

Item: South East Coast Ambulance Service – provider update

By: Kay Goldsmith, Scrutiny Research Officer

To: Health Overview and Scrutiny Committee, 17 July 2024

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) The Committee has requested an update from the South East Coast Ambulance Service (SECAmb) around performance. The Trust provides 999 and 111 services to residents in Kent, Surrey and Sussex. The last provider update was in [July 2022](#), during which there was a discussion around call abandonment rates, high demand for category 2 and 3 calls, handover delays and staff wellbeing linked to the use of overtime. An interim CEO had been appointed following the resignation of the predecessor.
- b) The [latest CQC inspection report in October 2022](#) rated the overall Trust as “requires improvement”. The Trust was rated as follows:
  - i) Safe – requires improvement
  - ii) Effective - requires improvement
  - iii) Caring – Good
  - iv) Responsive – Requires improvement
  - v) Well-led – Inadequate
- c) The Trust has been invited to provide an update at today’s meeting.

## 2) Recommendation

- a) RECOMMENDED that the Committee consider and note the update.

## Background Documents

None.

## Contact Details

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