

**NHS**

**North East  
Ambulance Service**

NHS Foundation Trust



# 2023/24 Quality Report

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**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
- Consultation starts on 29 April. Deadline for responses 27<sup>th</sup> May 2024
- Providers must upload their final Quality Report onto their website by 30<sup>th</sup> June
- No requirement to obtain external auditor assurance this year

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# 2023/24 performance

1<sup>st</sup> April- 31<sup>st</sup> December 2023\*



**Mission:** Safe, effective, responsive care for all

**Vision:** Unmatched quality of care



**PATIENT SAFETY**

**2022-23**

**2023-24**

Patient safety incidents

3,702

2,209

Proportion of incidents / 1,000  
calls

1.8%

2.2%

No. Serious Incidents

61

140

**Note:** 2023-24 data up to 31 Dec 2023



# Patient experience & feedback

Top three themes on complaints:

- Staff attitude
- Timeliness of response
- Quality of care

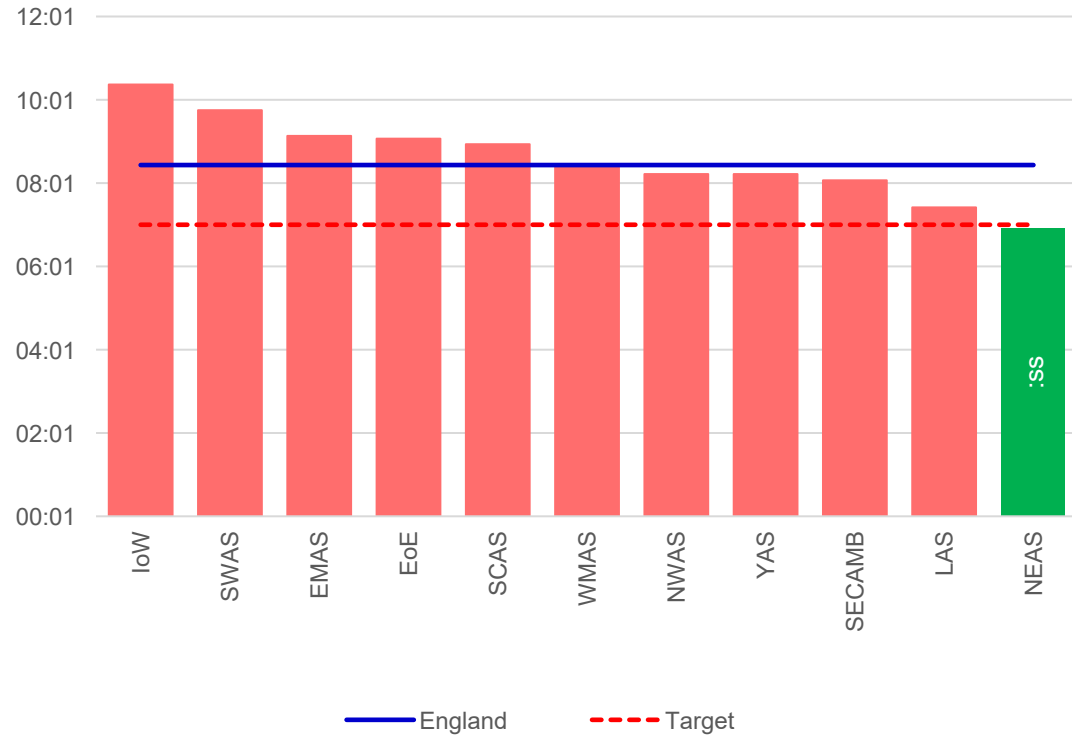
Patient Experience	2022-23	2023-24
See & treat	97.1%	93.3%
See & treat & convey to hospital	90.0%	92.0%
Planned patient transport	95.2%	94.1%
NHS111	82.7%	80.7%

