

NHS

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



Look Back: 2021/22

Fionna Moore
Executive Medical Director

Best placed to care, the best place to work

2021-22: A Year of Continuing Challenge

APRIL 2021- SEPTEMBER 2021

- Delta Variant
- In-house Covid-19 vaccinations continued
- Agile working continued
- Testing regime replaces self-isolation

OCTOBER 2021- MARCH 2022

- Omicron Variant
- Covid-19 vaccination booster programme launched
- CQC inspections of NHS 111 Service, EOCs and 'Well Led'
- Stand-down of Covid Management Team

System Pressures Mounted

- Stark increase in 999/111 calls received, leading to delays in response.
- 999/111 Service performance in-line with (and in some cases better than) other NHS Ambulance Trusts
- Supply chain issues encountered

Leadership Update



David Ruiz-Celada
Executive Director for
Planning and Business
Development
(September 2021)



Robert Nicholls
Executive Director for
Nursing & Quality
(February 2022)



Dr Fionna Moore
Awarded the Queens
Ambulance Medal

2022 CQC Visit

Well-Led Summary:

- A disconnect was identified between Senior Management and the rest of the Trust.
- The golden thread of quality was not apparent throughout the organisation's governance process.
- Concerns were raised about the culture in the organisation. In particular, bullying, harassment and sexualised behaviours.

However:

- Good engagement with system partners.
- Good response to the demands placed on the service during the pandemic.
- David Ruiz-Celada singled out for the work he is undertaking, which was described as “ground-breaking”.

2022 CQC Visit

111/EOC:

- System pressures were recognised and it was noted that the volume of calls to 111 exceeded what the service was commissioned to deliver.
- The benefit of dual-trained staff was highlighted.
- Excellent examples of multi-disciplinary working in 111 were also identified.
- Acuity and volume of calls exceeded commissioning.
- Concerns were raised about the volume of calls in the stack and the length of time to complete call backs to C3 & C4 calls.
- Concerns regarding the wellbeing of staff and in particular the support available to dispatch staff.
- A high number of calls did not require the ambulance service.

However:

- All calls handled in a professional, kind and caring way, and in line with NHS pathways.
- Trust support mechanisms provided valuable support.
- Data used in an effective way to predict and manage surges.

2021-22: People & Culture

Training & Development

- BAME Mentoring Programme launched (*August 2021*)
- AmbER (Ambulance Education Room) comes to Clinical Education in Haywards Heath
- Mental Health First Aid Training

Clinical Updates

- Level 6 Paramedic Course with University of Cumbria
- Stroke pathways & telemedicine
- Treatments for patients with acute behaviour disturbances
- Introduction of Pentrox to the SECamb Formulary



2021-22: People & Culture



Charlotte Speers

Charlotte met the Duke of Cambridge on 999 Day (2021) following an off-duty act, which saved the life of a 5 year old.



Alice Clark

Died on Duty (*January 2022*)
Funeral attended by 150 colleagues.

Rewards & Awards

- 'Thank You' Day of Annual Leave awarded to all staff for their efforts in the pandemic (*April 2021*)
- Virtual Staff Awards Ceremony (*April 2021*)
- HM the Queen awarded the George Cross to the entire NHS (*July 2021*)
- SECAMB Covid Coin (*March 2022*)

2021-22: People & Culture



Wellbeing Volunteers

- Welfare Vehicles & Trolley Service launched

Driver Checks

- DriverCheck Ltd appointed to undertake driving licence checks for the trust (*February 2022*)

#workwithoutfear

- Dave Monk appointed Violence Reduction Support Officer

2021-22: Location, Location, Location



Medway

Work started on new multi-purpose ambulance, 999 and NHS 111 centre in Gillingham *(September 2021)*



Banstead

New Make Ready Centre brought to life *(officially opened July 2022)*

2021-22: Equipment Improvements



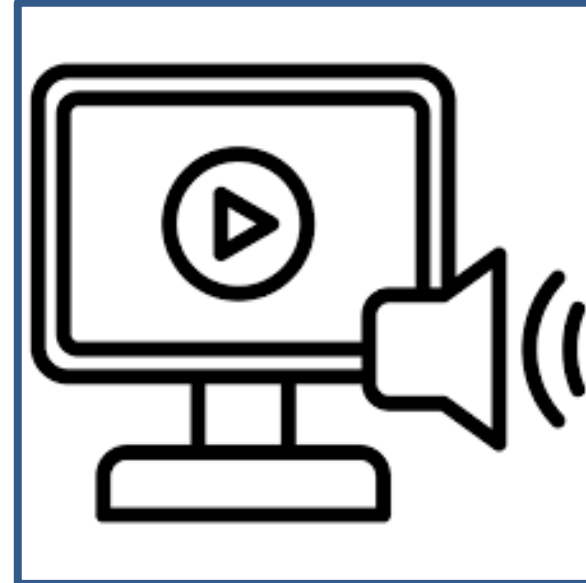
Body-Worn Camera Trial

(July 2021 – Ongoing)



iPad Rollout

3000 New iPads for
frontline staff *(Jun-Dec 2021)*



New Audio Visual Equipment

Roll-Out to Stations *(2022)*



New Primary Response Bag

Openhouse selected *(2022)*

Thank You

