

Mr Bryan Turner

Chairman
Health and Adult Social Care Select Committee

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15 November 2017

SENT BY EMAIL

Daren Mochrie
Chief Executive
South East Coast Ambulance Service
NHS Foundation Trust
Nexus House
4 Gatwick Road
Crawley
West Sussex
RH10 9BG

Dear Daren,

SECAMB Performance and HOSC support

I am writing on behalf of all the HOSC Chairs in the SECAMB area in light of the performance figures reported to the October Trust Board meeting. I am sure you will understand that we feel the need to place on record our significant concern about the performance levels reported, particularly in relation to response times and call handling which were very significantly below target. This level of performance was notable enough to be reported in the media and to generate questions and concerns locally.

As you know, we had some discussion on performance challenges at our recent regional HOSCs Sub-Group meeting, although the performance report itself had inadvertently been omitted from the papers. We noted the contributory factors you mentioned, particularly abstraction of EOC staff for training on the new CAD and Ambulance Response Programme (ARP), recruitment issues linked to the move of EOCs to Crawley and a focus on addressing the lengthier waits for red category calls, perhaps at some detriment to the 8 minute standard performance. We also noted the range of action the Trust is taking to improve and the planned transition to ARP standards from 22 November.

The HOSCs appreciate the extent of challenges facing SECAMB and welcome the new leadership you are bringing to addressing these. Committees wish to be constructive in our role as a 'critical friend' to the Trust and to support the achievement of the Trust's improvement plan. In order to undertake this role to best effect we would emphasise the importance of sharing performance data with us on a regular and timely basis which will enable HOSC Chairs and Members to provide a rounded and accurate picture in response to queries, as well as to raise questions with our local commissioners and providers where appropriate.

We discussed sharing data on handover delays with the HOSCs on a monthly basis, given the impact of these delays on overall Trust performance. The HOSCs would also like to request an interim update on overall performance in early December to tie in with the Trust's Board at the end of November.

We look forward to a more detailed discussion and a further performance report, to include early data based on ARP standards, at our next meeting to be arranged for early February.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'BYm', with a long horizontal flourish extending to the right.

Cllr Bryan Turner
Chair, West Sussex HASC
Chair, Regional SECAMB HOSCs' Sub-Group

Cc: Cllr Ken Norman, Chair, Brighton and Hove HOSC
Cc: Cllr Colin Belsey, Chair, East Sussex HOSC
Cc: Cllr Sue Chandler, Chair, Kent HOSC
Cc: Cllr Wendy Purdy, Chair, Medway HOSC
Cc: Cllr Ken Gulati, Chair, Surrey HOSC
Cc: Jon Amos, SECAMB Acting Director of Strategy and Business Development