

NHS

**South East Coast
Ambulance Service**

NHS Foundation Trust



Review of 2017/18 & looking forwards

Daren Mochrie QAM, Chief Executive



Who we are and what we do

South East Coast Ambulance Service NHS Foundation Trust (SECAmb):

- + Was formed in 2006 following the merger of three legacy ambulance services
- + Became a Foundation Trust in 2011
- + Serves a population of c. 5 million & covers an area of 3,600 square miles across Kent, Surrey, Sussex and parts of NE Hampshire
- + Responds to 999 calls from the public & other healthcare professionals
- + Provides the NHS 111 urgent advice service in Surrey, Sussex and parts of Kent (in partnership with Care UK)



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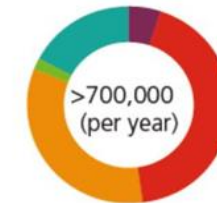
Population Served



15 million miles covered
per year responding to patients

Incident Responses

Category 1 5%
Category 2 43%
Category 3 33%
Category 4 2%
HCP/Other 17%



Contact and Emergency Operations Centres

999 

Handling in the region of
1 million 999 calls
(per year)

111 

Handling in the region of
1.1 million 111 calls
(per year)

Our Executive Team



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Daren Mochrie QAM
Chief Executive Officer



Joe Garcia
Executive Director of
Operations



David Hammond
Executive Director of
Finance and Corporate
Services



Dr Fionna Moore
Executive Medical
Director



Bethan Haskins
Executive Director of
Nursing and Quality



Steve Emerton
Executive Director of
Strategy and Business
Development



Ed Griffin
Executive Director of
HR and Organisational
Development

Our Area



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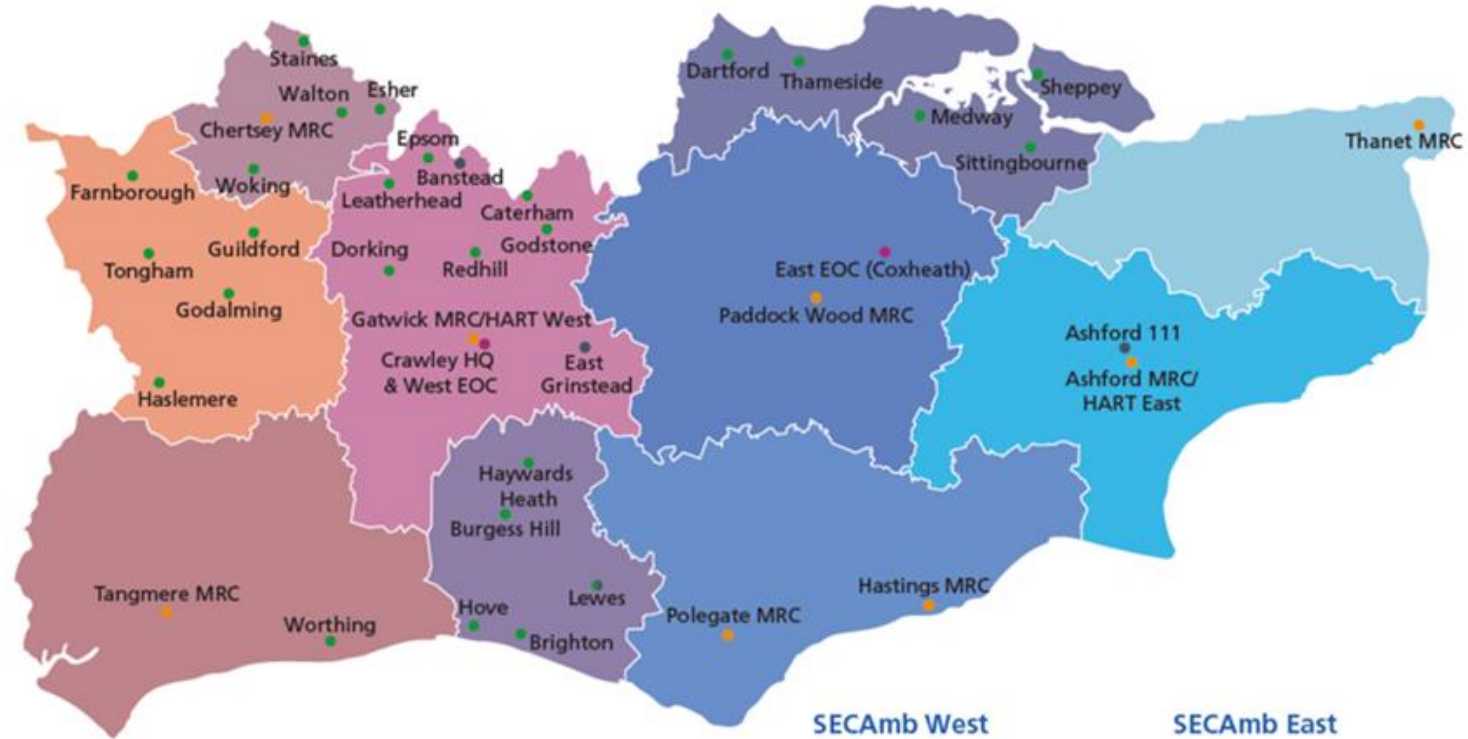
- + 22 Clinical Commissioning Groups (CCGs),
- + 12 Acute Hospital Trusts
- + 4 Specialist & Mental Health Trusts
- + Kent, Sussex and Surrey Air Ambulance
- + Our 'blue light' partners – 3 police forces, 4 Fire & Rescue Services
- + 6 County Councils/Unitary Authorities



