



**Minutes of the Council meeting of the British Society of Hearing Aid Audiologists Limited**  
The Royal College of General Practitioners, Euston, London

**Thursday 24<sup>th</sup> September 2015**

**Present:** Mr P Sydserff (Chairman) (PSy)  
Mr D Foley (DF)  
Mr C Campbell  
Mrs S Vokes (SV)  
Mr T Andrews (TA)  
Mr I Croft (IC)  
Mrs S Godkin (SG)  
Mr B Perkin (BP)  
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 D Collet Fenton (DCF)

**Apologies:** Mr T Rainer

**15-9-1B 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.

**15-9-2 Review Agenda**

(PSy) Ask Council if there were any items for consideration under AOB. (DF) added one items to be discussed:-

1. To discuss the review of the Customer Services Committee report.  
This will be discussed under item 6 Governance.

**15-9-3 Minutes of previous meeting**

Minutes from Council meeting on 14<sup>th</sup> July 2015 we noted and approved.

**15-9-4 Perspectives**

**A. President's Report**

(PSy) made reference to his report (Appendix B) circulated prior to the meeting. (PSy) verbally adding his attendance of a BAA meeting on Tues 22<sup>nd</sup> September 2015 in

Sheffield, with interesting topics including the education days being held for free to BAA members. (PSy) also had an interaction with Alison Walsh (BAA) with the view to encouraging communication with (JJ). (PSy) also brought the IQIPS situation to the attention of Council. (PSy) informed council that he had received a nomination for Vice President of BSHAA Council from (SV).

#### **B. Chief Executive Report**

(DW) referred to the Chief Executive Report (Appendix C) and drew attention to the item on 19<sup>th</sup> August 2015 where he attended a meeting of professional bodies representing primary care contractors. It emerged from the meeting the importance of BSHAA being aware of the impact that future polices could have on the audiology industry.

(DW) informed Council of the IQIPS Standards Group requirements are administration heavy for small businesses for accreditation and will affect all audiologists in the future, both independents and the larger companies. He expressed a desire for BSHAA to be represented by both sectors to stop bureaucracy and encourage high aspirations in audiology practice. (CC) informed Council that Mr Nick Taylor who is an audiologist (ex NHS now with Specsavers) and sits on the PDC and would like to volunteer to report to BSHAA on the working group. Council discussed the benefit of IQIPS accreditation to independent audiologists. (DCF) confirmed the workload for independents and offered to work with (SV) on keeping Council informed from the view of the independent audiologist on the subject.

15-9-5

### **Strategy and Policy**

#### **A. Implementation plan and priorities – oral update CEO**

(DW) gave a verbal overview of the 7 key work areas. Council agreed these were appropriate areas to be concentrating on.

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

(CC) raised concern over the policy of BSHAA lobbying, saying that this should not be a priority for BSHAA, and should be more the domain of the Alliance and NCHA with BSHAA influencing. (DW) Acknowledged that this area of work was mostly conducted in partnership with NCHA and the alliance, though it was important for BSHAA's contribution through both these channels to be recognised in the wider sector.

15-9-Ap1

**ACTION – (All) Council members to consider further the content of the presentation circulated by DW, ready for discussion at the next Council meeting as to what areas BSHAA should focus on, what are the priorities and their importance to the society.**

#### **B. Website update**

An oral update was given by (DP) and (PS) informing Council that (JJ) and (DP) have received training on the new website with the Membership and CPD content to be added

shortly. It is the intention that the site access be circulated around Council members for testing before it goes live to the membership. It is a desire to have a live version for the AGM. It was agreed that the emphasis should be on the accuracy and quality of the site, with this taking priority, rather than the need for completion for the AGM. (AC) enquired if there were any penalty's for the late delivery of the site. (DP) informed Council that the late delivery was down to BSHAA and the old service provider rather than Senior (the new web site company). (JJ) appealed for content for the site.

