NHS
North East
Ambulance Service
NHS Foundation Trust

2023/24 Quality Report

Tracy Gilchrist
Deputy Director of Quality & Safety
(Lead Nurse)

Mission: Safe, effective, responsive care for all | **Vision:** Unmatched quality of care

Introduction

- Overview of Quality Report requirements
- Current position and performance
- Update on 2023/24 quality priorities

Overview of quality report requirements

- NHS Improvement provide detailed guidance on the requirements of the report
- Report must be shared with commissioners, governors, staff, Healthwatch, Overview and Scrutiny Committees or the Health and Wellbeing Board
- Providers must upload their final Quality Report onto their website by 30th June
- No requirement to obtain external auditor assurance this year

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2023/24 performance

1st April- 31st December 2023*

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Patient Safety Incidents

2,209
Patient Safety Incidents
2.2% per 1,000 calls answered

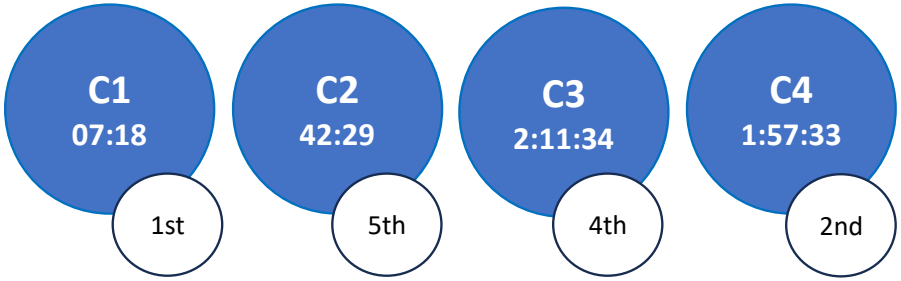
140
Serious incidents

Patient Experience/ Feedback

273
Complaints

812
Appreciations

Ambulance Response Times



Taken from Ambulance Quality Indicators: Systems Indicators December 2023

Friends & Family % of satisfaction good/very good

93.4%
Unscheduled Care (999) see & convey

91.7%
Unscheduled Care (999) see & treat

95.8%
Patient Transport Service

78.4%
111 service

Update 2023/24 quality priorities

Patient safety

- To continue working with system partners to reduce handover delays
- Respond to patient safety incidents in a way that leads to service improvements and safer care for all our patients

Clinical effectiveness

- Implementation of clinical supervision

Patient experience

- To increase service user and colleagues involvement in our patient safety and patient satisfaction activities

To continue working with system partners to reduce handover delays

What we achieved

- Thematic analysis of handover delays
- Partnership working to improve data sharing, standardise reporting to drive improvements
- Partnership working to improve effectiveness across the system
- Reviewed our risk management and escalation arrangements during times of demand

What we need to do

- Understand the impact on patients
- Understand the impact on staff

Respond to patient safety incidents in a way that leads to service improvements and safer care for all our patients

What we achieved

- 5 year review of quality & safety profile to inform local safety priorities
- Development of governance procedures
- PSIRF training provided by NHS accredited provider (including oversight training and patient safety specialist training)
- Transition to LFPSE 1st June 2023
- Transition to PSIRF 1st January 2024
- Introduction of x3 patient safety partners

What we need to do

- Closure of all serious incidents & actions by 31st March 2024
- Embed PSIRF governance and organisational learning

Implementation of clinical supervision

What we achieved

- Policies and procedures for clinical supervision developed
- Clinical supervision launched across unscheduled care in August 2022
- Audit roadmap for Clinical Team Leaders (CTLs) introduced to managers understand individual clinical performance
- CTLs complete clinical supervision shifts with individuals including protected time for discussions
- Clinical staff are also provided with 5 hours to support with any CPD needs identified through clinical supervision

What we need to do

- Development of electronic audit tool and dashboards
- Development and roll out of a bespoke university module to help ensure that our CTLs have the appropriate skills, knowledge and experience (to be completed in 2024)

To increase service user and colleagues involvement in our patient safety and patient satisfaction activities

What we achieved

- Multidisciplinary working groups established for PSIRF implementation and patient safety improvement activities
- Introduction of patient safety partners
- Board level lead identified for patient safety partners
- Stakeholder involvement in patient safety meetings
- Collaborative working with stakeholders and partners
- Stakeholder involvement in recruitment for patient safety roles

What we need to do

- To establish patient feedback group
- Implement a patient and carer feedback survey (post investigations)
- Wider patient and colleague involvement in recruitment activities

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North East Ambulance Service
Bernicia House
Goldcrest Way
Newburn Riverside
Newcastle upon Tyne
NE15 8NY

T: 0191 4302099

E: publicrelations@neas.nhs.uk

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