



Nexus House
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24th November 2017

www.secamb.nhs.uk

Dear Colleague

Thank you for the letter and the continued support of the HOSCs with our improvement journey. Please find attached the October data which will be presented to the November board meeting next week. As you note we have had significant challenges for a range of reasons, as discussed and summarised in your letter.

Whilst the overall October picture remains disappointing we have seen improvement in recent weeks, despite increasing pressure across the system. In particular, our call answer in 5 seconds for the last 3 weeks has been between 69-71%. Whilst there is more work to do to achieve the national target of 95% this marks a significant improvement compared to performance in recent months. This has in turn supported improvement in our response time performance metrics for the early part of November, with a 10% improvement in Red 1 response performance and 4% improvement in Red 2 response performance in the last 3 weeks as compared to October. It should however be noted that the Trust successfully transitioned to the new Ambulance Response Programme targets on the 22nd November so full month reporting won't be consistent again until December data, reported in January.

We have recently appointed a Programme Director to work with partners to improve hospital handover and formed a regional group, chaired by an acute Trust Chief Executive and supported by regulators, to drive improvement and share best practice. One of the early tasks of this group will be to review our data provision and develop information which can be regularly share with acute Trusts and stakeholders. As soon as this is available we will begin to share this with HOSCs on a regular basis. Finally, if you would like to discuss any aspect of this letter further please do not hesitate and contact Mr Jon Amos, Acting Director of Strategy and Business Development

Yours Sincerely

Daren J Mochrie, QAM

Chief Executive Officer

South East Coast Ambulance NHS Foundation Trust