

NHS

**South East Coast
Ambulance Service**
NHS Foundation Trust



Trust Priorities and our Improvement Journey

Annual Members Meeting
2nd September 2022

Best placed to care, the best place to work

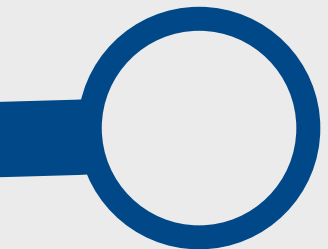
Our journey so far



- SECAMB is not the great place to work we want it to be
- There's a lack of consistent vision and direction of travel
- Trust in leadership is very low

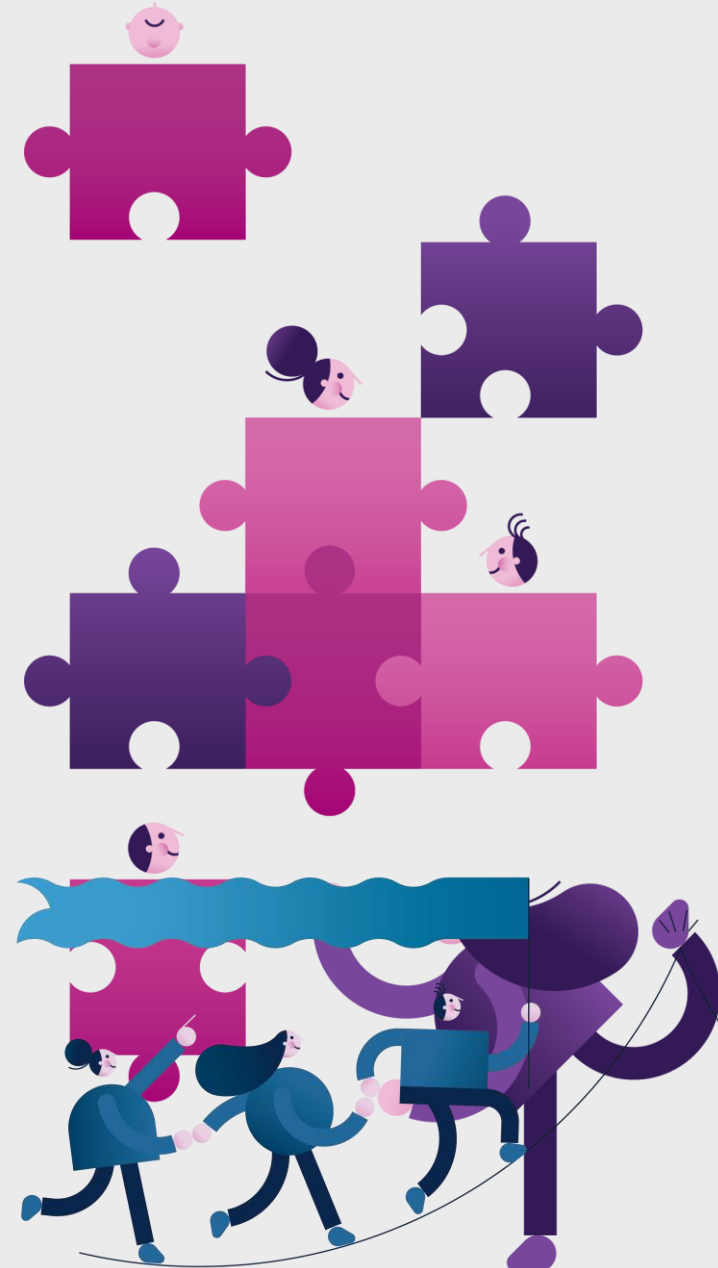
NHS Staff
Survey
2021

People Promise



Our Journey so far

- Lack of a Quality thread across the organisation
- Disconnect between Leadership and the rest of the Trust
- Significant concerns raised over our Culture



Our Improvement Journey

QUALITY IMPROVEMENT



"We listen, we learn and improve"

RESPONSIVE CARE



"Delivering modern healthcare for our patients"

PEOPLE & CULTURE



"Everyone is listened to, respected and well supported"

SUSTAINABILITY & PARTNERSHIPS



"Developing partnerships to collectively design and develop innovative and sustainable models of care"