Patient feedback	2022-23	2023-24
Complaints	375	316
Appreciations	812	922

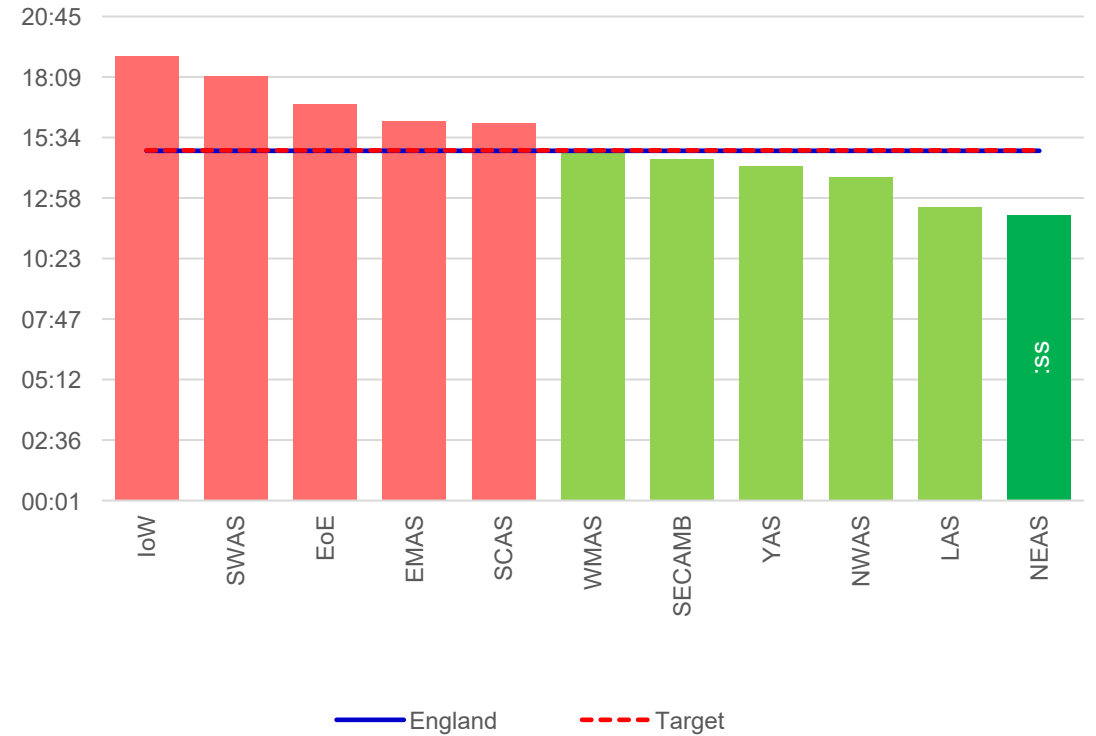
**Note:** 2023-24 data up to 31 Dec 2023