Our Structure



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- Make Ready Centre (MRC)
 - Ambulance Station
 - Emergency Operations Centre (EOC)
 - 111 Contact Centre or other office
 - Due to the numbers, ACRPs are not listed here
-
- | | |
|--|--|
| <ul style="list-style-type: none"> ● Chertsey OU ● Gatwick & Redhill OU ● Guildford OU ● Tangmere & Worthing OU ● Brighton OU | <ul style="list-style-type: none"> ● Dartford & Medway OU ● Thanet OU ● Paddock Wood OU ● Ashford OU ● Polegate & Hastings OU |
|--|--|

Our People



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Headcount



Gender

Female 49%
Male 51%



Who Does What?

Staff directly engaged in responding to patients

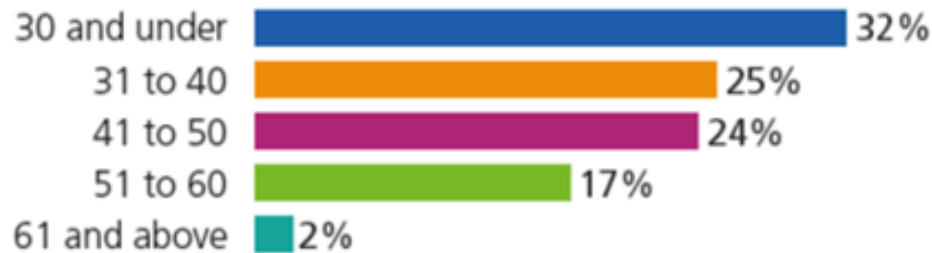
89%



11%

Staff providing vital support services

Age



Length of Service

Up to five years 54%
Six to 10 years 13%
11 to 20 years 24%
21 to 30 years 8%
31 to 39 years 1%



Our Volunteers



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- We are privileged to have the support of 488 volunteers within our Trust.
 - 406 Community First Responders
 - 30 Chaplains
 - Up to 25 Governors
 - 27 Foundation Trust members on our Inclusion Hub Advisory Group
- From frontline support through to holding our Board to account, our volunteers provide support to the Trust through a variety of roles. We recognise that better supporting some of our volunteers is part of our improvement journey.



During 2017/18:

- + We received & responded to 759,741 999 calls in our two Emergency Operations Centres (EOCs) – up 10% on the previous year
- + Following the move to new national performance standards in November 2017 to date, we:
 - + Responded to Category 1 (the most seriously ill/injured) patients in an average time of 7 mins & 58 secs
 - + Responded to Category 2 patients in an average time of 17 mins & 53 secs
 - + Responded to 90% of Category 3 patients in 3 hours & 9 mins
 - + Responded to 90% of Category 4 patients in 4 hours and 45 mins
- + We answered & responded to 1,134,938 NHS 111 calls with our partners in Care UK

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During 2017/18:

- + Clinical performance:
 - + The time to get heart attack and stroke patients to specialist care was above the national average
 - + The effectiveness of stroke care was very close to the national average
 - + Plans are in place to improve the effectiveness of care for heart attack patients and increase the number of survivors after cardiac arrest
- + Our income was £214m and we reported a surplus of £1.3m at year end
- + We delivered cost improvements of £15m to re-invest in front-line services
- + We ended the year with a total membership of 13,118 – down slightly on the previous year

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A number of challenges...

