanding of the Society's purpose and what this means for member services beyond Professional Development, post the PDC meeting on the 6th January 2016

(JJ) brought to the attention of Council the different topics and questions he responds to from BSHAA members, he suggested that the replies could be made available as an 'Online Clinic' session via the website. Council agreed this would be a useful exercise which would come under the theme of 'Project Discovery'

15-11-Ap2 ACTION - (JJ) to developed the enquires he received from members into a question and answer format to be made available on line/BSHAA People.

B. White paper on PCAST

(PSy) gave an overview of the USA hearing care market and reflected how this compares with the UK market. (DW) informed Council of topics discussed at her PCAST meeting and summarised the white paper, referring to appendix E.

(DW) suggested that BSHAA choose a topic and create a small sub group to explore/share a range of perspectives including elements of regulation which are applicable to the hearing aid industry to use within a web conference format. Council also discussed the need for BSHAA to collaborate with other society's for lobbying and exchange of information/views, and the need to clarify BSHAA's polices on hearing matters.

C. Enhanced Practice for Ear Care

(JJ) referred to Appendix F, where he drew Council's attention to the elements which should be included within the courses, and the need for a certificate of competence to be issued to audiologists, this would give confidence to the patient that the audiologist is validated and re-validated on a regular basis. Council debated the elements of Appendix F. (SV) suggested there is a need for BSHAA to develop a procedure document for audiologist to follow while doing micro suction, (JJ) agreed, and highlighted the importance of record keeping and indemnity insurance. (DW) confirmed that it is not BSHAA's policy to approve courses but to support the continued re-valuation and approving the practice methods carried out by audiologist/HCA's

(PSy) referred to appendix F and remarked on the excellent quality of the paper.

D. HCA's.

(JJ) gave a verbal report on the current situation regarding HCA's, drawing attention to the fact that the HCA manual was due to be updated on the Website in September 2015. He informed Council that BSHAA is the governing body in this area as HCA's do not come under the jurisdiction of the HCPC. Council agreed that this could remain the case. (AC) and (PSy) are to assist with the development of a governing process for HCA's.

15-11-Dp1 Council agreed that BSHAA should remain the governing body for HCA's.

15-11-Ap3 ACTION - (AC) and (PSy) are to assist (JJ) with the development of a governing process for HCA's. Date to be arranged by (JJ) to meet via Webinar.

E. Fellowship of the Society

(JJ) referred to appendix G and gave an overview of membership group numbers, highlighting out of 212 Fellows currently registered, 112 are exempt from CPD due to taking the Fellowship exam in 1999. (JJ) drew attention to the 'Minimum Criteria for Fellowship' detailed on page 5 (appendix G). (DW) clarified that current Fellow's will lose Fellowship if they do not comply with the new guidelines over time.

(PSy) commented on the excellent quality of the report asked Council if this is the way the society should proceed.

15-11-Dp2 Council agreed to proceed with the criteria set out in appendix G for Fellowship of the Society.

15-11-Ap4 ACTION - (JJ) to send appendix G to PDC

F. Website update

(DP) gave an update on the new website, confirming that many areas having now being populated with content. He gave access information to Council enabling them to test the new website prior to it going live. This is also to be announced at the Professional Development Day to allow members temporary access.

(PB) informed Council of the position regarding the database element of the new website, confirming some areas still needed work to complete. Member's payment gateways need to be changed, and a need for overall further testing of the site.

(JJ) Covered the learning side of the website and drew attention to appendix H (Scope of Professional Development Zone on the website), referring to 'Existing content that can be used' on page 2 and 'New content that needs to be generated' (PSy) reminded Council of the need to support (JJ) for articles for the website.

15-11-6

Governance

A. Membership/Secretarial

(PB) informed Council that during the AGM on 14th November 2015 important items to be approved were the minutes from AGM 2014, approval of the newly elected Council members, approval of the end of year accounts and changes to the Articles of Association. He confirmed that there had been no questions received from the membership regarding the change to the Articles. He also confirmed that an EGM was held on the 8th October 2015, because of the low number of members joining the webinar the meeting was not quorum.

(PB) reported on the financial situation, confirming the annual accounts had been agreed by Council, highlighting £38K loss as a planned financial investment, and that was likely to be the case in the next financial year due to continued investment in professional development. He urged Council to be mindful of expenditure and find ways of reducing operational cost to keep the society sustainable. He informed Council that a subject within Project Discovery is to look at ways of increasing the number of members, and the possibility of arranges courses to generate income.

The list of new members submitted to Council was noticed and approved. (PSy) confirms that the current membership numbers are the highest recorded by the Society.

B. Induction/guidance for new Council members

(DW) confirmed that an induction paper is to be produce for the new Council members and will be complete before the next Council meeting.

15-11-Ap5

ACTION – (DW) will produce a Council member induction document within the guidance of the new Articles for the next Council meeting.

15-11-7

Finance

(KG) informed Council of the request from EBS to have the following statement included in the minutes to comply with the banking industries requirements:-

BSHAA requires that Karen Finch (nee Howe), Ian Croft, Barry Downes and Jackie Hutchinson to be removed from any accounts that are currently held.

