



**NHS**

**South Western  
Ambulance Service**  
NHS Foundation Trust



# Quality Account 2017/18



# 2017/18 Quality Priorities

## Clinical Effectiveness

- Awareness and Improving the Management of the Older Patient

## Patient Experience

- Improving the Quality and Timeliness of Complaint Responses

## Patient Safety

- Impact of Delays on Patient Safety



# Older Patient(1)

We aimed to:

Raise awareness of Frailty and Associated Syndromes to improve recognition and management of the older patient

**We achieved this priority**



# Older Patient(2)

Achievements include:

- Development of new Frailty Clinical Guideline;
- Dedicated Frailty session within the Development Day 2017/18;
- Engagement with external Frailty working groups.
- Active participation in 'Red Bag' pilot schemes;
- Frailty masterclass.

# Impact of Delays(1)

We aimed to:

Explore the impact of extended delays, identify any improvements that could be made to enhance patient safety and experience and raise awareness at a strategic level of the number of delayed amber and green responses.

**This priority will be achieved**



# Impact of Delays (2)

Achievements include:

- Review of records to patient safety identify impacts;
- Deep Dive undertaken and action plan developed;
- Review of Serious Incidents where Welfare Call process was a concern;
- Review and update of Welfare Call process.



# Complaint Responses(1)

We aimed to:

Improve the timeliness of complaint responses.

**We achieved this priority**

# Complaint Responses (2)



Achievements include:

- Development of individual complaint trajectories;
- Investigation template refined;
- Changes to Clinical Hub investigation process;
- Introduction of Quality Buddies.





# 2018/19 Proposed Quality Priorities

## Clinical Effectiveness

- Clinical triage within the Clinical Hubs.

## Patient Safety

- Development of Always Events for an identified patient group.

## Patient Experience

- To better understand the experiences and particular needs of Mental Health patients using the 999 service.



# Clinical triage within Clinical Hubs

We aim to:

Utilise clinical data within the Clinical Hubs to identify those dispositions which could be better managed more effectively within the healthcare system



# Mental health patients using the 999 service

We aim to:

Improve engagement with mental health patients and improve their experiences

# Always Events

## We aim to:

- Develop and implement a suite of Always Events for an identified patient group.

# Summary

The service has made significant improvements which have been embedded since in the last year.

Improvements have been made in partnership with our Staff and our Commissioners.

The Trust will continue to take opportunities to improve the experience of patients further and a number of the initiatives that are planned to be taken forward in the short term have been described during the presentation

The Trust is not complacent and we know that there remain areas which require further improvement but we continue to learn from incidents, complaints and other patient feedback



# Questions