- 15-9-Ap2 **ACTION - (All) to assist (JJ) with content of policies, article, and journals for the learning zone area of the new website.**
- 15-9-Ap3 **ACTION - (DP) to circulate to Council a PDF on how the new website will look.**
- 15-9-Ap4 **ACTION - (DW) to arrange a conference call on the content of the new website for late October, date to be confirmed.**
- 15-9-Ap5 **ACTION - (15-7-Ap3 to be repeated) (JJ) to produce a list of topics before the end of September for Council members to respond to by the second week of October 2015. Each Council member to choice a topic and submit a small article on the subject to (JJ).**

**C. Fellowship of the Society.**

(PSy) gave an overview of the history of the subject and referred to Appendix E, asking Council for their view. (DW) commented that the letter should state "to strengthen fellowship". A discussion took place on the meaning of being a Fellow of the society and how the development of Fellowship should be policed and funded.

- 15-9-Ap6 **ACTON - (PSy) to adjust the letter (appendix E) and clarify on what being a Fellow of the Society means.**
- 15-9-Ap7 **ACTION - (ALL) to email (JJ) and (DW) with ideas for submission to PDC on fellowship accreditation.**

15-9-6 **Governance**

**Review of agenda item.** To discuss the review of the Customer Services Committee report.

(DW) referred Council to the report circulated 'BSHAA Guidance on Excellence in Customer Care' and 'Guidance on Excellence in Customer Care and what this means for Clients' and gave Council an overview as to the process of producing the papers. (AC) inquired as to the ability to opt out of the CCS if the member worked with one of the large groups. (PSy) gave Council an insight as to how the CCS works well alongside a larger company's customer care facilities and the independent audiologist.

(JJ) suggested that an online application form rather than a word document should be available for complaints submitted to CCS.

- 15-9-Dp1 **DECISION POINT - The papers 'BSHAA Guidance on Excellence in Customer Care' and 'Guidance on Excellence in Customer Care and what this means for Clients' were agreed by Council.**

**A. AGM – Business agenda and draft resolutions**

(DW) gave Council an overview of the AGM proceedings and drew to the attention to special resolution which will take place at the AGM that 50% of the members present will vote on block on individual items. This is preferable to using the online voting system where 75% of the membership would have to vote.

A discussion took place on voting in the new Vice President. It was agreed that the VP would have to be elected under the current Articles, with the next VP to be elected under the new articles should they be approved by memberships at the AGM.

**15-9-Dp2 DECISION POINT – Sarah Vokes was confirmed at Vice President.**

(DW) informed Council that the new formation for VP and President would be a four year cycle – Vice President for 1 year, President for 2 years, and Past President for 1 year.

(AC) suggested a draft job description for the position of VP should be drafted to include the desirable criteria for a candidate should be drafted and distributed to people outside of council.

(DP) informed Council that there had been a delay in posting out the AGM booking form and it was agreed that a version should be emailed to members and the hard copy posted out with another mail out.

**15-9-Ap8 ACTION DP – PDF booking form for the AGM/Professional Development Day to be emailed to members and any other networks which Council members have access to. A hard copy to be mailed out with EGM notice and amendment of articles information.**

**B. Review of the Articles**

(DW) gave Council an overview of the changes to the Articles highlighting the following point.

- Council members will be elected for a 3 year appointment rather than retiring by rotation, with only one third to be allowed to be elected at one time.
- If there are more post than people standing the candidate must receive a set % of votes from the members.
- Currently no Council members are to receive money other than expenses, new position allows Council members to be paid remuneration, this would allow Paid Support Officers to be Council members.
- Clarity on registration of HAD's (DW) gave an overview.
- Three quarters of Council have to be on the HCPC register as dispensing audiologist
- An update on how Council communicate outside of Council meetings and the process of decision making via electronic means.
- Provision to allow the suspension of any Council member while under investigation.

A discussion took place on the forthcoming Council elections and how the changes to the Articles would affect future elections.

POST MEETING NOTE -

There are 11 vacancies on the BSHAA Council. There are 11 applicants seeking election to the Council at the AGM and as this number is not more than the available vacancies the Chairman will declare the candidates duly elected.

- 15-9-Dp3**      **DECISION POINT - Council agreed with the proposed revision of the Articles after discussing the implications of the changes.**

**C. Membership/Secretarial**

EBS Administrative Support Report (Appendix G) was noted.

(KG) reported to Council on the renewal process, identifying that membership is up on last year with more members paying by Direct Debit than in 2014. The renewal process with the larger companies is progressing to schedule. Council discussed the list new members presented to Council and it was agreed that HCA require a sponsor to be shown on the data presented to Council for approval. The new members presented to Council were approved with one exception. (CC) commented that it would be useful to have a breakdown on the members who have renewed their membership during this renewal period. Council agreed.

