



**NHS**  
South Western  
Ambulance Service  
NHS Foundation Trust



# Quality Account and Priorities 2019/20

# Mission, Vision and Values



## Trust mission

To respond quickly and safely to patients' emergency and urgent care needs, at every stage of life, to reduce anxiety, pain and suffering

## Trust vision

Exceptional patient care delivered by exceptional people

## Trust values

Working together for patients  
Commitment to quality of care  
Improving lives

Respect and dignity  
Compassion  
Everyone counts



# Strategic Goals



## Every Patient Matters

- Delivering compassionate, clinically effective care across all Trust services that is safe, responsive and provides confidence and reassurance to patients and their families.

## Every Team Member Matters

- Delivering strong, inclusive and caring leadership to a team made up of the right people, with the right skills, values and behaviours.

## Every Pound Matters

- Delivering robust financial discipline, including reduced variation and increased productivity and efficient, to ensure “healthy” finances.

# 2018/19 Quality Priorities



## Clinical Effectiveness

- Clinical triage within the Clinical Hubs

## Patient Safety

- Development of Always Events for an identified patient group

## Patient Experience

- Experiences of Mental Health Patients Using the 999 Service

# Clinical triage within the Clinical Hubs



# Clinical triage within Clinical Hubs – Next Steps



Continue work with PenCLAHRC to analyse the data further

Develop the 'Enhanced Hear and Treat' work

Work with specialist teams e.g. (HART) to increase utilisation





# Always Events



Participated in coaching calls with the national Always Events team

Identified staff to liaise with the 18 hospices

Identified the required Oversight Team

**We Have...**

Made contact with all hospices in the Trust geography

Set out key responsibilities

Identified the patient group

# Always Events – Next Steps



Visit Hospices and collate feedback

Develop draft Always Events with service users

Arrange engagement events

Implement an improvement plan using QI methodology





# Mental health patients using the 999 service



# Mental health patients using the 999 service – Next Steps



Analyse feedback gathered from questionnaires and focus group

Engage Stakeholders in service plans and development

Evaluate the benefits from the North Clinical Hub Mental Health Nurse Pilot

Develop an improvement plan



# 2019/20 Draft Quality Priorities



**Clinical Effectiveness**

**Patient Safety**

**Patient Experience**



# Clinical Effectiveness



Cardiac Arrest



# Cardiac Arrest

## How will we know if we have achieved this priority?



Improved dispatch of Trust Responding Officers, CFRs and BASICs

75% of all non-clinical employees will have attended an awareness session on delivering BLS and the use of an AED.

Improved ACQI performance for cardiac arrest indicators.



# Patient Safety



## Development and Implementation of a Mortality Review Process







# Mortality Reviews

## How will we know if we have achieved this priority?

The Trust will have an established process for learning from deaths via mortality reviews by then end of Q4.

There will be a demonstrable triangle of learning from mortality reviews and other quality reporting mechanisms.



# Patient Experience



Implementation of Always Events (End of Life Care)



# Always Events

How will we know if we have achieved this priority?



Measurement will demonstrate improvements in patient safety and experience for end of life patients.

Improvement in patient and family experience feedback.





# Ambulance Response Indicators

ARP Response Category	National Standard	Trust Performance 23 Nov 2017 to 31 Mar 2018	Trust Performance 1 Apr 2018 to 31 Mar 2019
Category 1 - Mean Response Time	7 Minutes	9 minutes 42 seconds	7 minutes 18 seconds
Category 1 - 90th Centile Response Time	15 Minutes	17 minutes 36 seconds	13 minutes 30 seconds
Category 1T - 90th Centile Response Time	30 Minutes	26 minutes 00 seconds	21 minutes 43 seconds
Category 2 - Mean Response Time	18 Minutes	33 minutes 24 seconds	27 minutes 27 seconds
Category 2 - 90th Centile Response Time	40 Minutes	69 minutes 42 seconds	57 minutes 55 seconds
Category 3 - Mean Response Time	1 Hour	1 hour 15 minutes 27 seconds	1 hour 12 minutes 09 seconds
Category 3 - 90th Centile Response Time	2 Hours	2 hours 59 minutes 24 seconds	2 hours 47 minutes 44 seconds
Category 4 - Mean Response Time	n/a	2 hours 00 minutes 12 seconds	2 hours 06 minutes 25 seconds
Category 4 - 90th Centile Response Time	3 Hours	4 hours 29 minutes 06 seconds	4 hours 40 minutes 36 seconds

# CQC Inspections 2018



The CQC carried out two inspections of the Trust during 2018;

- A follow up inspection of NHS 111 Dorset on 02 May 2018
- A routine inspection of frontline 999/A&E and the Clinical Hubs on 26 to 28 July 2018 with a Well-Led inspection of the whole Trust on 17 to 18 July 2018

Both NHS 111 Dorset and the Trust as a whole had previously been rated overall as 'Requires Improvement'

## NHS 111 Dorset Inspection Outcome

We were proud to receive a rating of 'Good' overall and for every domain as a result of the NHS 111 Dorset inspection during which the CQC found;

- an improved and sustained improving trend of key metrics,
- proactive management engagement,
- continued positive feedback from patients,
- involvement of front line staff to influence and participate in improvements and change.

<b>Overall Good</b>  Read overall summary	Safe	Good ●
	Effective	Good ●
	Caring	Good ●
	Responsive	Good ●
	Well-led	Good ●

# Routine Trust Inspection



As a result of the 2018 routine CQC inspection of the Trust, we received a rating of 'Good' overall which both the Effective and Well-Led domains increasing in rating.

## Ratings for the whole trust

Safe	Effective	Caring	Responsive	Well-led	Overall
Requires improvement ↔ Sept 2018	Good ↑ Sept 2018	Outstanding ↔ Sept 2018	Good ↔ Sept 2018	Good ↑ Sept 2018	Good ↑ Sept 2018

The Trust's ratings and rating movements following the whole Trust inspection for all core services are shown here;

	Safe	Effective	Caring	Responsive	Well-led	Overall
Emergency and urgent care	Requires improvement ↔ Sept 2018	Requires improvement ↔ Sept 2018	Outstanding ↔ Sept 2018	Good ↔ Sept 2018	Requires improvement ↔ Sept 2018	Requires improvement ↔ Sept 2018
Emergency operations centre	Good ↔ Sept 2018	Good ↑ Sept 2018	Outstanding ↔ Sept 2018	Good ↔ Sept 2018	Good ↔ Sept 2018	Good ↔ Sept 2018
Urgent and emergency care	Requires improvement Oct 2016	Good Oct 2016	Good Oct 2016	Good Oct 2016	Good Oct 2016	Good Oct 2016
Resilience	Outstanding Oct 2016	Good Oct 2016	Good Oct 2016	Good Oct 2016	Outstanding Oct 2016	Outstanding Oct 2016
Out of hours	Requires improvement Oct 2016	Good Oct 2016	Good Oct 2016	Good Oct 2016	Good Oct 2016	Good Oct 2016
<b>Overall</b>	Requires improvement ↔ Sept 2018	Good ↑ Sept 2018	Outstanding ↔ Sept 2018	Good ↔ Sept 2018	Good ↑ Sept 2018	Good ↑ Sept 2018





# Questions and comments

