

West Midlands Ambulance Service NHS Foundation Trust

Quality Accounts 2017/18

The Health Scrutiny Panel is assured that the draft WMAS Quality Account accurately reflects local priorities and the concerns voiced by their constituents and views of partner organisations about the performance of the service against national standards.

The draft gives a balanced view of the work done to maintain high performance against national quality standards and to respond to challenges of increased pressure on the ambulance service.

The Health Scrutiny Panel consider that WMAS have continued to build on the excellent work to encourage patients, staff and the wider public to support the delivery of key performance targets and the work done to promote awareness of the Quality Account process.

The Health Scrutiny Panel considers that WMAS has demonstrated their commitment to involving patients and members of the public in the drafting of the Quality Account. WMAS invited representatives of health scrutiny panels, Healthwatch and other or across the region to an engagement event for a presentation on performance against the 2017-18 Quality Account priorities.

The meeting also provided the opportunity to review the Quality Account priorities before the draft was circulated for wider comment and is further evidence of WMAS commitment to involve representatives of external organisations in the drafting of the report.

The panel supports the areas listed as priorities for improvement in the Quality Account report.

The Health Scrutiny Panel would like details of the number of cases registered of serious incidents and outcome any of investigation between April 2017 and March 2018, which was not available at the time of publication, to include data for the two previous years.

This change will allow Councillors to have a more informed judgement about the performance of the service over time. The panel consider that this is an important measure of the quality of the service and will provide a basis by which it will be easy to compare performance trends. The information should be included in the final draft report.

Cllr Jasbir Jaspal
Chair Health Scrutiny Panel
City of Wolverhampton Council

18 April 2018