# NEAS Benchmark Performance – C1

Category 1 Response Times - Mean response (min:sec) - (MTD)  
January 2023-24

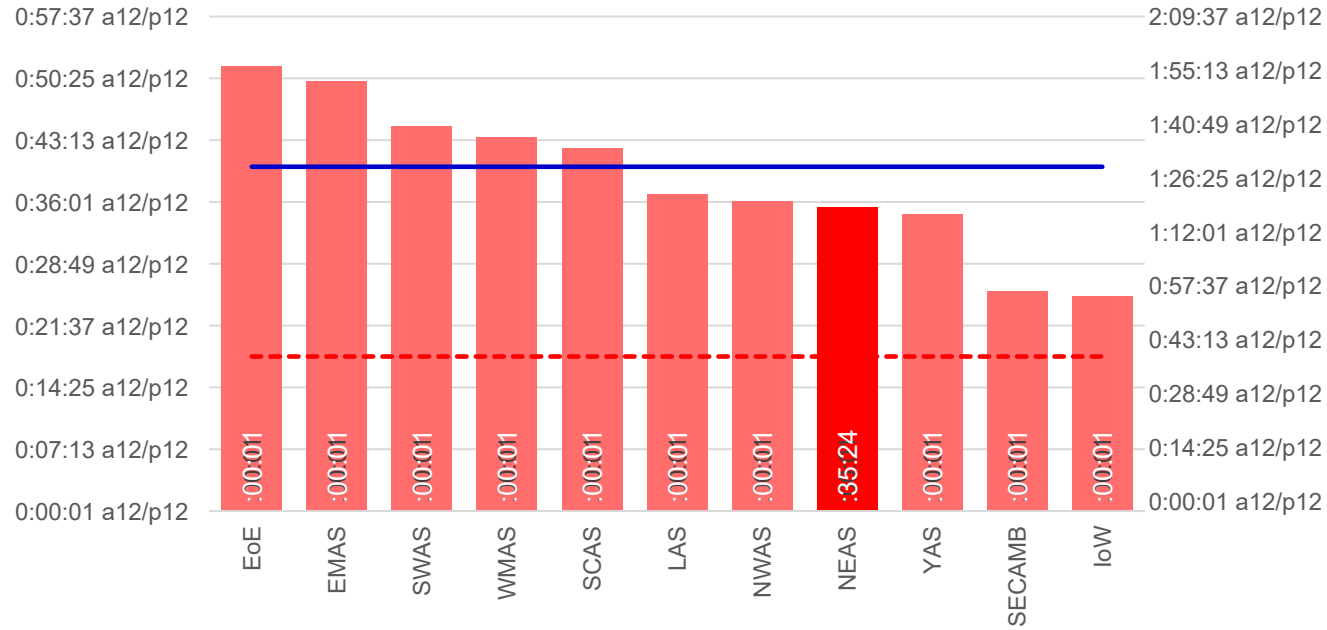


Category 1 Response Times - 90th centile response (min:sec) - (MTD)  
January 2023-24

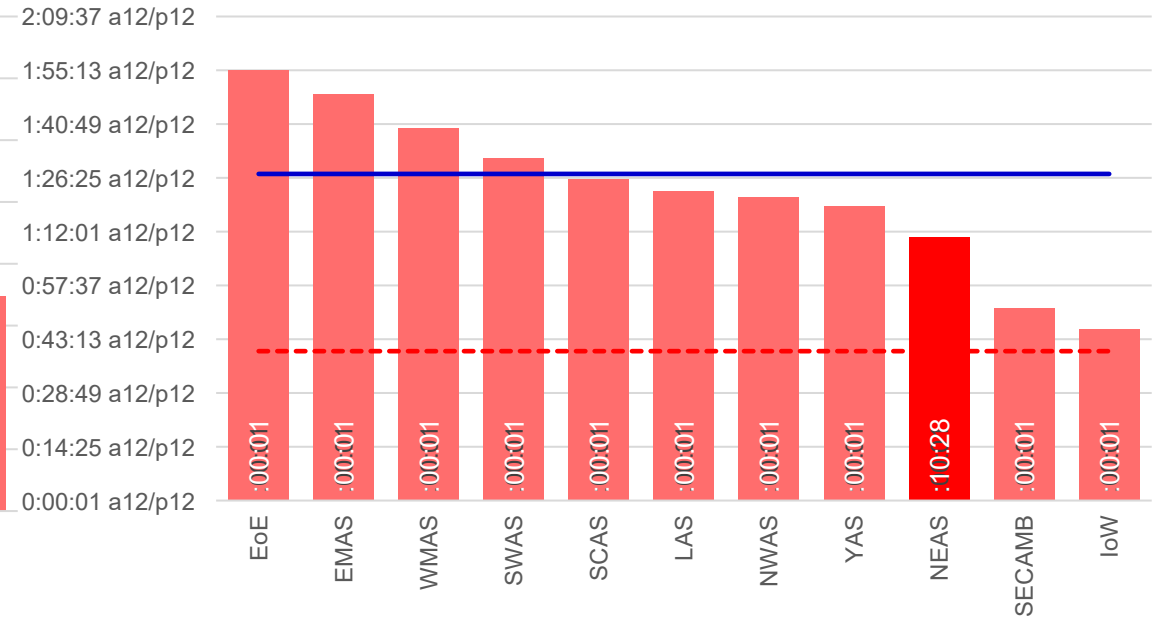


# NEAS Benchmark Performance – C2

Category 2 Response Times - Mean response (hour:min:sec) - (MTD)  
January 2023-24



