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| Subject: | South East Coast Ambulance NHS Foundation Trust (SECAmb): Update on Quality & Performance | | |
| Date of Meeting: | 23 January 2019 | | |
| Report of: | Executive Lead for Strategy, Governance & Law (Monitoring Officer) | | |
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| Ward(s) affected: | (All Wards); | | |

FOR GENERAL RELEASE

Glossary/Explanation of Terms

- **SECAmb:** South East Coast Ambulance NHS Foundation Trust
- **CQC:** Care Quality Commission (statutory regulator of NHS trusts)
- **Deloitte:** independent organisation providing audit and consultancy services to NHS providers
- **ORH (Operational Research in Health):** independent organisation providing audit and consultancy services to NHS providers
- **Ambulance Response Programme Standards (ARP):** national standards for ambulance performance (time taken to respond to various categories of call-out etc.)
- **NET (Non-Emergency Transport):** a category of ambulance journeys which do not require rapid transfer to a hospital emergency department. Not to be confused with PTS: planned transport to hospital for patients, which is a separate service/contract and is not provided by SECAmb.

1. PURPOSE OF REPORT AND POLICY CONTEXT

- 1.1 South East Coast Ambulance NHS Foundation Trust (SECAmb) provides emergency ambulance services across Sussex, Surrey and Kent.
- 1.2 HOSCs have a statutory duty to monitor the quality and performance of local NHS trusts. This report provides members with an update on SECAmb's quality and performance as well as outlining some important recent developments at the Trust.

2. RECOMMENDATIONS:

- 2.1 That the Committee notes the information contained in this report.

3. CONTEXT/ BACKGROUND INFORMATION

3.1 SECamb is an NHS ambulance trust providing services across the South East of England. Emergency ambulance services are commissioned jointly across the patch, with North West Surrey CCG acting as Lead Commissioner, although each CCG is accountable for services in its area.

3.2 HOSC's have a duty to monitor the performance of local NHS providers. In recent months, scrutiny of SECamb has been undertaken via an informal meeting between Trust executives and regional HOSC chairs which was then reported back to the individual HOSCs. This arrangement has recently been discontinued by mutual agreement and future scrutiny will be undertaken by individual HOSCs.

3.3 **South East Coast Ambulance Service Update** (attached as **Appendix 1**)

This report updates the committee on:

- the South East Coast Ambulance Service CQC report
- Executive leadership development; the Ambulance Response Programme
- the Demand and Capacity review and resulting Strategic Transformation and Delivery Programme
- Also included are other strategic performance updates and local performance and development initiatives for Brighton & Hove.

3.4 **CQC Inspection**

The Care Quality Commission (CQC) is the regulator of NHS trusts. The CQC has recently inspected SECamb services, rating the trust as **Requires Improvement**. The detailed CQC inspection report can be found here [LINK](#) Key summary findings are included in the South East Coast Ambulance Service Update (**Appendix 1**). The trust, working closely with partners, is drawing up an action plan in response to the CQC's findings.

3.5 **Demand and Capacity Review**.

During 2017- 2019, following the identification of a gap in funding for SECamb to deliver its existing model and achieve all performance targets, Commissioners and SECamb jointly commissioned (with the Support of NHS England and NHS Improvement), Deloitte and ORH to undertake a review of existing and future operating models. This was a review of the resources required to meet rising demand for urgent and emergency ambulance services and how best to deliver the new Ambulance Response Programme Standards.

This report has been delivered and CCGs have agreed to additional funding to support the proposed Targeted dispatch model. Work has already begun on the delivery of this model through the Strategic Transformation and Delivery (STAD) Programme implementation with staff recruitment and fleet procurement underway. A key part of the delivery is that Q1 2019/20 will see C1 performance achievement on a sustainable basis, and the introduction of the full model for all categories of performance, with sustainability fully achieved by Q4 2020/21. Further details of this are included in the attached South East Coast Ambulance Service Update

4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

4.1 Not relevant to this report for information.

5. COMMUNITY ENGAGEMENT & CONSULTATION

5.1 None undertaken.

6. CONCLUSION

6.1 Members are asked to note this report.

7. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

7.1 None to this update report for information.

Legal Implications:

7.2 There are no legal implications arising from this report

Lawyer Consulted: Elizabeth Culbert Date: 03/01/2019

Equalities Implications:

7.3 None directly; however the CQC inspection report looks at how the trust meets the needs of all residents including members of protected groups.

Sustainability Implications:

7.4 None directly.

Any Other Significant Implications:

7.5 None identified

SUPPORTING DOCUMENTATION

Appendices:

1. South East Coast Ambulance Service Update

Documents in Members' Rooms

None

Background Documents

None