

# HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

**15 NOVEMBER 2016**

## **SCRUTINY OF SOUTH EAST COAST AMBULANCE TRUST**

Report from: Geraint Davies, Acting Chief Executive, SECAmb

Author: Jon Pitt, Democratic Services Officer

### **Summary**

The attached presentation will be given to the Committee by Geraint Davies, Acting Chief Executive of South East Coast Ambulance Trust (SECAmb). The main focus of the presentation will be on the Care Quality Commission's (CQC) inspection findings, published on 29 September 2016, which gave the Trust an overall rating of 'inadequate' and work that the Trust is undertaking as part of its Recovery Plan to address the issues identified.

### **1. Budget and Policy Framework**

- 1.1 Under the Local Authority (Public Health, Health and Wellbeing Boards and Health Scrutiny) Regulations 2013 the Council may review and scrutinise any matter relating to the planning, provision and operation of the health service in Medway.
- 1.2 The terms of reference for the Health and Adult Social Care Overview and Scrutiny Committee (Chapter 4 Part 5 paragraph 22.2 (c) of the Constitution) includes powers to review and scrutinise matters relating to the health service in the area, including NHS Scrutiny.

### **2. Background**

- 2.1. On 30 October 2015 it was announced that the South East Coast Ambulance Service NHS Foundation Trust was being investigated following the implementation of a pilot project introduced by the Trust to delay sending help for certain 111 calls and transferring them to the 999 system, thereby gaining an additional 10 minutes in which to respond.
- 2.2 SECAMB last attended the Committee in March 2016. It was agreed at that meeting that a further update would be brought to the Committee in Autumn 2016.

2.3 The Care Quality Commission (CQC) published its inspection findings on 29 September 2016. This gave SECamb an overall rating of inadequate. The other headline ratings were as follows:

<b>Area</b>	<b>Rating</b>
Are services at this trust safe?	Inadequate
Are services at this trust effective?	Requires Improvement
Are services at this trust caring?	Good
Are services at this trust responsive?	Requires Improvement
Are services at this trust well-led?	Inadequate

2.4 On Friday 28 October, SECamb published its Patient Impact Review (PIR) undertaken into the Red 3 Pilot. The PIR was an action that the Trust was formally asked to undertake by NHS Improvement (previously Monitor). It was commissioned by the Trust but has been led independently by an external clinician. Between December 2014 and February 2015, South East Coast Ambulance Service NHS Foundation Trust conducted a project that involved changing standard operating procedures for handling some NHS 111 calls transferred to the 999 service.

2.5 The Red 3 project did not involve calls identified by NHS 111 as potentially the most life-threatening, but it did include those at the next level of urgency. In response to these calls, the Trust had delayed dispatching ambulances to allow paramedic staff to call the patient/caller back to get more information and potentially downgrade or upgrade the call's priority level.

2.6 Based on the evidence considered, the Review identified no evidence of patient harm caused by the Pilot, but recognised that there were significant governance and other failings around the Pilot. The Patient Impact Review will be included in the presentation given to the Committee.

2.7 Attached to this report is the presentation that will be given by SECamb at the Committee meeting. This focuses on the CQC inspection findings and the Trust's Recovery Plan, which aims to address the issues identified. The presentation will also cover the Patient Impact Review into the Red 3 Pilot and other items that the Committee has asked SECamb to cover at previous Committee meetings and following the agenda planning meeting. These include a performance update on NHS 111 and 999 and defibrillator provision.

2.8 It is being proposed that a Regional Scrutiny Sub-Group is established to undertake scrutiny of SECamb. Further details and draft Terms of Reference for the Sub-Group can be found in the Work Programme agenda item (item number 10).

2.9 A number of Members of the Committee were due to undertake a visit to the NHS 111 call centre in Ashford on 10 November. Reference to this visit is also included in the Work Programme agenda item (item number 10).

### **3. Risk Management**

- 3.1. There are no specific risk implications for Medway Council arising directly from this report.

### **4. Legal and Financial Implications**

- 4.1. Under the Local Authority (Public Health, Health and Wellbeing Boards and Health Scrutiny) Regulations 2013 the Council may review and scrutinise any matter relating to the planning, provision and operation of the health service in Medway. In carrying out health scrutiny a local authority must invite interested parties to comment and take account of any relevant information available to it, and in particular, relevant information provided to it by a local Healthwatch organisation. The Council has delegated responsibility for discharging this function to this Committee and to the Children and Young People's Overview and Scrutiny Committee as set out in the Council's Constitution. The Committee may make reports and recommendations to relevant NHS bodies and health service providers who can be required to respond formally within 28 days of a request for a response.
- 4.2. There are no specific financial or legal implications for Medway Council arising directly from the report

### **5. Recommendations**

- 5.1. Members are asked to consider and comment on the update provided and SECAMB's response to the CQC inspection findings.

#### **Lead Officer Contact:**

Jon Pitt, Democratic Services Officer  
Telephone: 01634 332715 E-mail: jon.pitt@medway.gov.uk

#### **Appendices**

- Appendix 1- Presentation provided by SECAMB
- Appendix 2 - CQC – South East Coast Ambulance Service NHS Foundation Trust Quality Report
- Appendix 3 - Patient Impact Review

#### **Background papers**

None.

This page is intentionally left blank