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Brighton & Hove City Council Health Overview & Scrutiny Committee

Jon Amos, Director of Strategy





The Leadership Team

Daren Mochrie - Chief Executive	Richard Foster - Chairman
David Hammond Director of Finance & Corporate Services	Graham Colbert Deputy Chair
Joe Garcia Director of Operations	Terry Parkin Independent Non-Executive Director
Steve Lennox Interim Chief Nurse/Director of Quality & Safety	Lucy Bloem Independent Non-Executive Director
Steve Graham Director of HR	Tim Howe Independent Non-Executive Director
Dr Fiona Moore Medical Director	Al Rymer Independent Non-Executive Director
Jon Amos Director of Strategy	Angela Smith Independent Non-Executive Director



CQC

- + 15th – 18th May
- + 30 inspectors
- + 40 staff interviews
- + Focus groups
- + Potential further unannounced visits

+ Immediate Actions:

- + Medicines
- + Patient Clinical Record (PCR)
- + Call Recording in the Emergency Operations Centre (EOC)

+ Positive Feedback:

- + Electronic Patient Clinical Record(ePCR)/iPads
- + Recognition of caring staff
- + Good staff engagement



Quality

- + Medicines Management
- + Infection Control
- + Key Skills
 - + Operational
 - + Non Operational
- + Datix
- + Safeguarding - level 3
- + Statutory & Mandatory Training – IG etc.



Recovery Plan

+ 5 Core

Programmes

- + Governance
- + Culture
- + Performance
- + Clinical Outcomes
- + Financial Stability

+ 4 Key Enablers

- + Operational Restructure
- + Electronic Patient Clinical Record (ePCR)
- + New HQ & Emergency Operations Centre relocation (EOC)
- + New Dispatch System



