

Report of the Assistant Director – Legal & Governance

Yorkshire Ambulance Service Inspection Cover Report

Summary

1. This report and its annexes provide the Health & Adult Social Care Policy & Scrutiny Committee with details of the Care Quality Commission's (CQC) findings (Annex 1) following its inspection of the Yorkshire Ambulance Service NHS Trust (YAS).

Background

2. YAS provides 24-hour emergency and healthcare services to a population of more than five million people across an area covering almost 6,000 square miles.
3. The CQC carried out a follow-up inspection of the Trust from 13-16 September 2016 in response to a previous inspection in January 2015. In addition an announced inspection of the NHS 111 service was carried out on 10-12 October 2016.
4. In 2015 the Trust was rated as Requires Improvement. The CQC inspectors found that the Trust delivered services that were caring, but that work was needed to improve safety, leadership, effectiveness and responsiveness.
5. The 2016 inspections were to ensure the required improvements had been made and focused on five core services:
 - Emergency operations centres
 - Urgent and emergency care
 - Patient transport services
 - Resilience services, including the hazardous area response team
 - NHS 111 services

6. Overall the CQC rated all of the five key domains as good which means the overall rating of the trust is also good and includes several areas of outstanding practice.
7. The Chief Inspector of Hospitals noted that YAS has worked hard to address the issues raised in the 2015 inspection and the improved rating reflects the changes that have been made through an improved approach to safety and effectiveness and by addressing national staff shortages through a range of local initiatives.
8. He concluded that the CQC has been impressed with the improvements and that YAS staff should be pleased with their new rating.
9. However, there are still areas of poor practice where the Trust needs to make improvements and it must ensure:
 - There are sufficient numbers of suitably skilled, qualified and experienced staff on duty at all times.
 - All ambulances and equipment within Patient Transport Services are appropriately cleaned and infection control procedures are followed.
 - Secure seating for children is routinely available in ambulance vehicles.

Options

10. Members can note the content of this report and its annexes and the details provided by Yorkshire Ambulance Service representatives and can:
 - i. Ask for any further information, or not;
 - ii. Comment on the improved performance of Yorkshire Ambulance Service

Consultation

11. The Quality Report at Annex 1 has been provided by the Care Quality Commission. Representatives from the Yorkshire Ambulance Service NHS Trust will be in attendance at the meeting to detail the improvements that have been made (Annex 2) and to answer any questions Members may have.

Analysis

12. Most of the issues raised in the 2015 inspection have been addressed and YAS has raised its rating from Requires Improvement to Good.

Council Plan

13. This report and its annexes are directly linked to the Focus on Frontline Services element of the Council Plan.

Risks and Implications

14. There are no risks or implications directly associated with the recommendations in this report.

Recommendations

15. The Committee are asked to:
 - i. Consider and comment on the information provided in the annexes to this report and ask questions of the Trust representatives at the meeting should there be issues needing clarification
 - ii. Congratulate the Trust on the work it has undertaken to raise its rating from Requires Improvement to Good.
 - iii. Encourage the Trust to sustain the improvements that have been made.

Reasons:

- i. To keep the Committee up to date on the work of the Trust.
- ii. To recognise the improvements made by YAS.
- iii. To ensure residents of York and the wider Yorkshire region receive the best possible emergency and healthcare services.

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Wards Affected:

All

For further information please contact the author of the report

Annexes

Annex 1 – CQC Quality Report

Annex 2 – YAS presentation