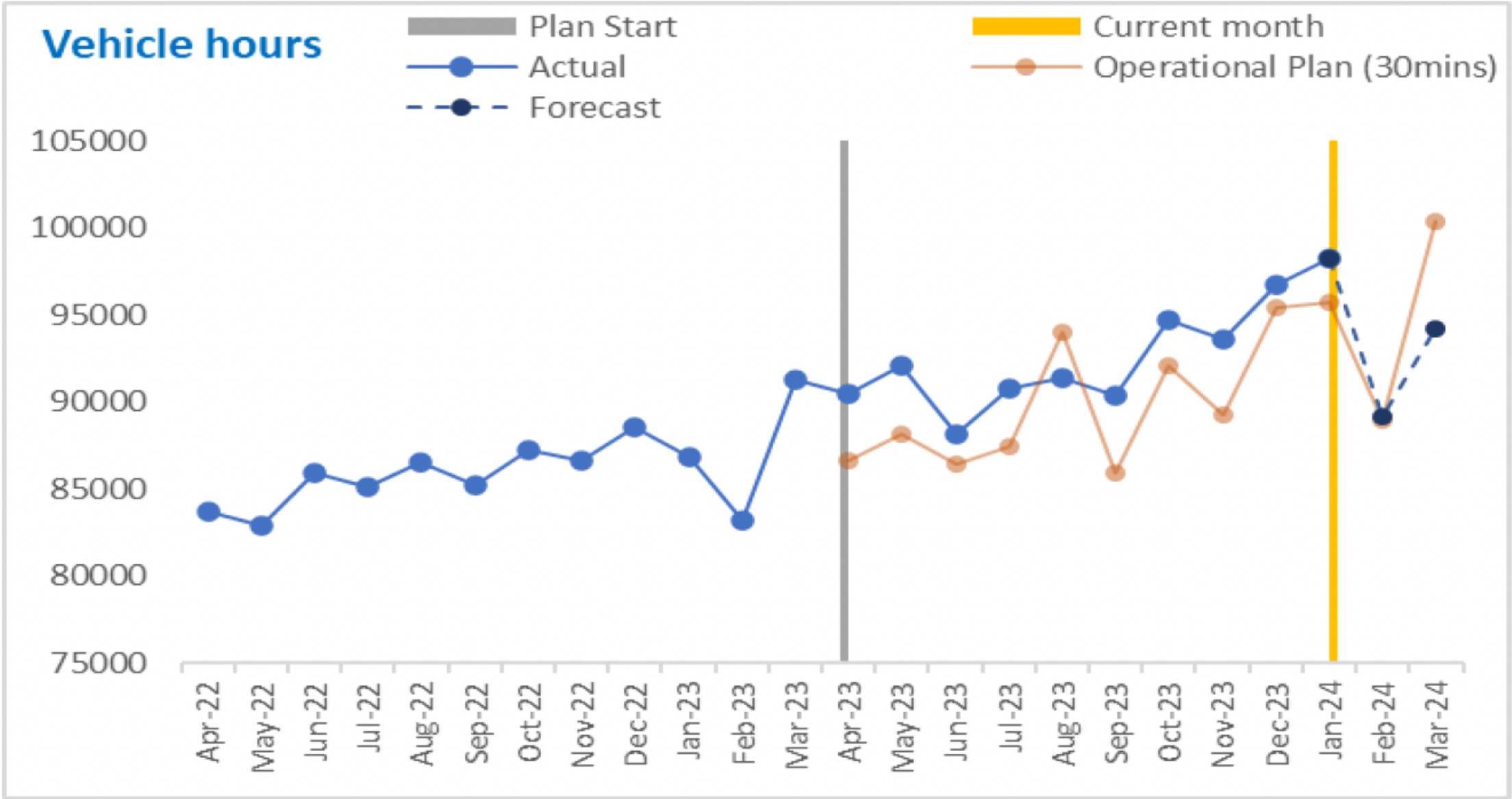
Category 2 Response Times - 90th centile response (hour:min:sec) - (MTD) January 2023-24

