

# South Western Ambulance Service



NHS Foundation Trust

## Matrix of Quality Account Options 2011/12

Name of organisation commenting.....

Please note that these priorities can be measured to enable reporting for further scrutiny.

Quality Option	Rationale	Quality Domain	Quality Option Evidence Base	Your Comment
<b>Improve patient experience</b>	<p><b>Background</b> The Trust does not carry out annual patient surveys</p> <p><b>Quality Account 2010/11</b> Patient Experience surveys were carried out in 2010/11 for each of the Trust three service lines of:</p> <ul style="list-style-type: none"> <li>• A&amp;E 999</li> <li>• Urgent Care Services (Dorset and Somerset);</li> <li>• Patient Transport Services.</li> </ul> <p><b>Quality Account 2011/12</b> Patient Experience Surveys Stage 1 Analyse the patient surveys</p>	Patient Experience	<ul style="list-style-type: none"> <li>• Department of Health NHS Operating Framework 11/12 priority;</li> <li>• Government White Paper Liberating the NHS 2010 patient experience priority;</li> <li>• Commissioning for Quality (CQUIN) 11/12 A&amp;E contract quality goal for the Trust;</li> <li>• NHS Dorset, Bournemouth &amp; Poole and Somerset (lead Commissioner for Urgent Care Service) feedback on 2010/11 Quality Account</li> </ul>	

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	<p>returned in March 2011.</p> <p>Stage 2 Review survey analysis with Commissioners and Council of Governors and agree action plan for implementation in 2011/12.</p> <p>Stage 3 Implementation of action plan and review of outcomes</p> <p>Stage 4 Develop a Trust policy/strategy for the collection of patient experience information</p>		<p>requested focus on all three service lines and patient outcomes;</p> <ul style="list-style-type: none"> <li>• Torbay Care Trust (lead Commissioner for A&amp;E 999 and Patient Transport Service feedback on 2010/11 Quality Account requested include focus on Patient Transport Services patient outcomes;</li> <li>• Devon Overview and Scrutiny Committee and Devon Local Involvement Network feedback on 2010/11 Quality Account requested include focus on Patient Transport Services patient outcomes;</li> <li>• Bournemouth Overview and Scrutiny Committee feedback on 2010/11 Quality Account</li> </ul>	
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			<p>requested include focus on Patient Transport Services patient outcomes and dignity and respect;</p> <ul style="list-style-type: none"><li>• Somerset Scrutiny Committee feedback on 2010/11 Quality Account requested focus on Trust reporting outcomes for patients;</li><li>• Cornwall Local Involvement Network feedback on 2010/11 Quality Account requested a focus on hospital discharge which is not in the remit of the ambulance service. However, by capturing patient feedback areas identified across the patient pathway will be shared with the acute sector.</li></ul>	
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<p><b>Continuously improve patient safety</b></p>	<p><b>Background</b> The Trust takes patient safety very seriously and has been reported by the National Patient Safety Agency as an exemplar for reporting of incidents; ranking in the highest 10% of all NHS Trusts for reporting of incidents which is indicative of an organisation with a culture of good patient safety.</p> <p><b>Quality Account 2010/11</b> Patient safety focused on infection control measures and the continuing roll out of the Trust award winning 'Cleaner Care' initiative.</p> <p><b>Quality Account 2011/12</b> Development of Falls Pathways Across Four Counties</p> <p>Stage 1 Establish equivalent to chief complaint to identify fallers and</p>	<p>Patient Safety</p>	<ul style="list-style-type: none"> <li>• Department of Health NHS Operating Framework 11/12 priority;</li> <li>• Government White Paper Liberating the NHS 2010 patient safety priority;</li> <li>• Commissioning for Quality (CQUIN) 11/12 A&amp;E contract quality goal for the Trust;</li> <li>• NHS Dorset, Bournemouth &amp; Poole and Somerset (lead Commissioner for Urgent Care Service) feedback on 2010/11 Quality Account requested focus on all three service lines and patient outcomes;</li> <li>• Torbay Care Trust (lead Commissioner for A&amp;E 999 and Patient Transport Service feedback on 2010/11</li> </ul>	
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	<p>agree reporting with commissioners. Use a flag in pathways to identify complaints.</p> <p>Stage 2 Falls audit in Cornwall, Devon and Somerset (Dorset completed in 2010/11).</p> <p>Stage 3 Agree with PCTs following review to standardize falls pathways in all four counties.</p>		<p>Quality Account requested include focus on Patient Transport Services patient outcomes;</p> <ul style="list-style-type: none"> <li>• Devon Overview and Scrutiny Committee and Devon Local Involvement Network feedback on 2010/11</li> </ul> <p>Quality Account requested include focus on Patient Transport Services patient outcomes;</p> <ul style="list-style-type: none"> <li>• Bournemouth Overview and Scrutiny Committee feedback on 2010/11</li> </ul> <p>Quality Account requested include focus on Patient Transport Services patient outcomes and dignity and respect;</p> <ul style="list-style-type: none"> <li>• Somerset Scrutiny Committee feedback on 2010/11</li> </ul> <p>Quality</p>	
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			<p>Account requested focus on Trust reporting outcomes for patients;</p> <ul style="list-style-type: none"> <li>• Cornwall Local Involvement Network feedback on 2010/11 Quality Account requested a focus on hospital discharge which is not in the remit of the ambulance service. However, by capturing and analysing incident reporting for the patient pathway evidence on practice will be reported and acted upon if required.</li> </ul>	
<p><b>Continuously improve clinical effectiveness</b></p>	<p><b>Background</b> The Trust will focus more on targets relating to clinical effectiveness</p> <p><b>Quality Account 2010/11</b> The Trust priorities included:</p> <ul style="list-style-type: none"> <li>• Implement a pain assessment system</li> </ul>	<p>Clinical Effectiveness</p>	<ul style="list-style-type: none"> <li>• Department of Health NHS Operating Framework 11/12 priority;</li> <li>• Government White Paper Liberating the NHS 2010 clinical outcomes priority;</li> <li>• Commissioning for</li> </ul>	