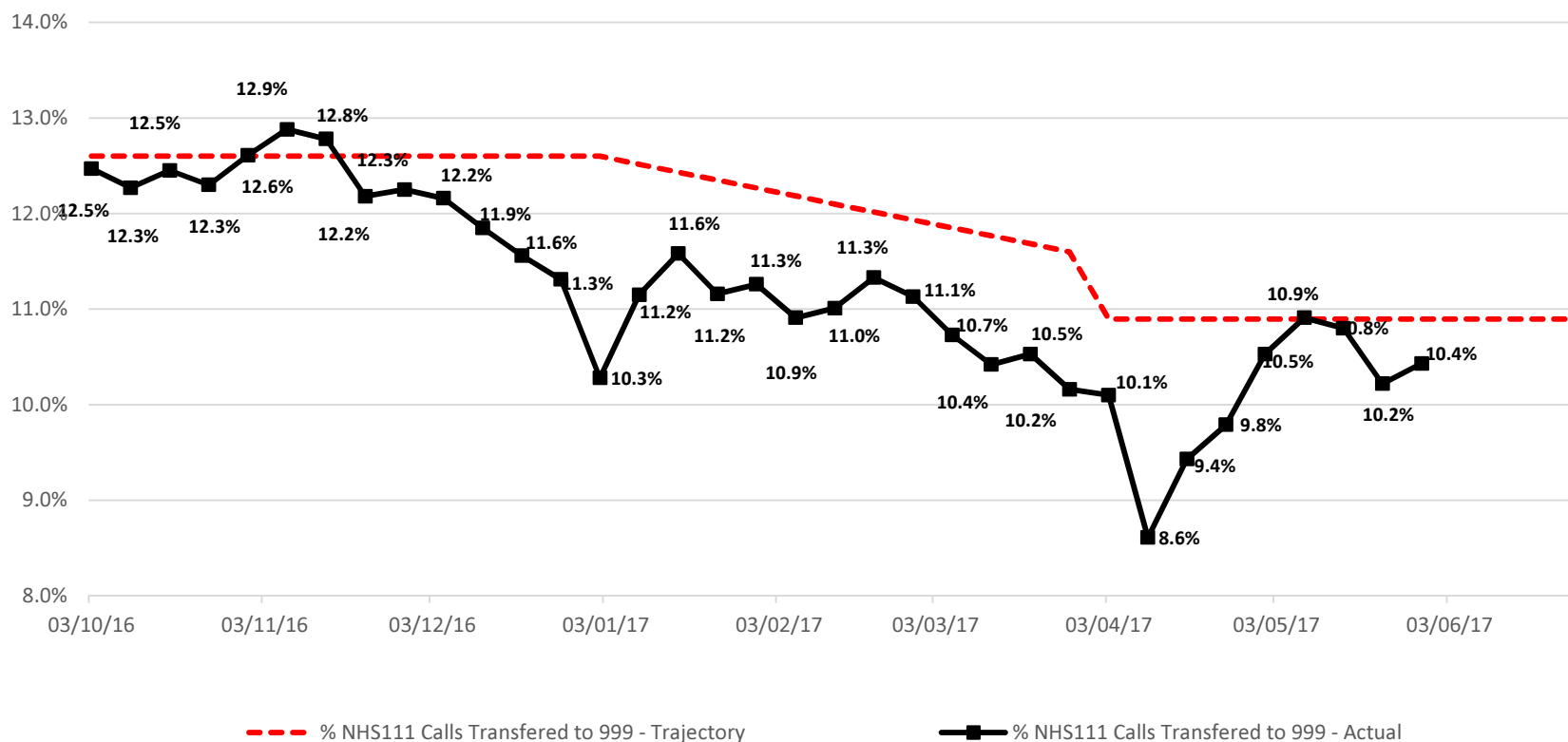
Unified Recovery Plan - Performance

- + In Sep' 16 SECAMB completed a review of the projects in the 999-URP to enable a revised performance trajectory to be agreed.
- + The Trajectory was based on:
 - + A consistent Unit Hours Utilisation (UHU) rate of 0.377 for remainder of the year, giving the baseline expected performance.
 - + The expected performance improvements from the 999-URP projects – giving the 'uplift'.
- + Trajectory was achieved for May'17 for all three KPIs.
 - + Red 1, Red 2 & Red 19



Improved NHS 111 - 999 Interface

(% of calls taken by 111 transferred to 999)



