

Item 5: South East Coast Ambulance Service NHS Foundation Trust: Update

By: Kay Goldsmith, Scrutiny Research Officer

To: Health Overview and Scrutiny Committee, 5 March 2020

Subject: South East Coast Ambulance Service NHS Foundation Trust (SECAmb): Update

Summary: This report invites the Health Overview and Scrutiny Committee to consider the information provided by the South East Coast Ambulance Service NHS Foundation Trust.

It provides background information which may prove useful to Members.

1. Introduction

- (a) South East Coast Ambulance Service NHS Foundation Trust (SECAmb) receive and respond to 999 calls from the public, urgent calls from healthcare professionals and receive and respond to calls to NHS 111 as well as providing the regional Hazardous Area Response Team (HART).
- (b) The Care Quality Commission (CQC) published an inspection report on 15 August 2019 which rated the Trust “Good” in all areas. Prior to this inspection, the Trust had been in Special Measures.

2. Previous reports to HOSC

- (a) Following the Trust receiving an “inadequate” rating from CQC, it has been requested to attend HOSC on a number of occasions in order to provide updates on its performance.
- (b) During its last attendance at HOSC on 23 July 2019, the following issues were raised as continued areas of concern:
 - Response times in the early to late evenings;
 - Delays faced under Category 3 calls;
 - The health and wellbeing of staff (in relation to the Staff Survey results);
 - Waiting times in rural areas (not just a Kent issue);
 - Handover delays (an issue to be improved in collaboration with the acute trusts).
- (c) At the conclusion of the above meeting, the Committee made the following recommendation:

RESOLVED that the Committee note the report and that SECAmb provide an update at an appropriate time.

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- (d) The Trust has provided the attached report and will attend today's meeting in order to answer questions from Members.

3. Recommendation

RECOMMENDED that the Committee note the report.

Background Documents

Kent County Council (2018) '*Health Overview and Scrutiny Committee (27/04/2018)*', <https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=7846&Ver=4>

Kent County Council (2018) '*Health Overview and Scrutiny Committee (23/11/18)*', <https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=7923&Ver=4>

Kent County Council (2019) '*Health Overview and Scrutiny Committee (23/07/19)*', <https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=8282&Ver=4>

Care Quality Commission, 15 August 2019, <https://www.cqc.org.uk/provider/RYD>

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