



# CQC Report and Quality Account



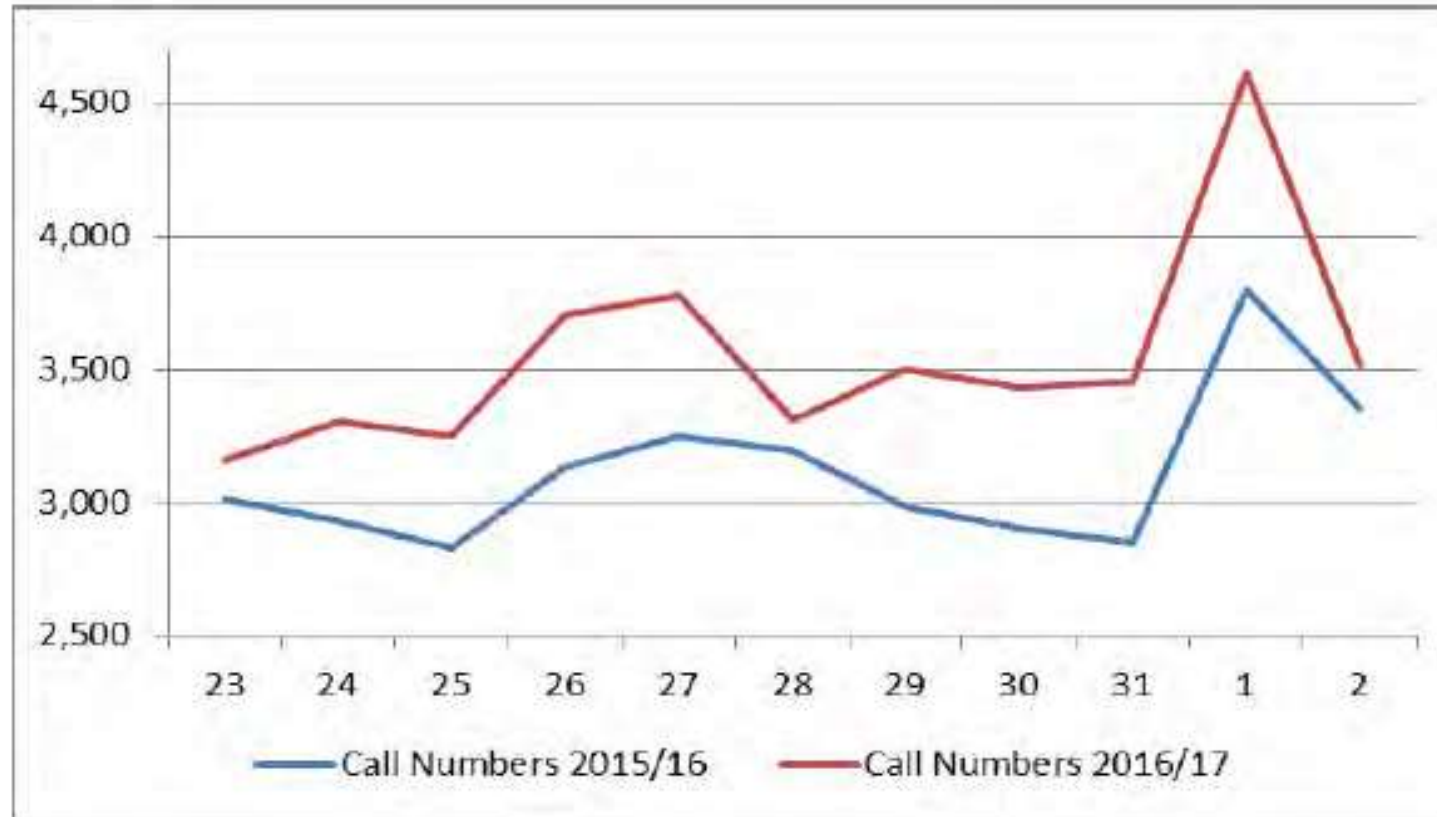
**Sue Green**  
**Deputy Director of Nursing & Quality**

**Rob Cole**  
**Consultant Paramedic – Vulnerable People**

**Martyn Scott**  
**Area Manager**



## Increased Activity





## The Care You Give To Patients Is

Outstanding



*Across all areas staff consistently demonstrated kindness, compassion and respect towards patients, relatives and carers. All patients, relatives, and callers were treated as individuals and given support and empathy in often the most difficult circumstances.*

[www.cqc.org.uk/provider/RYA](http://www.cqc.org.uk/provider/RYA)



# The National Picture

Trust Name	Overall Rating
West Midlands	Outstanding
North East	Good
South Central	Good
Yorkshire	Requires Improvement
East Midlands	Requires Improvement
East of England	Requires Improvement
North West	Requires Improvement
South West	Requires Improvement
London	Inadequate
	Inadequate





Outstanding



*The CQC also said:*

- Staff recognised when patients required further information and support and this was provided at all times.*
- Callers who were distressed and overwhelmed were well supported by staff. Staff used their initiative and skills to keep the caller calm, and provide emotional support in often highly stressful situations.*
- There were systems to support patients to manage their own health and to signpost them to other services where there was access to more appropriate care and treatment. Staff involved patients in decisions about their care and treatment. When appropriate, patients were supported to manage their own health by using non-emergency services such as their GP*



# The Ratings In Detail

	Safe	Effective	Caring	Responsive	Well Led
<b>Emergency &amp; Urgent (E&amp;U)</b>	Good	Outstanding	Outstanding	Good	Requires Improvement
<b>Patient Transport Services (PTS)</b>	Requires Improvement	Requires Improvement	Good	Good	Requires Improvement
<b>Emergency Operations Centre (EOC)</b>	Good	Good	Good	Good	Outstanding
<b>Resilience</b>	Good	Outstanding	Not Rated	Outstanding	Outstanding