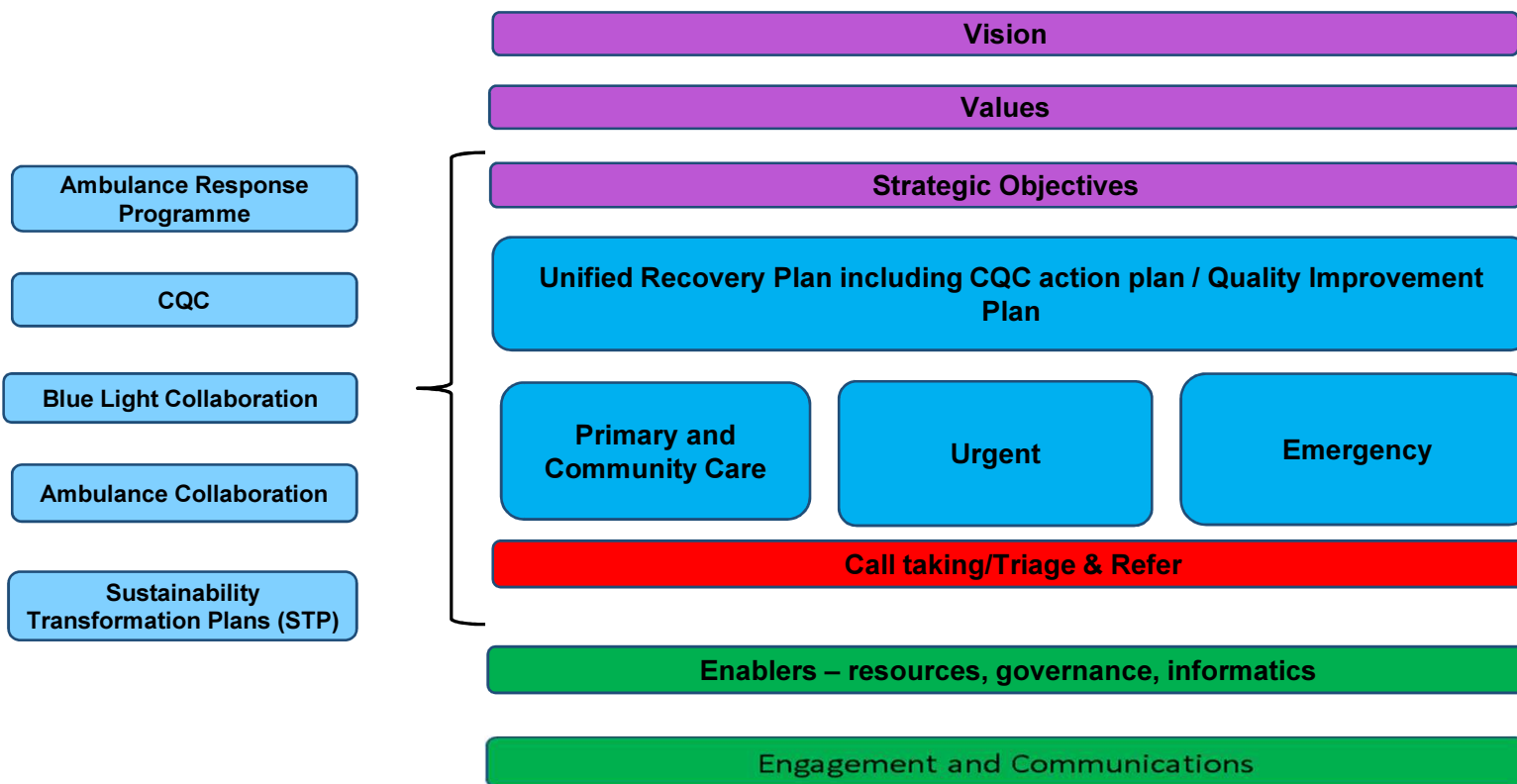
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Continuous Improvement

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Continuous Improvement

Year 1

- Unified Recovery Plan
- Quality Improvement
- Getting fit for purpose
- Two-year Operating plan
- System wide solutions with partners

Year 2

- Consolidation
- Continued improvement

Year 3- 5

- Innovation
- Diversify
- Growth
- Expansion



Bullying and Harassment

- + Professor Duncan Lewes – University of Plymouth/Director of Longbow Associates Ltd
 - + Staff Survey
 - + 1,900 people participated in the survey
 - + Focus Groups
 - + 150 hours of telephone interviews



Finance

- + 16/17 – deficit £7.1m
- + 17/18 – target deficit £1m
- + Cost Improvement Programme (CIP) - £15.1m
 - + Operational efficiencies
 - + Trust efficiencies
- + Capital Expenditure
 - + Fleet programme
 - + Change in ratio of Ambulance vs Car's



Performance

- + Brighton & Hove: Best performing CCG in Sussex in 1718 and across KMSS in 1617.

