

Report of the Assistant Director Governance and ICT

Yorkshire Ambulance Service NHS Trust Quality Report

Summary

1. This report is to inform the Health & Adult Social Care Policy & Scrutiny Committee of the performance of Yorkshire Ambulance Service NHS Trust in the judgement of the Care Quality Commission (CQC). The Yorkshire Ambulance Service NHS Trust Quality Report is at Annex A.

Background

2. During a CQC inspection in January and February, a team of inspectors and specialists looked in detail at the Trust's emergency operations centres, the emergency and urgent care service, patient transport services and the resilience service including the hazardous area response team.
3. Inspectors found that patients were treated with compassion, dignity and respect by ambulance staff. Staff explained treatment and care options in a way that patients could understand and involved patients in decisions. Patients, their relatives and others received emotional support when experiencing distressing events.
4. However, the ambulance service was not meeting national target emergency response times for responding to life threatening conditions. During the first two quarters of 2014-2015 information showed that the Trust had performed below the 75% national target rate, with less than 71% of calls being responded to within eight minutes. However, the Trust performed consistently above the England average for category A calls requiring the arrival of an ambulance at the scene of the incident within 19 minutes.

5. The Trust had major difficulties in recruiting staff. National shortages of paramedics contributed to the Trust's difficulty in recruiting, and this had impacted on the Trust's ability to be responsive or enable staff the time to attend training.
6. Infection control practices were not always followed by staff. A large number of ambulances were dirty on the outside and the general cleanliness of the inside of ambulances and procedures for disposal of clinical waste gave cause for concern.
7. Inspectors were concerned at the lack of checks on equipment by the hazardous area response team (HART) who provide ambulance service response to particularly hazardous or challenging incidents. A large amount of lifesaving equipment had passed its expiry date. Inspectors also found out of date stock of medical supplies in some ambulances and at ambulance stations.
8. Patients using the patient transport service told inspectors they had difficulty in getting through to the control centre to book or cancel appointments.
9. The inspection report identifies three main areas for improvement:
 - The Trust must ensure all ambulances and equipment are appropriately cleaned and infection control procedures are followed.
 - The Trust must ensure that equipment and medical supplies are checked and are fit for use.
 - The Trust must ensure that all staff are up to date with their mandatory training.
10. Overall the Trust has been rated as Requires Improvement. The inspectors found that the Trust delivered services that were caring, but that work was needed to improve safety, effectiveness and responsiveness.
11. The inspection team highlighted several areas of outstanding practice including:
 - The Trust's 'Restart a Heart' campaign trained 12,000 pupils in 50 schools across Yorkshire.
 - The Trust supported 1,055 volunteers within the Community First Responder and Volunteer Care service Scheme.

- The emergency operations call centre was an accredited Advanced Medical Priority Dispatch System (AMPDS) centre of excellence.
- Mental health nurses working in the emergency operations centre give effective support to patients requiring crisis and mental health support

Consultation

12. The Quality Report at Annex A has been provided by the Care Quality Commission. A representative of Yorkshire Ambulance Service NHS Trust will be in attendance at the meeting to answer any questions members may have.

Analysis

13. This report and its annex are presented to the Committee for information only.

Council Plan

14. This report and its annexes are directly linked to the Protect Vulnerable People element of the Council Plan.

Implications

15. There are no implications directly associated with this report.

Risk management

16. There are no risks directly associated with this report.

Recommendations

17. The Committee are asked to consider and comment on the information provided in the annex and to ask questions of the Trust representative at the meeting should there be issues needing clarification.

Reason: To keep the Committee up to date on the work of the Trust.

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Report
Approved

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Wards Affected:

All

For further information please contact the author of the report

Annexes

Annex A – Yorkshire Ambulance Service NHS Trust Quality Report