

Item 7: South East Coast Ambulance Service NHS Foundation Trust: 111 Update

By: Kay Goldsmith, Scrutiny Research Officer

To: Health Overview and Scrutiny Committee, 16 September 2021

Subject: South East Coast Ambulance Service NHS Foundation Trust (SECAMB):
111 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.

1. Introduction

- (a) South East Coast Ambulance Service NHS Foundation Trust (SECAMB) provides the local NHS 111 service. It is also the provider of ambulance services and the regional Hazardous Area Response Team (HART).
- (b) The Care Quality Commission (CQC) rated the Trust “Good” in all areas but one (“are services effective” was rated “requires improvement” in a report published on 13 August 2019).
- (c) HOSC received its last update on the services SECAMB provides in March 2020. SECAMB did not begin providing the 111 service until April 2020 so no performance data was available at that time.
- (d) During its meeting on 10 June 2021, the Committee asked several questions around the provision of 111 services, including the provider’s role in triaging mental health patients. Members asked that SECAMB be invited to attend the Committee and provide an update on the 111 service.

2. Recommendation

RECOMMENDED that the Committee note the report.

Background Documents

Kent County Council (2021) ‘*Health Overview and Scrutiny Committee (5/03/2020)*’,
<https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=8286&Ver=4>

Kent County Council (2021) ‘*Health Overview and Scrutiny Committee (10/06/2021)*’,
<https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=8501&Ver=4>

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

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