- 15-9-Ap9**      **ACTON - EBS to produce a breakdown on renewal figures large companies/independents for the next Council meeting.**

**D. Induction and guidance for new Council members.**

(DW) gave a verbal update to Council on the subject stating that the guidance would be in line with the new Articles should they be approved at the AGM, and would be prepared in time for induction of the newly elected members..

- 15-9-Ap10**      **ACTION – (DW) will produce and Council member induction document within the guidance of the new Articles for the next Council meeting.**

**15-9-7**      **Finance.**

**A. Draft Budget and financial reporting**

(DW) gave Council an overview of Appendix H, (PSy) commented on the usefulness of the document (CC) agreed with the paper being an excellent report giving clarity of financial situation.

Council agreed to the proposed accounting structure/reporting in principal.

**B. Cash /Budget Report.**

The finance report (Appendix I) was discussed. The need to breakdown the costs of meetings/activities to give a clearer view as to how much individual meetings cost, along with the need for expenses claims to be return in good time to enable accurate figures to be produced. (TA) informed Council that BSHAA People having gone to six issues per annum had not produced more revenue, with an increase in production costs BSHAA People had made less revenue overall.

(DW) informed Council that the society was in overall profit prior to the investment in the Website.

15-7-8

**Sub Committees**

**A. Actions/decisions taken since last Council meeting.**

(DW) informed Council of the advice from the solicitors to keep a record of the actions and decisions made since then previous Council meetings. To comply with this advice (DW) drew attention to Appendix J. Council noted the decisions listed in Appendix J.

**B. Professional Development Committee.**

(JJ) gave a verbal update to Council on the PDC agenda and Congress agenda, detailing the framework for PDC and Website, and that discussions are taking place on making decisions concerning advanced practise, mainly validation and re-validation of skills. (JJ) informed Council of a recent document received from BAA, for comment, concerning Share Care, a system by which care information from audiology departments within the NHS and independent sector will share information. (JJ) informed Council that this is being dealt with by the PDC.

15-9-Ap11

**ACTION – Council propose that the PDC develop a refresher course on core practice, validation and masking.**

**C. Customer Services Committee**

Submitted report (Appendix L) from the meeting on the 13<sup>th</sup> July 2015 was noted as read.

**D. Communications Committee – including Congress report 2016**

A report was circulated by (DP) covering Website, BSHAA People, Social Media, e-bulletin, AGM and Congress.

(DP) inform Council that BSHAA were looking for a ‘break out session’ speaker for Congress next year to speak on Business Efficiency.

15-7-9

**External Relationships**

**A. Hearing Alliance and the Commissioning Framework.**

(DW) gave Council a verbal update current situation within the Hearing Alliance and the commission framework. Council discussed what effects the removal of funding for mild hearing loss by the NHS would have.

15-7-10

**Actions arising not already covered - Appendix I**

(PSy) referred to the Actions list

Action (15-7-Ap9) completed

Action (15-7-Ap8) completed

Action (15-7-Ap7) completed

Action (15-7-Ap6) completed

Action (15-7-Ap5) completed

Action (15-7-Ap3) completed

Action (15-7-Ap2) completed

Action (15-7-Ap1) completed

**15-9-11 Agreed items brought forward (AOB)**

(IC) brought to Council attention a Facebook comment made by Alison Ridgeway and urged Council members to become a 'friend' of hers on Facebook.

**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:-

15-9-Dp1 *DECISION POINT - The papers 'BSHAA Guidance on Excellence in Customer Care' and 'Guidance on Excellence in Customer Care and what this means for Clients' were agreed by Council.*

15-9-Dp2 *DECISION POINT - Sarah Vokes was confirmed as Vice President.*

15-9-Dp3 *DECISION POINT - Council agreed with the proposed revision of the Articles after discussing the implications of the changes.*

**15-7-13 Date of next Council Meeting**

Next Council meeting to be held on the 10am 13<sup>th</sup> November 2015 at East Midlands Conference Centre, University Park, Kings Meadow Campus, Nottingham, NG7 2NR

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