Overall
Good
Requires Improvement
Good
Outstanding

<b>Overall</b>	Good	Outstanding	Outstanding	Good	Good
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Outstanding
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Outstanding 

- *Staff took time to interact with patients and supported them and their relatives and carers. They treated patients with dignity and respected their privacy at all times.*
- *Feedback from people who use the service, those who are close to them and stakeholders were consistently positive about the way staff treated people.*
- *There was a strong, visible person centred culture. Staff and management were fully committed to working in partnership with people and find innovative ways to make it a reality for each person using the service.*





The CQC recognised the following as **Outstanding** ☆ practice:

- The trust was shortlisted in 2015 for two national awards including; Enhancing Care by Sharing Data and Information and Improving Outcomes through Learning and Development.
- HALOs across all divisions had developed innovative and forward thinking ideas to reduce hospital admissions and ambulance call outs which proved to be very effective.
- The functions within the Regional Co-ordination Centre provided effective support for complex incidents within the trust's geographical region and externally through the Midlands Critical Care Network
- Paramedic availability throughout the service, and plans to increase this further meant that highly qualified staff could provide emergency care to patients.



The CQC recognised the following as **Outstanding** ☆ practice:

- Finding innovative ways of engaging with the local population, for example, the Youth Council, and the Youth Cadet scheme , the aim of which encourage commitment to young people who wish to have a career in the NHS including the WMAS.
- During 2015 the MERIT team were peer reviewed by the Trauma Network; and they were graded as providing recognised best practice in nine out of ten criteria, which is a recognition of best practice.

The CQC report identified many areas of best practice within the Emergency Preparedness functions of the Trust.



# Update on 2016/2017 Priorities

## Patient Experience

Priority	Progress	Update
<b>Deliver Making Every Contact Count (Public Health) Education</b>	<b>On track</b>	Education provided to all Clinical Team Mentors who have provided 49% of clinical staff with a supervision shift where MECC is addressed. The remaining staff are booked to have supervision shifts before the 31 March 2017.
<b>Continue to work with Public Health to reduce health inequalities</b>	<b>On track</b>	The Trust now provides non patient identifiable data to Public Health England on a daily basis which is assisting them to determine planning and priorities for the future. Once fully analysed and reported on this may be progressed nationally.
<b>Engage with Rural Communities</b>	<b>In progress with areas for improvement</b>	The Trust engagement vehicle and team has visited all counties within the Trust to attend local events and talk with public. The CEO and Director of Nursing have met with local community representatives from rural areas of Staffordshire. Community First responders have agreed to speak with their local communities and have been provided with feedback documentation. Work with Healthwatch has not been progressed as much as the Trust hoped and therefore work will continue in this area as part of the Trusts Engagement Plans for



## Update on 2016/2017 Priorities

### Patient Safety

Priority	Progress	Update
Reduce the risk of falls that result in harm when assisting with mobilising patients in our care	On track	Education provided to Patient Transport Staff as part of Mandatory training. All staff have either attended Mandatory training (61%) or are planned to attend before 31 March 2017.
Reduce the risk of harm that occurs to patients in wheelchairs (skin tears, bruises etc.)	On track	Education provided to Patient Transport Staff as part of Mandatory training. All staff have either attended Mandatory training or are planned (61%) to attend before 31 March 2017. Trust wheelchair provision has been reviewed and improved.
Reduce the risk of harm by utilising the most appropriate safety restraints	On track	The Trust has worked with providers of child safety restraints to ensure a more appropriate system for babies under 5kg in weight. New restraints have now been purchased to ensure restraints are now available for under 5kg to Adult. The Trust has introduced new signage for ambulances that reminds staff and parents that child restraints need to be used.



# Update on 2016/2017 Priorities

## Clinical Effectiveness

Priority	Progress	Update
<b>Deliver an Improved Model of Clinical Supervision</b>	<b>On track</b>	The model consists of reflective practice as <ul style="list-style-type: none"><li>• Part of Group sessions – 75% completed YTD</li><li>• Part of Personal Development Review with manager – 99% completed</li><li>• A full supervision shift with a Clinical Team Mentor – 89% completed</li></ul>
<b>Safe on scene project is completed.</b>	<b>On track</b>	Reviews / case studies have taken place to ensure the most appropriate time on scene. Information has been shared with staff via Trust publications. This will continue as routine work for the Trust.
<b>Improve Clinical Performance - specifically those areas reported on nationally to include management of single limb fractures</b>	<b>On track</b>	The national Clinical Performance Indicators including management of single limb have ceased due to variances in the original reporting criteria.  The Trust identified a need for change in equipment to ensure the most appropriate care and this has now been agreed and new equipment purchased.



## Patient Experience

- Educate Trust clinicians and implement the \*ReSPECT form in order to improve understanding and treatment of patients with specific careplans such as those people at the end of their life
- Work with partner agencies to provide improved care pathways for patients ie mental health, maternity and end of life (Joint partners patient satisfaction surveys)
- Increase Friends and Family Test feedback in order to identify patient satisfaction.



## Patient Safety

- Improve timeliness of response based on clinical need
- Reduce the risk of harm that occurs to patients whilst in our care
- Deliver the objectives set within our Sign up to Safety pledge (specific to top 5 risks identified through learning)



## Clinical Effectiveness

- Improve the level of care delivered as measured by national Ambulance Quality Indicators
- Use the learning from external regulator reports to improve further
- Work with Higher Education Institutions to provide a skilled workforce able to provide for the changing needs of the community.





**Thank You  
Any  
Questions?**