Added to these accounts will be David Welbourn, CEO of BSHAA, Kelly Hay as EBS Business Manager of Accounts and Lindsey Sevier-White as BSHAA Accounts Administrator to any held accounts, along with David Foley, who will also continue to be a signatory on all accounts.

Any new bank accounts will also have David Welbourn, David Foley, Kelly Hay and Lindsey Sevier-White as signatories/users.

A. Budget and financial reporting

(DW) outlined the cost of running the Society and the cost of investments, confirming that he will be liaising with the people responsible for the budget in each department regarding the new format which the accounts will be displayed/managed going forward. (DW) advised that this is with the desire to introduce a purchase order management system in place by February 2016. (PSy) asked Council if BSHAA should proceed in the suggested manor with regard to finance proposed by (DW), Council agreed.

- 15-11-Ap6 **ACTION - (DW) is to liaise with the people responsible for the budget in each department regarding the new format which the accounts will be displayed/managed going forward.**
- 15-11-Ap7 **ACTION - (KG) to circulate to Council members a Doodle Pole regarding dates for Council meeting dates 2016**
- 15-11-Dp3 **Council agreed BSHAA should proceed in the suggested manor with regard to finance proposed by (DW)**
- 15-11-Dp4 **Council meeting 2016 to be moved to fit with the accounts timeline to late July/early August.**
- 15-11-8 **Sub Committees**

A. Actions and Decisions taken since last meeting.

(DW) referred to appendix M (PSy) commented that presenting decisions in this format was a useful addition to Council papers.

B. PDC

An oral report, supported by a PowerPoint presentation was given by (DW) covering the society's approach to CPD, suggesting that is confusing and unsustainable, highlighting the new system must reflect personal needs in professional development which could be achieved by supporting best practice recording of CPD, guiding self-reflection and discernment about learning needs, guiding members in the audit/validation process and how this strengthen its development programmes.

Post meeting note, appendix N was distributed to Council via email.

(AC) gave an overview of the professional development programme being developed including the clinical journey, engaging in theory and practical elements, pre reading material distributed to delegates prior to meeting and gaining feedback from delegates. He confirmed that all development dates have been agreed for 2016 including online workshops which will take place in the spring and autumn in the north and south of the country. Council discussed methods of arranging themes for future developments and possibly the need for Council members to contribute to future events.

C. Customer Services Committee

(DF) Referred Council to appendix O and gave an overview of the CSC meeting held on 12th November 2015 confirming that the business guide on implementation will not be printed but made available via the BSHAA website.

(DF) confirmed the CSC is commitment to developing a record keeping document to assist with the complaints procedure when cases are received by CSC, informing Council this document is ready for approval by the PDC. (DF) confirmed that the CSC meeting in January would be on line via Webinar. (JJ) informed Council that he is developing a record keeping system which would also include electronic records.

(DW) commented on the excellent work carried out by the CSC on this matter.

D. Communications Committee

A report was circulated by (DP) covering Website, BSHAA People, Social Media, e-bulletin, AGM and Congress. He also informed Council that the booking form for Congress 2016 has now been printed and is ready for distribution.

15-11-9

External Relationships

A. Hearing Alliance and the Commissioning Framework.

(DW) gave Council a verbal update on the current situation within the Hearing Alliance and the commission framework confirming that many health regions had put the decision regarding mild and moderate hearing loss on hold. The 2nd part of the alliance engagement is the developments of the Commissioning Framework which is being jointly contributed to by NCHA and BSHAA.

B. Consultations

(DW) referred to consultations with the HCPC which (DW) and (PSy) are involved in and will keep Council informed of any developments.

(PSy) informed Council on the current situation with AEA and reminded that next year BSHAA will need to decide if full membership is to be taken out. It is the intention of (PSy) to attend the next AEA meeting. (DW) informed Council that the AEA meeting he intended to attend was cost prohibitive due to travel costs being high and not in the society's best interests.

15-11-10

Actions arising not already covered - Appendix I

(PSy) referred to appendix J (Actions list) and informed Council that all actions had been completed.

15-11-11

Agreed items brought forward (AOB)

(DW) informed Council of a letter he received from HCPC reminding all Health Care Professionals to report any suspected FGM if discovery in any patients.

15-7-12 Review of meeting

(PSy) gave a review of the meeting and thanked Council members for their contribution.

A record of the decision points are detailed below:-

- 15-11-Dp1 *Council agreed that BSHAA should remain the governing body in this area as HCA's.*
- 15-11-Dp2 *Council agreed to proceed with the criteria set out in appendix G for Fellowship of the Society.*
- 15-11-Dp3 *Council agreed BSHAA should proceed in the suggested manor with regard to finance proposed by (DW)*
- 15-11-Dp4 *Council meeting 2016 to be moved to fit with the accounts timeline to late July/early August.*

15-11-13 Date of next Council Meeting

Next Council meeting to be held on the 10am 21st January 2016 at 30 Euston Square, London.

There being no further business the Chairman declared the meeting closed.