

Report to: East Sussex Health Overview and Scrutiny Committee (HOSC)

Date of meeting: 4 March 2021

By: Assistant Chief Executive

Title: South East Coast Ambulance NHS Foundation Trust (SECAmb) update

Purpose: To consider an update from SECAmb on a number of areas, including performance against national response times and the new NHS 111 service.

RECOMMENDATIONS

The Committee is recommended to:

- 1) Consider and comment on the update from SECAmb; and
 - 2) Consider whether to request a further report on any of the areas covered in the update.
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1. Background

1.1. South East Coast Ambulance NHS Foundation Trust (SECAmb) provides emergency and urgent ambulance services and handles 999 and 111 calls for East Sussex, West Sussex, Brighton & Hove, Kent, Medway, Surrey and North East Hampshire. The Trust is currently rated Good by the Care Quality Commission (CQC).

1.2. SECAmb has provided an update on a number of areas in relation to its emergency ambulance and NHS 111 services for the Committee to consider.

2. Supporting information

2.1. HOSC considered a report by SECAmb in March 2019 on its transformation programme. This set out plans to improve the Trust's performance against the national ambulance response times through the recruitment of additional staff and improvement of its fleet using additional funding that had recently become available. The Committee asked for a future update to understand how the programme had progressed in delivering its aims.

2.2. Separately, the HOSC has followed the procurement process of the new NHS 111 service, which includes the development of a Clinical Assessment Service (CAS), over the past two years. The Committee also identified the enhanced NHS 111 service as a key element of the new urgent care system developed in East Sussex during its review of the Eastbourne Station Health Centre. The new 111 service went live on 1st October 2020.

2.3. HOSC has also considered reports in the last few years on the issue of hospital handover times between ambulance crews and hospital emergency departments; as well as the Trust's CQC reports.

2.4. SECAmb has spent a considerable amount of time over the past year responding to the COVID-19 pandemic. The Trust, however, has continued to develop its work in several key areas, including those previously considered by the HOSC. The report attached at **Appendix 1** provides an update on:

- Performance and performance recovery
- COVID-19 response
- Mutual aid to London Ambulance Service
- Critical Care Transfer

- 111 CAS
- NHS 111 First
- Handover Programme
- Live Ambulance Conveyance Review
- Combined Ambulance Make Ready Centre, 999 Emergency Operations Centre and 111 Operations Centre
- Brighton Make Ready Centre
- Joint Response Unit
- Staff Wellbeing
- CQC and the Professor Duncan Lewes Report
- Equality and Inclusion
- Innovation
- Winter Planning Framework 2020-21
- Income and Expenditure Performance Summary.

2.5. The Committee may wish to consider whether it wants updates in future on any of the specific areas above at a future meeting.

3 Conclusion and reasons for recommendations

3.1 The report attached as Appendix 1 provides an update to the Committee on a number of areas of work for SECAMB. HOSC is recommended to consider the report and decide whether future updates are needed on any of the areas covered in the report.

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