

Report to Overview & Scrutiny Committee

Date of meeting: 17 April 2018



Subject: East of England Ambulance Service NHS Trust - Scrutiny of External Organisation

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Recommendations/Decisions Required:

That the Committee undertake appropriate external scrutiny of East of England Ambulance Service NHS Trust, in response to the concerns of members with regard to local ambulance services provided across the Epping Forest District.

1. (Director of Governance) As the Committee will recall, Members have expressed a desire to undertake external scrutiny of the East of England Ambulance Service NHS Trust, with regard to local ambulance services provided across the Epping Forest District, following the issue of an inspection report of the Care Quality Commission (CQC) in August 2016, on its judgement that the quality of the services provided by the Trust 'requires improvement';
2. Representatives of the Trust will therefore be attending the meeting in this regard. The following specific issues relating to the services provided by Trust were identified by the Committee at its meeting on 27 February 2018, which have been notified to the representatives of the Trust as the emphasis for such external scrutiny, in order to ensure that maximum value can be derived from this activity:
 - (a) the plans of the Trust to address a report of the Care Quality Commission (CQC) (August 2016) on its judgement that the quality of the services provided by the Trust 'requires improvement';
 - (b) the current position of the Trust in addressing the concerns raised by the CQC in August 2016;
 - (c) the arrangements of the Trust for stakeholder and public reporting of its progress in addressing the concerns raised by the CQC;
 - (d) the geographic area for which ambulance services are provided by the Trust and its current response and attendance performance in relation to emergency calls across its operational area;
 - (e) the current response and attendance performance of the Trust in relation to emergency calls received across the Epping Forest District;
 - (f) the resources and capacity of the Trust to respond emergency calls received across the Epping Forest District;
 - (g) the Trust's call handling arrangements for emergency situations arising across the Epping Forest District;

- (h) the Trust's complaint handling arrangements for emergency calls received across the Epping Forest District;
 - (i) the current areas of 'stress' within the provision of ambulance services by the Trust, including any issues of specific relevance to the Epping Forest District;
 - (j) the provision of cross-border ambulance services by the Trust, to other NHS Trust areas;
 - (k) the operation of public forums by the Trust for feedback on its local ambulance services and the consideration of relevant service performance issues;
 - (l) the operational procedures of the Trust, specifically with regard to the initial attendance of paramedic or ambulance services in response to emergency calls received across the Epping Forest District; and
 - (m) the current provision of non-emergency patient transport services by the Trust.
3. The identification of additional lines of questioning to be raised with the Trust has also been sought from members through the Council Bulletin.
4. The report (August 2016) of the CQC setting out the results of inspection of the Trust, is attached as Appendix 1 to this report.

Resource Implications:

The recommendations of this report seek to enable scrutiny activity to more effectively meet work programme requirements.

Legal and Governance Implications:

The Council's constitution sets out rules for the management of its overview and scrutiny responsibilities. Although external organisations are not generally required by legislation to attend before the Overview and Scrutiny Committee, it is hoped that most would be willing to engage constructively with the Council's scrutiny activity when invited to do so.

Safer, Cleaner, Greener Implications:

There are no implications arising from the recommendations of this report in respect of the Council's commitment to the Climate Local Agreement, the corporate Safer, Cleaner, Greener initiative, or any crime and disorder issues within the district.

Consultation Undertaken:

The scrutiny of a number of specific issues relating to local further education facilities and services at Epping Forest College was identified by the Committee at its meeting on 9 January 2018.

Background Papers:

None.

Impact Assessments:

Risk Management

The Council's constitution sets out rules for the management of its overview and scrutiny responsibilities.

Equality:

There are no equality implications arising from the recommendations of this report.