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	<p>for vulnerable patients;</p> <ul style="list-style-type: none"> <li>• Improve care for patients with cardiovascular disease (heart attack and stroke);</li> <li>• Audit of Category C calls (non life threatening) to inform care pathway developments eg fallers;</li> <li>• National study of head injury in children;</li> <li>• Research Facilitator post;</li> <li>• Implementation of a smart mattress to assist with patient assessment and clinical observations</li> </ul> <p><b>Quality Account 2011/12</b></p> <ul style="list-style-type: none"> <li>• Continue the study on head injury in</li> </ul>		<p>Quality (CQUIN) 11/12 A&amp;E contract clinical outcome goal for the Trust;</p> <ul style="list-style-type: none"> <li>• NHS Dorset, Bournemouth &amp; Poole and Somerset (lead Commissioner for Urgent Care Service) feedback on 2010/11 Quality Account requested focus on the Trust accomplishment of the three targets repeatedly not met for the Out of Hours National Quality Requirements;</li> <li>• Torbay Care Trust (lead Commissioner for A&amp;E 999 and Patient Transport Service feedback on 2010/11 Quality Account requested include focus on Patient Transport Services patient</li> </ul>	
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	<p>children as the principal project with Centre for Maternal and Child Enquiries (CMACE) {2009 to 2012};</p> <p>Analysis of Healthcare Professional Calls (HPC)</p> <p>Stage 1 Understand the impact of the call re-categorisation on the HCP workload. Undertake an analysis of HCP activity, identifying trends, patterns, differential use of the service by locality (GP clusters?)</p> <p>Stage 2 Work with Commissioners and GPs to review and identify work categories and agree standard protocols and the associated impact on A&amp;E service delivery.</p> <p>Stage 3 Agree on-going monitoring and review of this workload to</p>		<p>outcomes;</p> <ul style="list-style-type: none"> <li>• Devon Overview and Scrutiny Committee and Devon Local Involvement Network feedback on 2010/11 Quality Account requested include focus on Patient Transport Services patient outcomes;</li> <li>• Bournemouth Overview and Scrutiny Committee feedback on 2010/11 Quality Account requested include focus on Patient Transport Services patient outcomes and dignity and respect;</li> <li>• Somerset Scrutiny Committee feedback on 2010/11 Quality Account requested focus on Trust reporting outcomes for patients;</li> <li>• Cornwall Local</li> </ul>	
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	<p>identify changes in access.</p>		<p>Involvement Network feedback on 2010/11 Quality Account requested a focus on hospital discharge which is not in the remit of the ambulance service. However, by capturing patient feedback areas identified across the patient pathway will be shared with the acute sector.</p>	
<p><b>Please add any comments your organisation may wish to share with the Trust Board – include extra sheets if required</b></p>				

**Thank you for completing this options menu on quality. Please return to [lynne.paramor@swast.nhs.uk](mailto:lynne.paramor@swast.nhs.uk) or Lynne Paramor, Director of Corporate Services, South Western Ambulance Service NHS Foundation Trust, Abbey Way, Eagle Court, Sowton Industrial Estate, Exeter, Devon, EX7 2HY**