- + Recruitment & retention
- + Meeting response time targets, especially for lower acuity patients
- + 999 call answer performance
- + Building a substantive leadership team
- + Publication of CQC report & the Trust remaining in Special Measures
- + Building a new culture with our staff
- + Capacity to deliver required recovery at pace
- + System pressures, including hospital handover delays
- + Ageing fleet profile

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... but also some real achievements

- + Reached our most seriously ill patients quicker
- + Safely moved two EOCs (Emergency Operations Centres) & HQ into a new facility
- + Better patient experience through reduced hospital handovers
- + Introduced a new dispatch system in the EOCs, including 16,000 hours of staff training to ensure safe transition
- + Invested in our fleet to provide extra ambulances
- + Supported staff and in turn patients by creating a new Wellbeing Hub
- + Created new patient pathways with our partners
- + Increased low-harm reporting, becoming more open & transparent
- + Provided front-line staff with iPADs enabling better access to information & communication



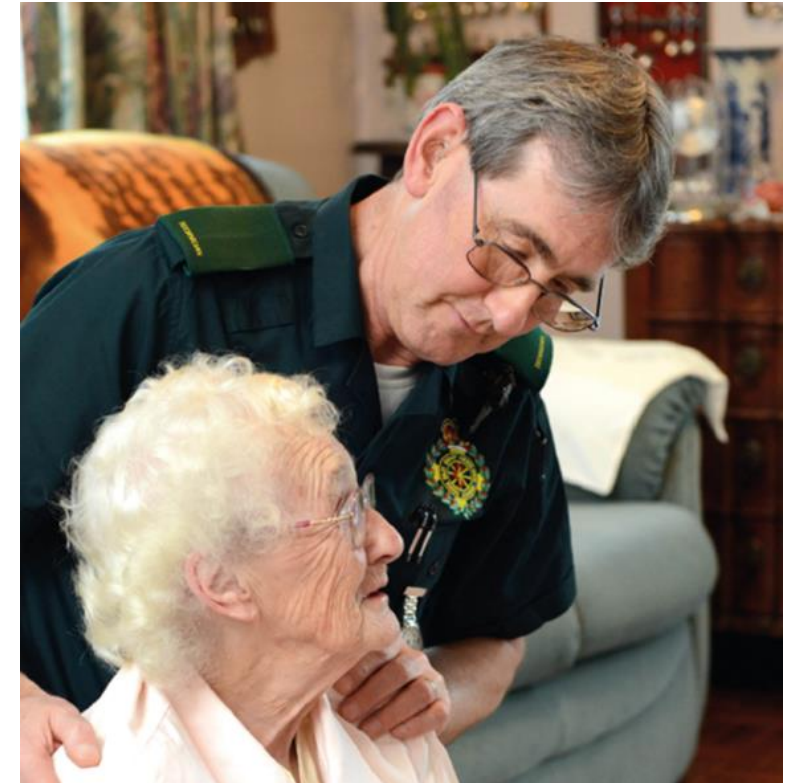
Looking forwards

- + Working to 'right size' our service for our patients, following the conclusion of the Demand & Capacity Review:
 - + Ensuring we have enough staff in the roles needed
 - + Ensuring we have the right numbers and types of vehicles
- + Continuously improving the quality of the services we provide following publication of the CQC report
- + Building a new culture for the Trust, with our staff and volunteers, that is inclusive, attractive, effective and safe
- + Improving our response to lower acuity patients – finding different ways to meet their needs
- + Ensuring we continue to learn from our patients and their experiences to improve the services we provide
- + Working with our partners, in the NHS and outside, to find solutions to growing and changing demand

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Thank you