PATIENT CARE

NHS Staff Survey 2021

We value a voice that counts

People Promise



Care Quality Commission



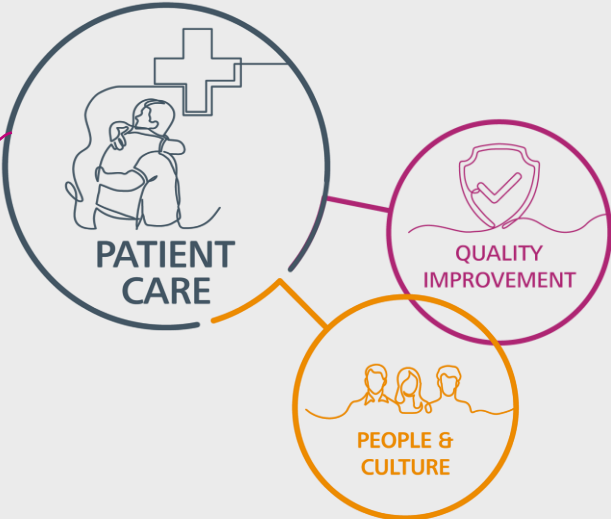
Our Improvement Journey

PEOPLE & CULTURE



Our Improvement Journey

QUALITY IMPROVEMENT



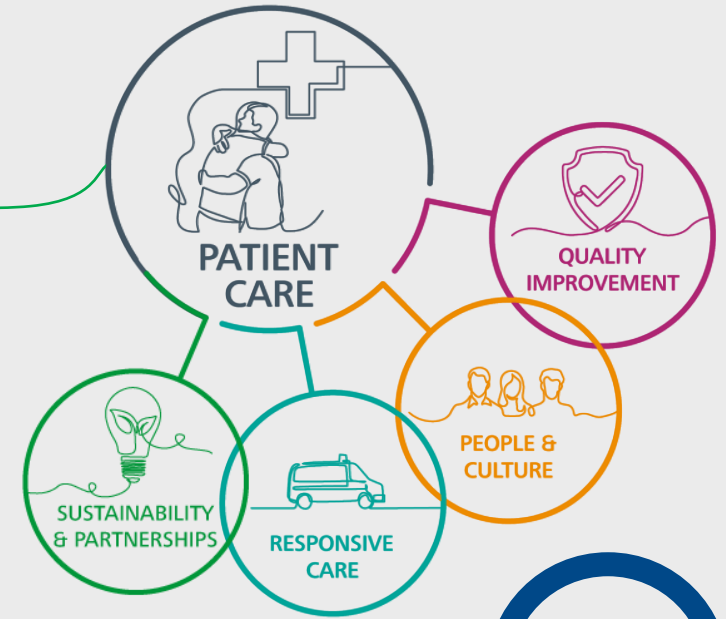
Our Improvement Journey

RESPONSIVE CARE



Our Improvement Journey

SUSTAINABILITY
& PARTNERSHIPS



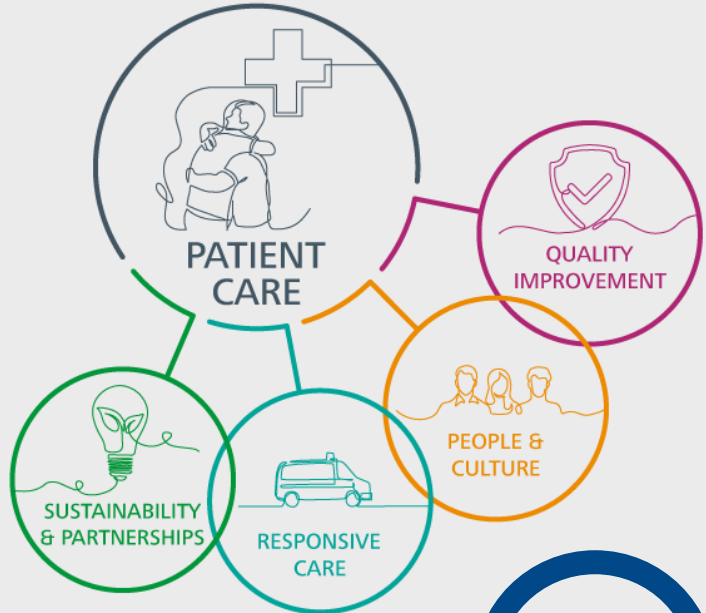
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Our Improvement Journey



Our Improvement Journey



“Vision without execution is
Hallucination”
- Thomas Edison



Making an immediate impact...

- Over 100 site visits and listening days have happened since June by members of the Board
- We are changing how we share information, with a focus on shorter e-bulletins, a focus on taking action on concerns raised, and maximising use of 2-minute videos to deliver key messages
- Collecting ideas and suggestion to empower local teams to drive improvement in their own areas, and what can be taken on Trust-wide. The Improvement Journey is one for us all to go on.
- Strengthening the clinical voice in our Trust by launching the Clinical Advisory Group