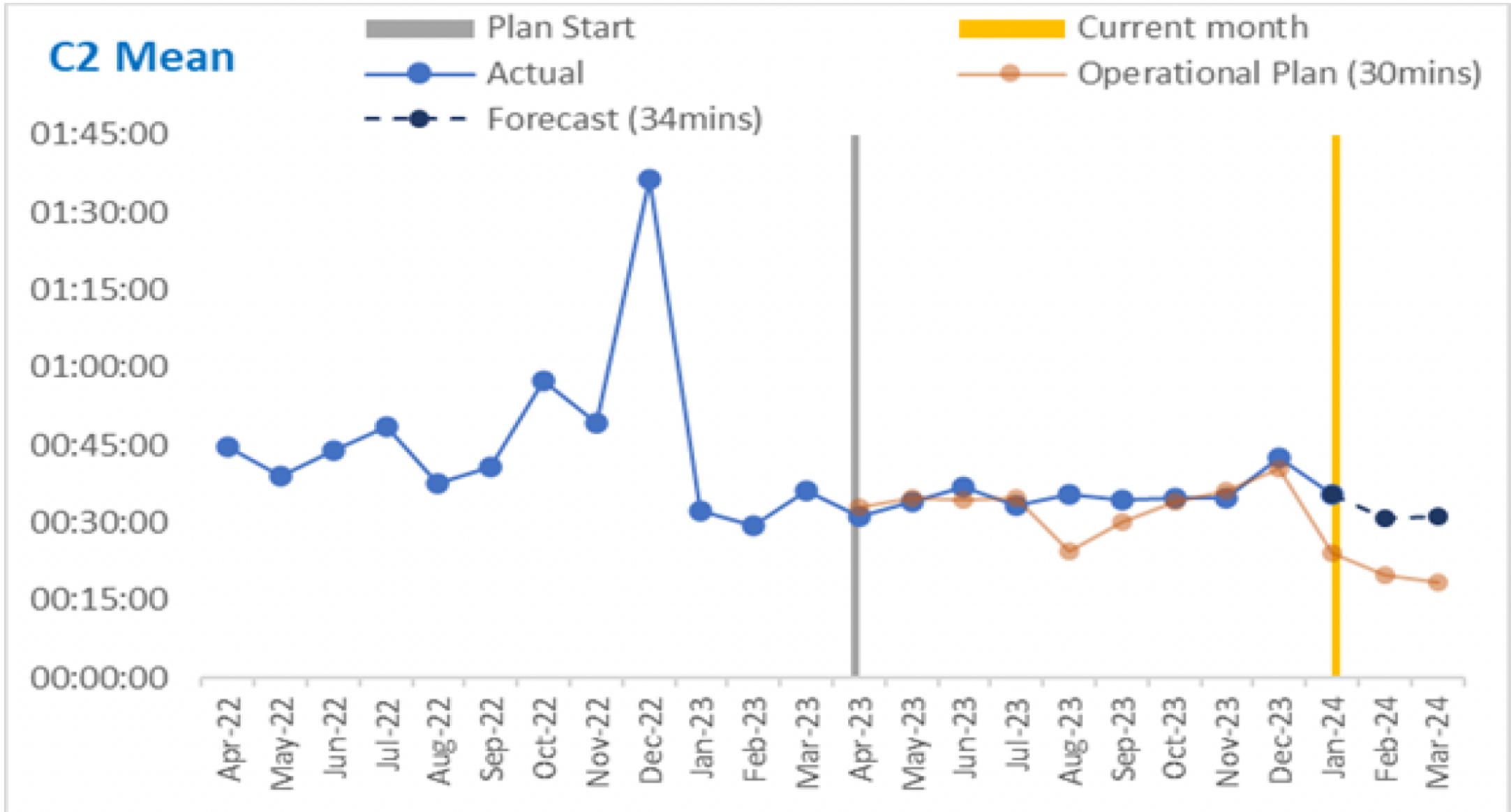


— England    - - - Target

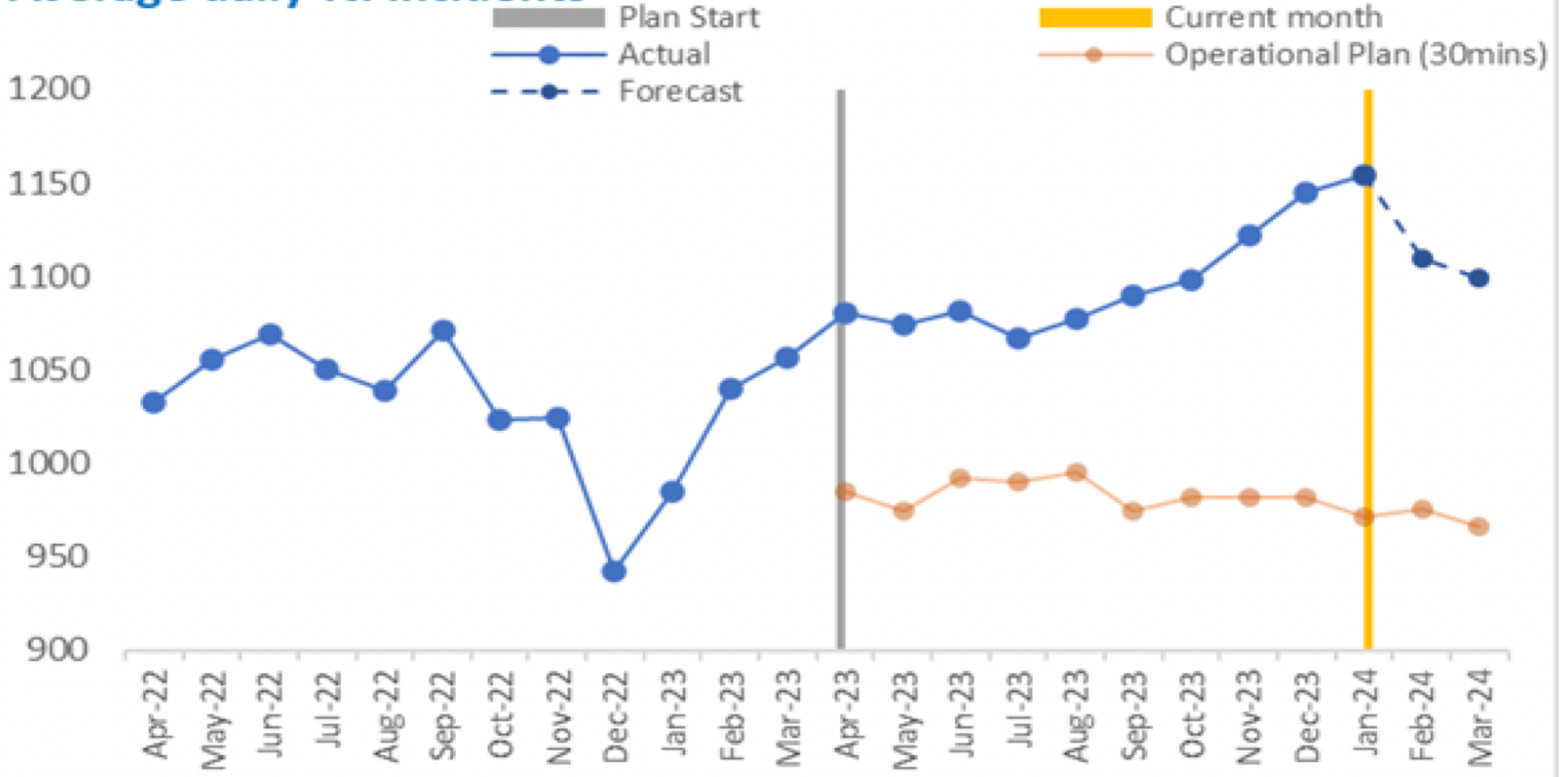
— England    - - - Target





