

Item 6: South East Coast Ambulance Service – provider update

By: Kay Goldsmith, Scrutiny Research Officer

To: Health Overview and Scrutiny Committee, 24 November 2020

Subject: South East Coast Ambulance Service – provider update

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

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## 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 13 August 2019 which rated the Trust “Good”. Prior to this inspection, the Trust had been in Special Measures.

## 2. Previous reports to HOSC

- (a) The Committee received an update from the Trust in March 2020. Key points from that discussion included:
  - An operational restructure had seen the appointment of a number of new colleagues.
  - The 2019 CQC rating of the Trust was “Good”.
  - The Trust was working hard to mobilise the new 111 Clinical Assessment Service, commencing in April 2020.
  - Alternative care pathways were being worked on in order to reduce the pressure on A&E services.
  - The implementation of a Clinical Education Transformation Project was underway in response to a poor Ofsted visit in 2019.
  - A targeted effort was underway to improve the response time for Category 3 patients.
  - A number of “new” ambulances had been introduced in areas of high demand.
- (b) The South East Coast Ambulance Service (SECAmb) have been invited to attend today’s HOSC meeting to update the committee on their performance.

### **3. Recommendation**

RECOMMENDED that the Committee consider and 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>

Kent County Council (2020) '*Health Overview and Scrutiny Committee (05/03/20)*', <https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=8286&Ver=4>

Care Quality Commission, 13 August 2019, <https://www.cqc.org.uk/location/RVD6A>

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