



South East Coast Ambulance Service NHS  
Foundation Trust  
Nexus House  
Gatwick Road  
Crawley  
RH10 9BG

Date 26<sup>th</sup> June 2018

Email:

Email:foi@secamb.nhs.uk

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/18/05/15.

You requested the following information, please also see our response below:

**This is in regards to your guidance, defined as 'a collection of best-practice operational procedures to deliver safe, compliant and consistent outcomes from a diversified workforce.'**  
**The questions I'd like answers to are:**

**Incidents and Discipline**

**Have you had a reported incident that has fallen foul of your guidance in the last three years?**

To extract this information would mean going through each individual record and exceed 18hours and would therefore fall under Section 12- FOI (Appropriate limit and fees) Regulations 2004

**If so, how many?** As above

**How many legal actions have been taken against you due to falling short of guidance guidelines?**

8 in the last 3 years

**Has anyone been disciplined or fired due to an issue with guidance in the last three years?**

In the past three years (April 2015 to March 2018), 13 members of staff have been disciplined for failing to follow guidelines

**Training**

**How often do you undertake any education or training around guidance?**

Still awaiting clarification as to whether this is in relation to clinical or non-clinical training

**Updating and Dissemination**

**How often are guidance standards updated?**

Please see below

**When was the last root and branch review of your guidance?**

SECamb follows guidance for operational clinical practice as issued by JRCALC (Joint Royal Collages Ambulance Liaison Committee <https://www.jrcalc.org.uk/>). These guidelines are updated regularly, most recently in 2017. In addition, operational staff have access to the JRCALC guidelines via an App on their iPads, this allows for any updates to be issued and acknowledged electronically.

SECamb policies and procedures are subject to a review process of up to a three-year period from date of issue. All policies and procedures are available to staff on the trust's intranet.

### **Storage and accessibility**

**In what format and programme do you hold the guidance?**

**In what format and programme do staff access the guidance?**

**Can you access guidance on mobile devices?**

**If so, can guidance be accessed while offline?**

Policies and procedures are held on the trust's intranet, normally in PDF format or read only Word format or via an App on their work issue iPads. Operational staff have iPads while other staff access policies from workstation PC's or laptops. Clinical guidance on iPads is contained in a content locker (stored on the device itself) which is accessible when offline to operational staff.

### **Audit and Review**

**Can your workforce audit their compliance to central standards and so identify any shortfalls?**

**Do you have the capability to audit delivery standards against current guidance?**

#### **Quantitative measures**

The workforce is able to access anonymised version of patient care records that they have created. The standards of care expected are available to staff in various mediums; hard copy, personal issued iPad, online et cetera. So they do have the opportunity to audit their own practice.

The Trust has a clinical audit team whose responsibility it is to assess care delivery against current standards and drive quality improvement where it is required. An annual clinical audit plan is devised each year and describes the areas of practice that will be audited in that fiscal year. In addition to this, staff are able to register their own additional clinical audit projects.

**Does your organisation have:**

**Up to 50,000 pages**

**50,000 - 100,000 pages**

**100,000 pages plus  
pages of guidance?**

All our policies and procedures are held in a centralised repository. However, we do also have local guidance. We would estimate that we have up to 50,000 pages of guidance – but please note this is an indicative figure only.

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Information Governance Manager via the following email address:

[FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

Yours sincerely

Freedom of Information Coordinator  
South East Coast Ambulance Service NHS Foundation Trust