



**Daren Mochrie QAM – Chief Executive**





# The Leadership Team

Daren Mochrie - Chief Executive	Richard Foster - Chairman
<b>David Hammond</b> Director of Finance & Corporate Services	<b>Graham Colbert</b> Deputy Chair
<b>Joe Garcia</b> Director of Operations	<b>Terry Parkin</b> Independent Non-Executive Director
<b>Steve Lennox</b> Interim Chief Nurse/Director of Quality & Safety	<b>Lucy Bloem</b> Independent Non-Executive Director
<b>Steve Graham</b> Director of HR	<b>Tim Howe</b> Independent Non-Executive Director
<b>Dr Fiona Moore</b> Medical Director	<b>Al Rymer</b> Independent Non-Executive Director
<b>Jon Amos</b> Director of Strategy	<b>Angela Smith</b> Independent Non-Executive Director



# Performance

✚ Medway: second best performing CCG in Kent:

April 2017	Red1 <8min perf	Red2 <8min perf	R <19min Perf
NHS Ashford CCG	67.9%	55.9%	88.4%
NHS Canterbury and Coastal CCG	70.7%	48.5%	87.6%
NHS Dartford, Gravesham and Swanley CCG	77.0%	55.6%	94.1%
NHS Medway CCG	83.6%	64.9%	96.0%
NHS Swale CCG	68.6%	53.2%	90.5%
NHS Thanet CCG	92.3%	77.9%	97.2%
<b>Totals</b>	<b>70.9%</b>	<b>56.2%</b>	<b>91.4%</b>



# CQC

- + 15<sup>th</sup> – 18<sup>th</sup> May
- + 30 inspectors
- + 40 staff interviews
- + Focus groups
- + Potential further unannounced visits

## + Immediate Actions:

- + Medicines
- + Patient Clinical Record (PCR)
- + Call Recording in the Emergency Operations Centre (EOC)

## + Positive Feedback:

- + Electronic Patient Clinical Record(ePCR)/iPads
- + Recognition of caring staff
- + Good staff engagement