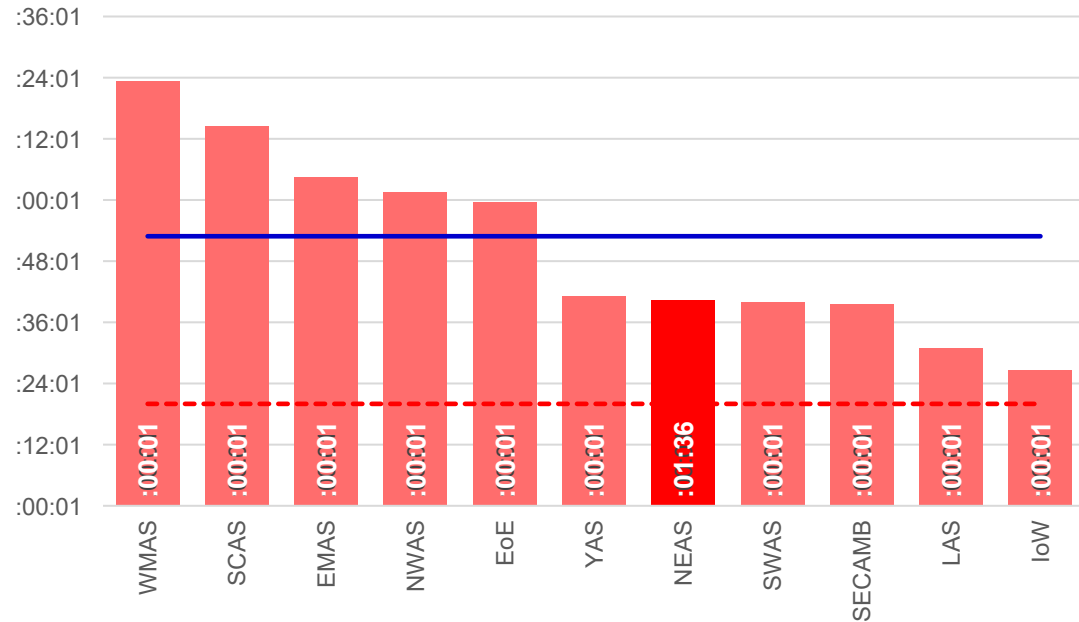


# Average daily ftf incidents



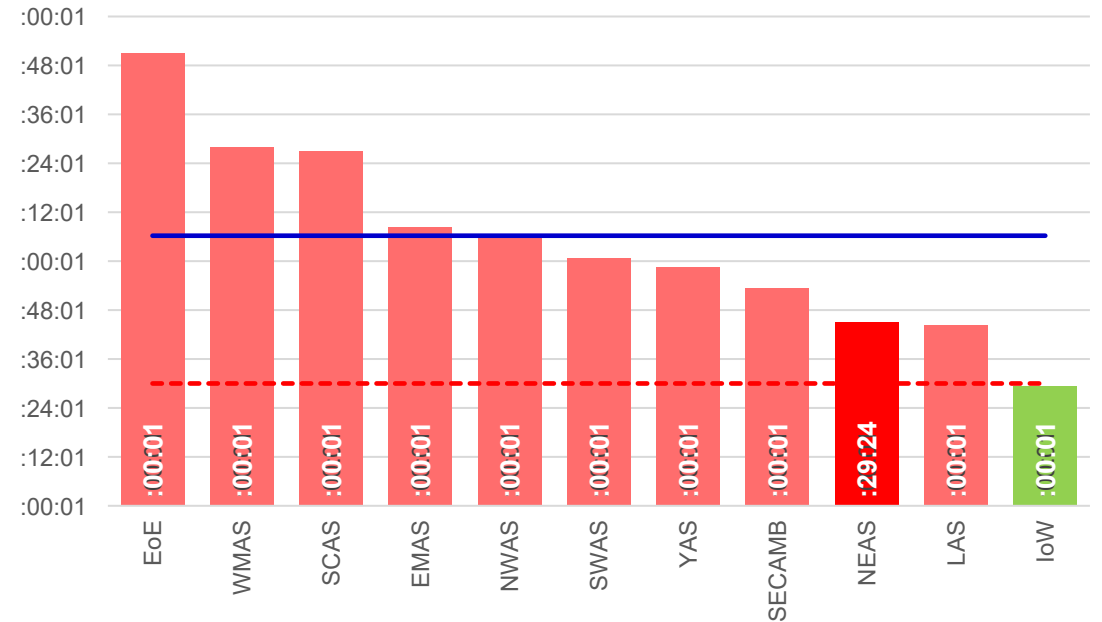
# NEAS Benchmark Performance – C3 & C4

Category 3 Response Times - 90th centile response (hour:min:sec) - (MTD) January 2023-24

