

WEST MIDLANDS AMBULANCE SERVICE NHS TRUST
The Healthcare Commission
Annual Health Check 2007/08 - Briefing Paper

Creating a Sustainable Organisation

- Top performing Ambulance Trust (All targets currently being achieved).
- Ambulance Service of the Year award (Ambulance Service Institute).
- Regular engagement with Patient and Public Involvement Forum, members take an active part in various trust committees.
- Health Overview & Scrutiny Committee presentations / visits by Officers of the Trust.
- Staff Side Engagement.

Key Targets

- Financial Duties On Target
- A8 Target On Target
- A19 Target On Target
- B19 Target On Target
- Thrombolysis On Target

Standards for Better Health Domains

The 24 core standards set within the seven domains define a level of service which is 'acceptable & universal'. Further details of the Trusts assessment against the standards are set out at ANNEX A at the end of this document.

External Assessment

- External Audit reports.
- Health & Safety Executive inspection 2006 – No major concerns noted.
- Improving Working Lives Practice Plus.
- NHSLA Risk Management Standard Level 1- Pilot assessment at level 2 undertaken during 2007. No ambulance service achieved level 2, WMAS achieved the highest score overall.
- Security Management Service – 99% positive return.

Recruitment & Development

- Career progression opportunities.
- Flexible working arrangements.
- Flexible retirements for staff.
- Education, development and learning opportunities.
- Appraisals and Personal Development Plans for all staff.
- Recognition agreement with union representatives.
- Emergency Care Practitioners (ECPs) established.
- 150 Emergency Care Assistants (ECA) posts currently being recruited.

Vehicles commissioned during 2007

- 34 Rapid response 4x4 cars
- 10 Rapid response cars
- 5 A&E ambulances (4x4)
- 60 A&E ambulances
- 6 Major incident vehicles
- 2 A&E Motorbikes

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ANNEX A

How We Meet the Standards - What our Assurance Clearly Shows:

Domain 1: Safety

- ✓ Risk Management Strategy, Incident Reporting Policy and related policies are monitored closely throughout the committees' structure.
- ✓ NHSLA criteria for Risk Management Strategy achieved level 2 in August 2007.
- ✓ Patient Safety Incidents are reported, investigated and followed up to ensure all actions required have taken place.
- ✓ 'Root Cause Analysis' of all serious untoward incidents takes place. (Shared with relevant PCT).
- ✓ Incident reporting key performance indicators monitored at local and Board level.
- ✓ Incident reporting training mandatory for all staff.
- ✓ Child Protection / Vulnerable Adults lead director and lead manager in place; reporting procedures working well.
- ✓ Nominated staff attend Safeguarding Children Boards.
- ✓ Medicines Management Policy in place and audited.
- ✓ Medicines Management Working Group established and processes harmonised across the Trust.
- ✓ Nominated Director Lead for Infection Prevention and Control.
- ✓ Infection Prevention and Control policies and procedures in place.
- ✓ 'Clean your Hands' campaign running across the Trust.
- ✓ Auditors Local Evaluation 4.1 'Risk Management' scored at level 3.
- ✓ Trust 'Weekly Briefing' and 'Clinical Times' identify changes in practice or further advice following incident investigations.
- ✓ Vehicles and Clinical Equipment Working Group established and monitoring of MHRA guidance and safety alert bulletins continues.

Domain 2: Clinical & Cost Effectiveness

- ✓ Joint Royal Colleges Ambulance Liaison Committee Guidelines accepted and adhered to.
- ✓ Cardiac thrombolysis is managed in a multi-agency approach.
- ✓ Complaints actioned within strict timescales and reported to NHS database.
- ✓ Clinical audit and peer reviews regularly undertaken.
- ✓ Annual 'Post Qualification Updates' for all staff.
- ✓ Partnership working with other health and social care providers to ensure patients needs are safely and effectively met.

Domain 3: Governance

- ✓ Integrated governance structure in place.
- ✓ Risk Management process adhered to (evidenced by NHSLA and ALE reports).
- ✓ Information Governance framework in place and advice issued to all staff.
- ✓ Records Management Policy in place and closely managed.
- ✓ Financial management and external reviews of our existing performance shows we are on form to meet all key targets.

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- ✓ Human Resources policies and procedures are in place for recruitment including Criminal Review Board checking.
- ✓ Human Resources policy on 'Whistle Blowing' implemented.
- ✓ Improving Working Lives Practice Plus achieved.
- ✓ Workforce Data shows our ethnicity staff mix.
- ✓ Mandatory training is planned and monitored.
- ✓ Procedure for reviewing NSFs, NICE and JRCALC guidance implemented and working.

Domain 4: Patient Focus

- ✓ Complaints and Patient Advice and Liaison Service managers and policies in place.
- ✓ Patient and Public Involvement Strategy implemented.
- ✓ Complaints, concerns and incidents are monitored for actions.
- ✓ Complaints key performance indicators monitored at local and Board level.
- ✓ Code of Conduct and Consent policies implemented.
- ✓ Consent and confidentiality.
 - > Taught in basic training.
 - > Reinforced by Information Governance updates.
- ✓ Customer Care Training in place for all staff.

Domain 5: Accessible & Responsive Care

- ✓ Patient and Public Involvement Forum members' participation in:
 - Trust Board and Governance agenda
 - Policy reviews
 - Infection Prevention and Control monitoring of vehicles
 - Patient Transport Service patient satisfaction survey
- ✓ Communications Strategy and team in place.
- ✓ Trust attendance at Health Overview and Scrutiny meetings throughout the year.
- ✓ Language line available for communication issues.
- ✓ Emergency text contact available for hearing impaired.
- ✓ Category C triage in place.
- ✓ Emergency Care Practitioners (ECP) treat at home where possible.

Domain 6: Environment & Facilities

- ✓ Estates Strategy in place and implemented.
- ✓ Risk management strategy and practices.
- ✓ Quarterly good housekeeping checks of stations.
- ✓ Fire risk assessment compliance.
- ✓ Vehicle and Clinical Equipment Working Group.
- ✓ Vehicle risk assessments.
- ✓ Vehicles CEN compliant with patient safety and dignity a top consideration.
- ✓ Infection Prevention and Control Policy, management and audit.

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Domain 7: Public Health

- ✓ Partnership working through Emergency Care network.
- ✓ Local managers involved in partnership work to improve care pathways.
- ✓ Attending Public Health workshops.
- ✓ Involvement in local Substance Misuse Action Teams.
- ✓ Data shared daily with commissioners to improve strategic planning.
- ✓ Healthy working Improving Working Lives Practice Plus.
- ✓ Occupational Health and clinical debriefing services.
- ✓ Health Surveillance for staff.
- ✓ No Smoking policy.
- ✓ Regular healthy living advice for staff in weekly briefings.
- ✓ Major Incident Strategy and cross agency working.