# Recovery Plan

## + 5 Core

Programmes

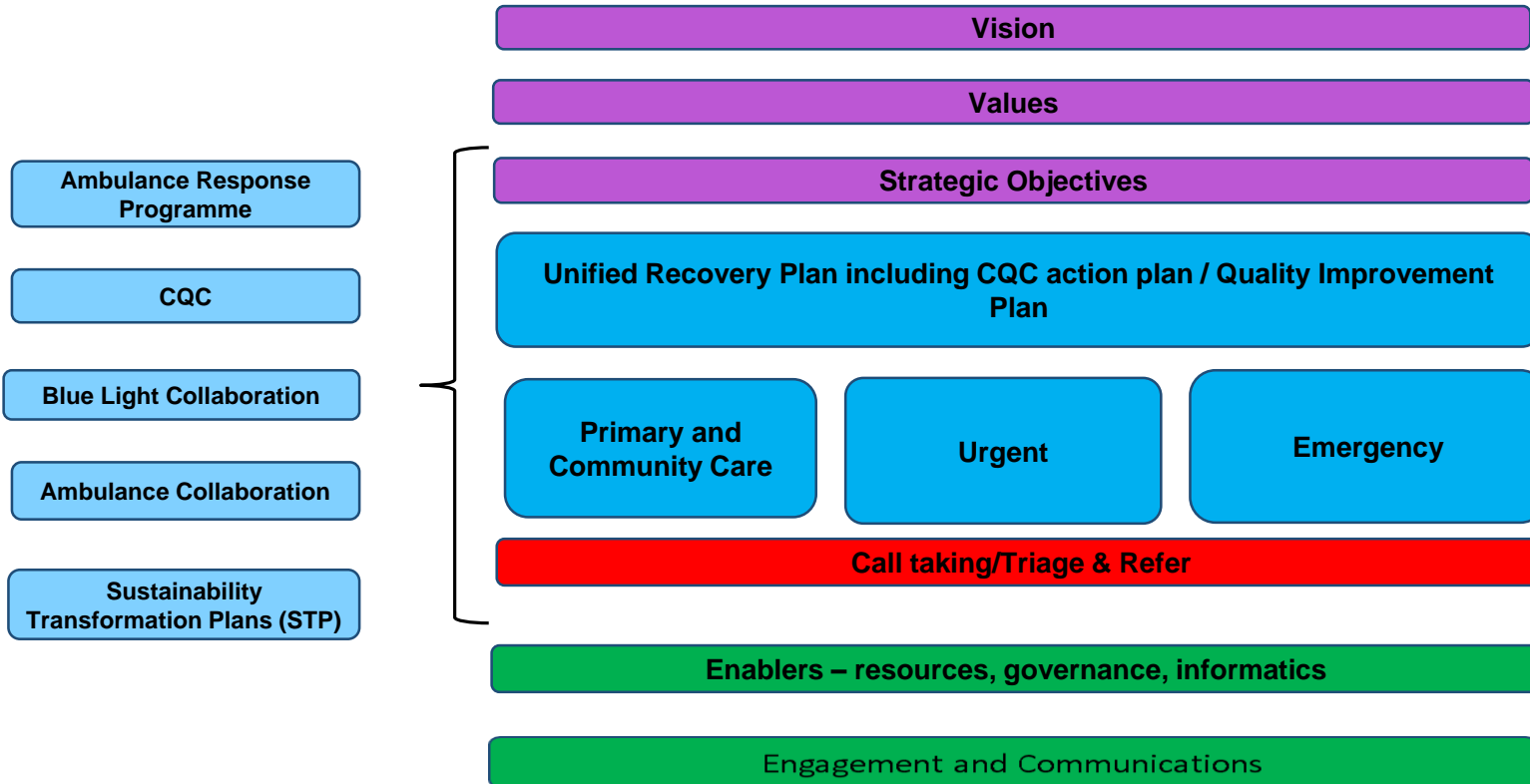
- + Governance
- + Culture
- + Performance
- + Clinical Outcomes
- + Financial Stability

## + 3 Key Enablers

- + Operational Restructure
- + Electronic Patient Clinical Record (ePCR)
- + New HQ and relocation of Emergency Operations Centre (EOC)



# Continuous Improvement





# Continuous Improvement

Year 1

- Unified Recovery Plan
- Quality Improvement
- Getting fit for purpose
- Two-year Operating plan
- System wide solutions with partners

Year 2

- Consolidation
- Continued improvement

Year 3- 5

- Innovation
- Diversify
- Growth
- Expansion



# Quality

- ✚ Medicines Management
- ✚ Infection Control
- ✚ Key Skills
  - ✚ Operational
  - ✚ Non Operational
- ✚ Datix
- ✚ Safeguarding - level 3
- ✚ Statutory & Mandatory Training – IG etc.





# Finance

- + 16/17 – deficit £7.1m
- + 17/18 – target deficit £1m
- + Cost Improvement Programme (CIP) - £15.1m
  - + Operational efficiencies
  - + Trust efficiencies
- + Capital Expenditure
  - + Fleet programme
  - + Change in ratio of Ambulance v's Car



# Winter Pressures

- ✚ Activity Forecasting
  - ✚ SECAMB activity predictors recognised by partners
  - ✚ Demand Led Rotas
- ✚ Successful Christmas & Easter Planning
- ✚ Continuous Activity Reviews
- ✚ Early Review of plans for Winter 17/18



# Bullying and Harassment

- ✚ Professor Duncan Lewes – University of Plymouth/Director of Longbow Associates Ltd
  - ✚ Staff Survey
    - ✚ 1,900 people participated in the survey
  - ✚ Focus Groups
  - ✚ 150 hours of telephone interviews



# South East Coast Ambulance Service

NHS Foundation Trust