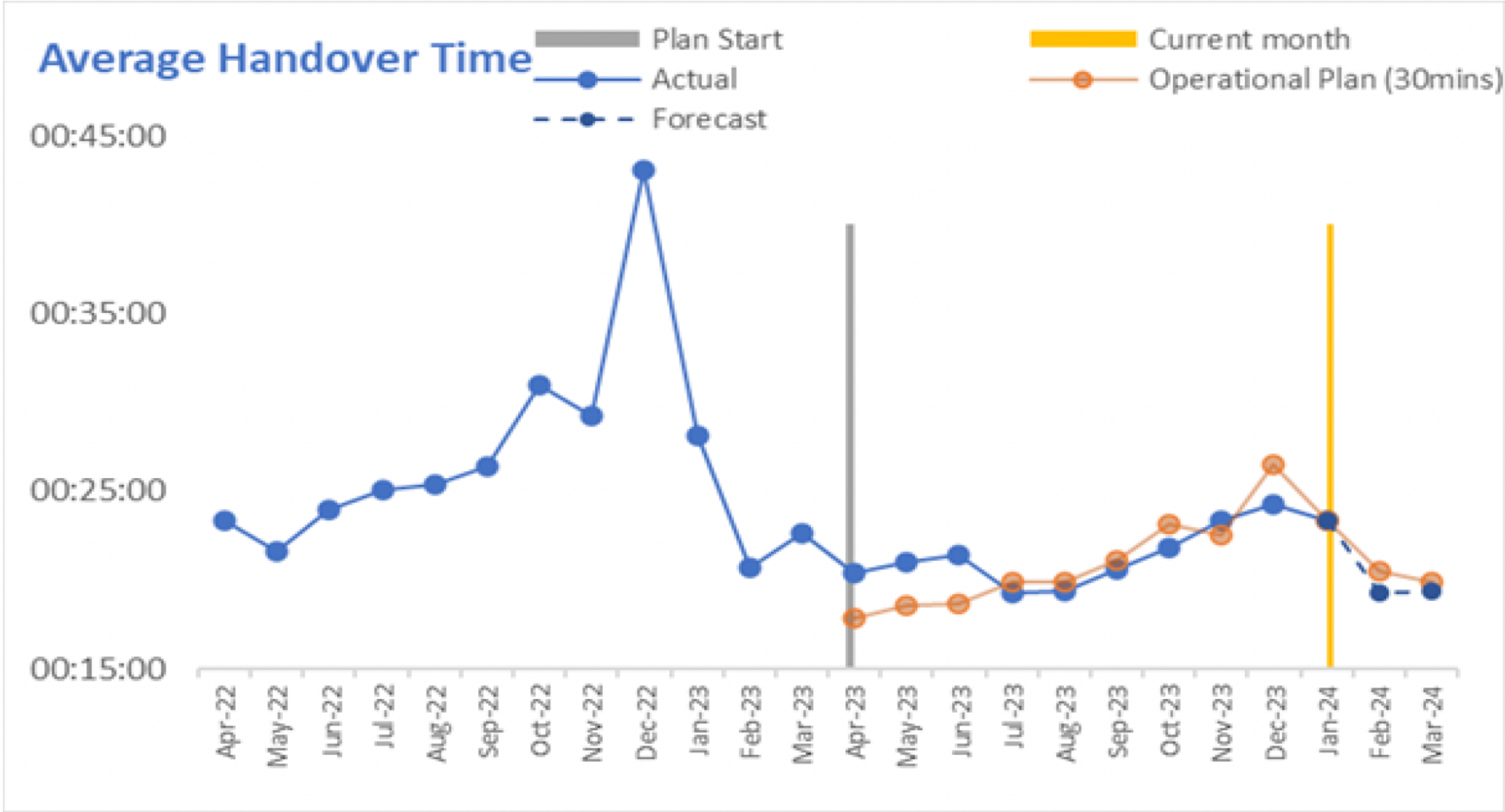


— England    - - - Target

Category 4 Response Times - 90th centile response (hour:min:sec) - (MTD) January 2023-24



— England    - - - Target



# 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 1<sup>st</sup> June 2023
- Transition to PSIRF 1<sup>st</sup> January 2024
- Introduction of x3 patient safety partners

## What we need to do

- Closure of all serious incidents & actions by 31<sup>st</sup> 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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