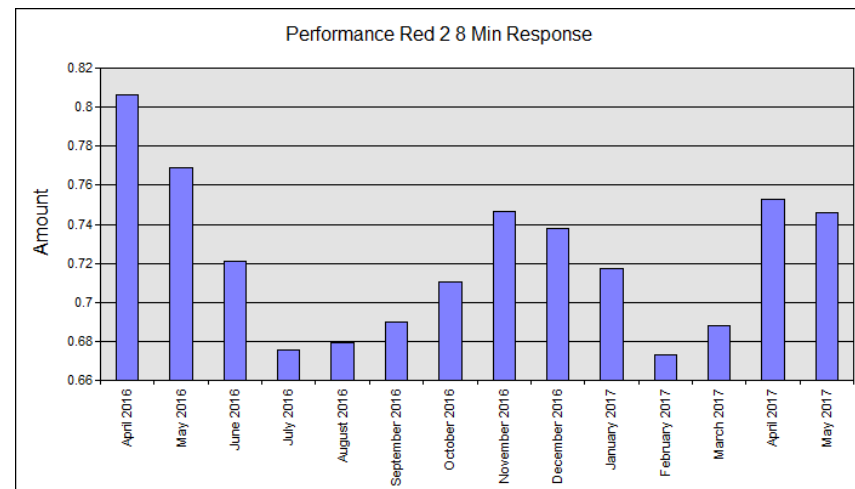
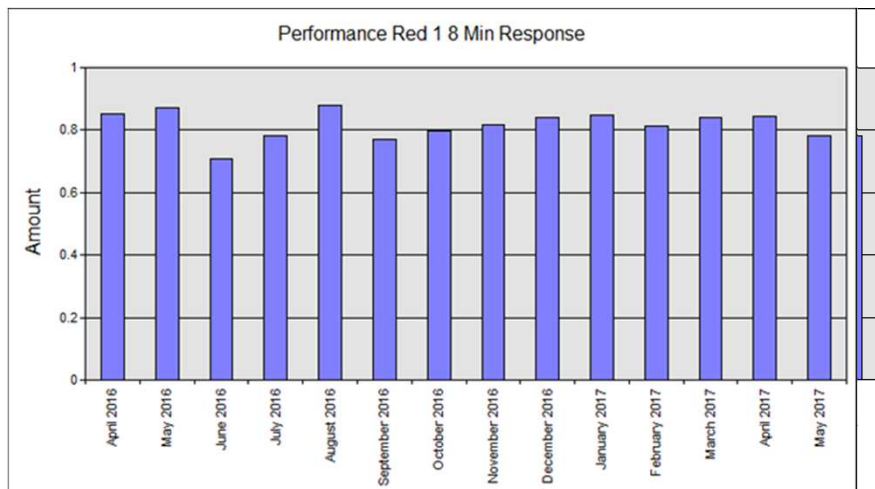
April 2017 - June 2017 @2017-06-07	CCG	Red1 <8min perf	Red2 <8min perf	R <19min Perf
NHS Brighton & Hove CCG	Sussex	82.3%	74.7%	98.0%
NHS Coastal West Sussex CCG	Sussex	68.7%	53.8%	90.8%
NHS Crawley CCG	Sussex	81.6%	75.5%	92.3%
NHS Eastbourne, Hailsham and Seaford CCG	Sussex	76.3%	58.7%	92.8%
NHS Hastings & Rother CCG	Sussex	68.0%	55.6%	88.2%
NHS High Weald Lewes Havens CCG	Sussex	43.3%	25.7%	75.4%
NHS Horsham and Mid Sussex CCG	Sussex	52.3%	42.1%	85.6%
Totals		69.2%	54.0%	90.3%



