

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

**Date of meeting:** 28 March 2019

**By:** Assistant Chief Executive

**Title:** South East Coast Ambulance NHS Foundation Trust: Update on Quality and Performance

**Purpose:** To consider an update on the quality and performance of services provided by South East Coast Ambulance NHS Foundation Trust

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## **RECOMMENDATIONS**

**The Committee is recommended to consider and comment on the report**

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### **1. Background**

1.1. South East Coast Ambulance NHS Foundation Trust (SECAmb) provides emergency ambulance services across Sussex, Surrey and Kent.

1.2. This report provides Members with an update on SECAmb's service quality and performance as well as outlining some important recent developments at the Trust.

### **2. Supporting information**

2.1. Emergency ambulance services provided by SECAmb are commissioned jointly across the Sussex, Surrey and Kent area with North West Surrey Clinical Commissioning Group (CCG) acting as Lead Commissioner, although each CCG is accountable for services in its area.

2.2. HOSCs have a duty to monitor the performance of local NHS providers. SECAmb was placed in special measures following an inspection by the Care Quality Commission (CQC) in September 2016 that rated the Trust as inadequate. As the Trust covers an area encompassing six local HOSCs, it was agreed by each Committee that monitoring of the Trust's Quality Improvement Plan would be undertaken via a working group comprising the Chairs of each Committee meeting with SECAmb's executives, and that this group would report its findings to the individual HOSCs.

2.3. The group met five times between December 2016 and March 2018. This arrangement was subsequently discontinued in Summer 2018 by mutual agreement following improvements to the Trust's performance and it was agreed that future scrutiny would be undertaken by individual HOSCs. Following the publication of its latest CQC inspection in November 2018, SECAmb executives have now provided updates to the majority of the individual HOSCs in its area of operation.

2.4. SECAmb's report (attached as Appendix 1) updates the committee on:

- the CQC report published in November 2018, which rated the Trust as 'requires improvement' overall ([the full report is available online](#));
- the NHS Staff Survey 2018 results, which show significant improvements when compared to last year's;
- updates on the status of recruitment to the trust's Executive Board;
- the Ambulance Response Programme (ARP) re-categorisation of 999 call priorities to Categories 1-4 and the Trust's performance in relation to them;
- the trust's Demand and Capacity review and delivery of this model through the Service Transformation and Delivery (STAD) Programme implementation;
- the expansion of the trust's ambulance fleet;

- Handover delay figures and SECamb's system wide programme to reduce handover delays at hospital sites;
- The trust's estate and development of Make Ready Centres and Ambulance Response Posts;
- Developing an Alliance with West Midlands and South Western Ambulance Services designed to deliver efficiency savings to invest in front line services;
- Winter Planning, including that planning for the key weeks over Christmas and New Year were successful; and
- the trust's financial control total and Cost Improvement Plan for 18/19.

### **3. Conclusion and reasons for recommendations**

3.1. The Committee is recommended to consider and comment on the report and identify any future areas of scrutiny in relation to the issues discussed.

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