
Heath and Adult Social Care Scrutiny Committee

8 March 2023

South East Coast Ambulance Service NHS Foundation Trust Improvement Update

Report by Director of Law and Assurance

Summary

South East Coast Ambulance Service NHS Foundation Trust (SECamb) provides the ambulance and NHS 111 service across the whole of Sussex, Surrey, Kent and North East Hampshire. The Trust was inspected twice in 2022 by the Care Quality Commission (CQC). The first inspection, which took place in February 2022, focused on management and leadership and the NHS 111 service. As a result of this inspection, the associated 'well led' domain rating reduced from 'good' to 'inadequate', whilst the NHS 111 service retained its 'good' rating.

The most recent inspection, which took place in August 2022, looked at SECamb's urgent and emergency care as well as its resilience teams, whilst also checking on the progress of recent recommendations. This inspection saw the Trust's overall rating move from 'Good' to 'Requires Improvement'. Following this, the Committee asked for a report, which was considered at its meeting on 23 November 2022. At that meeting, members requested an updated report be brought to a future Committee with some specific updates requested, including further information on "make ready centres" and an assurance that waiting and transfer times were reducing. The report at Appendix A provides an update on the overall improvement journey for scrutiny by the Committee and addresses the concerns raised by members at the previous meeting.

Focus for Scrutiny

To receive an update on the improvement journey and assess the performance of services provided by SECamb and whether these have improved in line with the requirements set out by the CQC.

Key lines of enquiry include:

- 1) Assurance that SECamb has the capability and capacity to deliver the necessary improvements.
- 2) Whether SECamb is meeting its operational performance targets, including evidence that response and handover times are reducing.
- 3) How patient outcomes are being impacted by current challenges experienced by SECamb, and how these are being addressed.
- 4) To identify whether any further scrutiny of this matter could add value (and if so, when and what the focus for this should be).

1. Background and context

- 1.1 The background and context to this item for scrutiny are set out in the attached report. There are no resource or risk implications directly affecting West Sussex County Council, as this is a report by the NHS, relating to NHS services.

Tony Kershaw

Director of Law and Assurance

Contact Officer

Rachel Allan, Senior Advisor (Democratic Services), 0330 222 8966

Appendices

Appendix A: Report on South East Coast Ambulance Service Update

Background Papers: None