999 Performance – The City

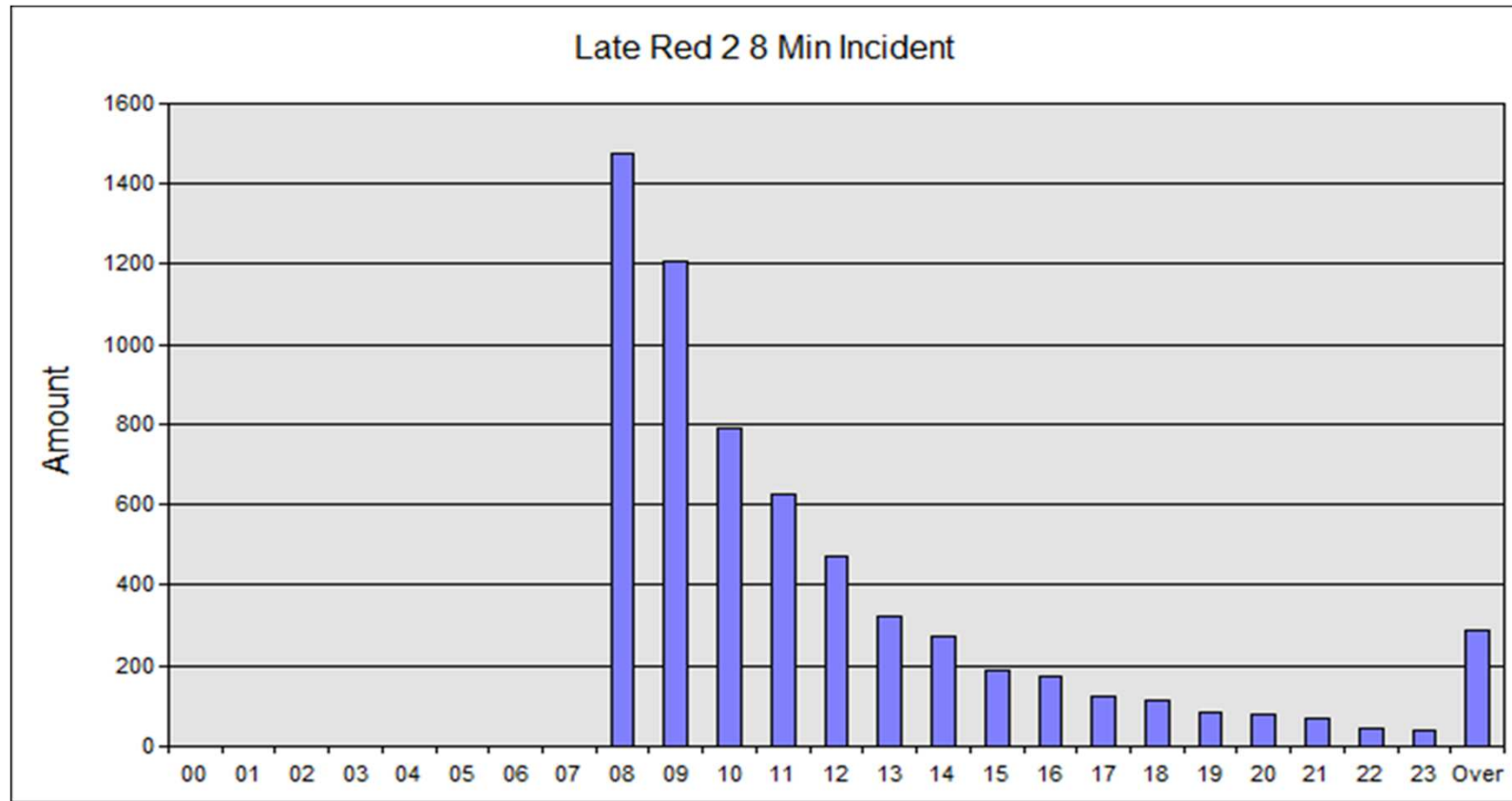
RED 1 Performance

RED 2 Performance





Fractile Response RED 2 tail



Your service,
your call



Partnership Work - Handovers

- + Handovers
 - + New Standard Operating Procedure at RSCH in Apr'17 and turnaround delays > 30 minutes have reduced.
 - + Almost elimination of Nursing/Cohorting by ambulance staff in ED, previously a daily occurrence
 - + Escalation procedures where LHE works together positively for patients
- + Streaming
- + Community Pathways



SECAmb in the City

- + We have instigated a new Cardiac Arrest Survival Partnership to co-ordinate activities to save lives in NHS, Blue Light Services, Voluntary Groups, Charities, Community Groups and businesses
- + The Argus Newspaper Save-a-Life campaign to install more Public Access Defibrillators continues and a life was saved a fortnight ago. Over 125 new PAD sites
- + Preparations for PRIDE are at an advanced stage and we have instigated an NHS PRIDE Planning Group



Look ahead to Winter

- ✚ Activity Forecasting
 - ✚ SECAMB activity predictors recognised by partners
 - ✚ Demand Led Rotas
- ✚ Successful Christmas & Easter Planning
- ✚ Early review of plans for Winter 17/18
- ✚ Ongoing review of community pathways to support community pathways.



South East Coast Ambulance Service

NHS Foundation Trust

