Joint Health Scrutiny Committee

Nottinghamshire Division:

Roger Watson, Consultant Paramedic

Wendy Hazard, Clinical Quality Manager

17th January 2013





Quality Account 2012/13

- Improvements in response to staff survey key questions and PDRs
- Continue to improve the process for call handling, clinical assessment and the deployment of resources
- Existing CPIs to be improved and new indicators to be developed taking in to account regional priorities





Quality Account 2012/13

- Continue to engage with stakeholders across local communities to enable patient experience to influence service improvement and development
- Develop a training package linked to a new Domestic Violence Policy to equip frontline staff with the knowledge to recognise and deal effectively with victims and perpetrators of DV



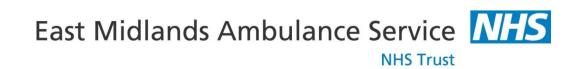


STAFF ENGAGEMENT

In 2012/13 we invited staff to comment on our Quality Account through a number of mechanisms.

- Training
- Increase resources





PUBLIC ENGAGEMENT

- EMAS Annual General Meeting
- Patient feedback PALS, Complaints, patient surveys
- Foundation Trust Membership
- OSC and LINks

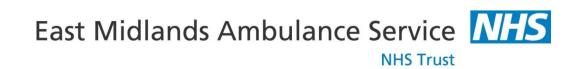




PUBLIC ENGAGEMENT THEMES

- Improving Communication
- Improving Response Times





We welcome your suggestions

Thank you





