

Item 5: South East Coast Ambulance Service – provider update

By: Kay Goldsmith, Scrutiny Research Officer

To: Health Overview and Scrutiny Committee, 7 July 2022

Subject: South East Coast Ambulance Service – provider update

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

1) Introduction

- a) At its meeting on 11 May 2022, HOSC requested an update from the South East Coast Ambulance Service (SECAMB). The Trust provides 999 and 111 services to residents in Kent, Surrey and Sussex.
- b) The Trust has been asked to provide a general update, but in particular to provide detail around response times and performance against national targets. They have also been asked how they will respond to the new planning framework that will require NHS England to claim an "infrastructure levy" to support expanding the ambulance service in growth areas.
- c) An inspection at SECAMB was undertaken in February 2022 after the Care Quality Commission (CQC) received a high number of whistleblowing concerns relating to culture and leadership, including inappropriate sexualised behaviour, bullying and harassment, leaving staff feeling scared to speak out, and a failure by the trust leadership team to address concerns raised.
- d) On 22 June 2022, CQC announced they had rated the leadership at SECAMB inadequate. The inspection report can be found online: <https://www.cqc.org.uk/provider/RYD>. The overall rating for the NHS111 service remains good. The overall rating for the emergency operations centre moved down from good to requires improvement. While CQC carries out further checks on the provider and its registered locations, it has suspended the trust's overall rating.

2. Recommendation

RECOMMENDED that the Committee consider and note the report.

Background Documents

None

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