

Meeting:	Adults and wellbeing scrutiny committee
Meeting date:	Thursday 16 November 2017
Title of report:	Performance of West Midlands Ambulance Service NHS Foundation Trust
Report by:	Director for adults and wellbeing

Classification

Open

Decision type

This is not an executive decision

Wards affected

(All Wards);

Purpose and summary

To review the performance of West Midlands Ambulance Service NHS Foundation Trust (WMAS).

To enable the committee to fulfil its function to review and scrutinise the planning, provision and operation of health services (not reserved to the children and young people scrutiny committee) affecting Herefordshire, and to make reports and recommendations on these matters.

Recommendation(s)

That:

- (a) the performance of WMAS be reviewed;**
- (b) the committee determine any recommendations it wishes to make to WMAS or to the commissioners to consider in order to secure improved performance; and**
- (c) any areas for further scrutiny be identified for inclusion in the committee's work programme.**

Alternative options

None. It is open to the committee to review the report and determine whether it wishes to make any recommendations.

Key considerations

- 1 The committee is asked to consider the service and performance summary information provided by WMAS in appendix 1 having regard to data for the following:
 - Management structure for the Herefordshire Hub
 - Clinical performance
 - Performance in Herefordshire compared with other areas covered by WMAS (1 April 2017 - 31 October 2017)
 - Prevalence of calls and resulting incidents attended exceeding 3000 in number (i.e. above expected number)
 - Distribution of attendance to Herefordshire postcodes (1 April 2017 - 30 October 2017)
 - Hereford Hospital hand-over times
- 2 Members of the AWB scrutiny committee visited the WMAS hub at Ross Road, Hereford, on 30 October 2017. As part of the visit, members took a tour of the facility and were able to ask questions, which covered a number of themes including:
 - Workforce development, recruitment, retention and skill mix
 - Employee welfare and wellbeing support
 - Impact of changes to primary care provision in the county on the service
 - Distribution and make-up of the vehicles and teams
 - Volume and nature of calls across the county
- 3 To provide publicly available information about its performance, the service is required to produce and publish an annual quality account. This can be found on the WMAS website: <https://wmas.nhs.uk/advice-resources/publications/quality-account/>
- 4 WMAS was last inspected by the Care Quality Commission (CQC) in January 2017, and was rated overall as 'outstanding'. The report summary can be found on the CQC website: <http://www.cqc.org.uk/provider/RYA>

Community impact

- 5 The committee's considerations should have regard to what matters to residents of Herefordshire. In doing so, the committee will wish to go beyond the pure data on process performance in order to consider the impact on the wellbeing of Herefordshire residents and their experience of care.

Equality duty

- 6 Under section 149 of the Equality Act 2010, the ‘general duty’ on public authorities is set out as follows:
A public authority must, in the exercise of its functions, have due regard to the need to -
- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
 - (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
 - (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 7 The public sector equality duty (specific duty) requires us to consider how we can positively contribute to the advancement of equality and good relations, and demonstrate that we are paying ‘due regard’ in our decision making in the design of policies and in the delivery of services. Our providers will be made aware of their contractual requirements in regards to equality legislation.

Resource implications

- 8 There are no direct resource implications arising from this report. The cost of any resulting committee work will be subject to assessment and expected to be met within existing resources.

Legal implications

- 9 The council is under a legal duty to provide an overview and scrutiny function in accordance with Section 9 of the Local Government Act 2000.
- 10 The remit of scrutiny committees is set out in part 3 Section 4 of the constitution. Paragraph 2.6.7 provides that scrutiny committees have the power to scrutinise the services provided by organisations outside the council eg NHS services, under the Local Authority (Public Health, Health and Wellbeing Boards and Health Scrutiny) Regulations 2013.
- 11 Scrutiny functions are outlined in Section 4 paragraph 3.4.1 of the constitution, including at paragraph 3.4.2(g) the power to review and scrutinise any matter relating to the planning, provision and operation of the health service in its area and make reports and recommendations to a responsible person on any matter it has reviewed or scrutinised or to be consulted by a relevant NHS body or health service provider in accordance with the Regulations (2013/218) as amended. In this regard health service includes services designed to secure improvement —
- (i) in the physical and mental health of the people of England, and
 - (ii) in the prevention, diagnosis and treatment of physical and mental illness
- 12 There are no specific legal implications arising directly from the report.

Risk management

- 13 There is a reputational risk to the council if the scrutiny function does not operate effectively.

Risk / opportunity	Mitigation
Performance management could be focused on process measures that are not reflective of the wellbeing and experience impact of the service for Herefordshire residents.	The committee seeks to focus its attention on matters of direct relevance to Herefordshire residents and ensure performance measures reflect these.

Consultees

- 14 The performance data provided by WMAS was shared with the service's commissioners, Sandwell and West Birmingham Clinical Commissioning Group (the CCG). Although no formal comment was provided in response, it is expected, and planned, that the CCG participate in the scrutiny meeting.

Appendices

Appendix 1 WMAS performance summary

Background papers

None identified.