



meeting **EMAS SELECT COMMITTEE**

date **29 October 2007**

agenda item number

Joint report of the Chair of the EMAS Select Committee and the Head of Scrutiny

EMAS – Further Information

Purpose of report

1. To provide the EMAS Select Committee with an opportunity to discuss performance with representatives of the East Midlands Ambulance Service (EMAS) and to provide the latest Annual Health Check results.

Background

2. The review was triggered by the weak performance of the East Midlands Ambulance Service Trust in its Annual Health Check for 2005-06.
3. EMAS received a score of WEAK for Quality of Services. The Healthcare Commission stated: “East Midlands Ambulance Service NHS Trust was given a score of not met for existing national targets. This means that it automatically received a score of weak for quality of services.”
4. EMAS failed to achieve national targets for responding to category B calls and for processes to control infection. The Trust also underachieved with regard to heart attack patients within 60 minutes.
5. At the time of this rating EMAS operated across
 - Nottinghamshire,
 - Leicestershire (inc Rutland) and
 - Derbyshire.
6. Since the Health Check was undertaken EMAS has been disestablished and a new Trust created. The new Trust is also called EMAS and now covers:
 - Nottinghamshire,
 - Derbyshire,
 - Leicestershire (inc Rutland)
 - Lincolnshire,

- North Lincolnshire,
- North East Lincolnshire and
- Northamptonshire.

7. In undertaking this review the Select Committee should note that EMAS is a new organisation.

Issues

8. The new EMAS received the following ratings for 2006-07:

Trust	Quality of services	Use of resources
East Midlands Ambulance Service NHS Trust	GOOD	FAIR

9. Compared nationally 41.6% of Ambulance Trusts scored Good for Quality of Services, no trust scored Excellent. 66.7% of Ambulance Trusts scored Fair for Use of Resources, only one Trust scored Good and none scored Excellent.

10. The Quality of Services rating is made up of 3 core components:

- i. Meeting core standards
- ii. Existing national targets
- iii. New national targets

i. and ii. are categorised: Not met, partially met, almost met and fully met
 iii. is categorised: Weak, Fair, Good and Excellent

11. EMAS fully met all **core standards** – 50% of ambulance trusts achieved this. The Healthcare Commission states: “East Midlands Ambulance Service NHS Trust was meeting all of the core standards set by Government.”

12. EMAS almost met **existing national targets** – 41.7% of ambulance trusts achieved this. Only one trust fully met the targets. The Healthcare Commission states: “East Midlands Ambulance Service NHS Trust performed well for many aspects of this assessment.”

13. The existing national targets comprises of the following 4 targets:

- All ambulance trusts to respond to 75% of category A calls within 8 minutes – **Achieved**
- All ambulance trusts to respond to 95% of category A calls within 19 minutes after the request has been made for transport – **Achieved**
- All ambulance trusts to respond to 95% of category B calls within 19 minutes – **Under achieved - 91.01%**

(30.2% of ambulance trusts achieved the target, 69.8% underachieved)

- Deliver a ten percentage point increase per year in the proportion of people suffering from a heart attack who receive thrombolysis within 60 minutes of calling for professional help - **Achieved**
14. The Select Committee may note that the old EMAS trust did not achieve the thrombolysis target.
 15. EMAS received a score of excellent for **new national targets** – 58.4% of ambulance trusts achieved excellent. The Healthcare Commission states: “East Midlands Ambulance Service NHS Trust performed well beyond the minimum requirements and the reasonable expectations for this assessment. “
 16. Members were previously concerned by the performance of EMAS in infection control. The New National Targets include the following target which has been **achieved** by EMAS: Achieve year on year reductions in MRSA levels, expanding to cover other healthcare associated infections as data from mandatory surveillance becomes available.
 17. The Healthcare Commission offers the following comment on Use of Resources: “This organisation has been given a score of fair for use of resources as it has met the basic requirements in all areas of this assessment. All financial targets were achieved in 2006/2007.”

Previous Ratings

18. The ratings of the old EMAS Trust are not directly comparable to the new trust but do give an indication on the progress that has been made and have previously been considered by this Select Committee. The information is included as an appendix to this report.

Recommendations

19. It is recommended that

the EMAS Select Committee consider and analyse the evidence provided and identify any additional information required.

Councillor Chris Winterton
Chair of the EMAS Select Committee

Lynn Senior
Head of Scrutiny

Background Papers
Healthcare Commission Annual Health Checks

Appendix 1

EMAS - Annual Health Checks Performance 2005-06

A1-1. The Annual Health Check rating is split into two scores - **Quality of Services** and **Use of Resources**. For 2005-06 the Trusts that now form EMAS received the following ratings:

Trust	Quality of services	Use of resources
East Midlands Ambulance Service NHS Trust	WEAK	FAIR
Lincolnshire Ambulance and Health Transport Service NHS Trust	FAIR	FAIR
Two Shires Ambulance NHS Trust	FAIR	FAIR

A1-2. The Quality of Service score is based on 3 component parts:

- a. The Core Standards
- b. Meeting Existing National Targets
- c. Meeting New National Targets

EMAS - Core Standards

A1-3. The Healthcare Commission concludes that EMAS met all of the Core Standards.

EMAS - Meeting Existing National Targets

A1-4. The Healthcare Commission states:

“East Midlands Ambulance Service NHS Trust was assessed against all of the 4 existing national target indicators. The organisation achieved 2 indicators, underachieved 1 indicator and failed to meet 1 indicator. The performance of this organisation against the indicators for each of the existing national targets is shown in the table below. These indicators are measures that capture how a particular aspect of a service should be provided.

EMAS - Meeting Existing National Targets

Indicators	Level of performance	
	EMAS	Lincolnshire
The percentage of category A calls receiving a response within eight minutes	Achieved	Achieved
The percentage of category A calls receiving a response within 14 minutes in urban areas or 19 minutes in rural areas	Achieved	Underachieved
The percentage of category B calls receiving a response within 14 minutes in urban areas or 19 minutes in rural areas	Failed	Underachieved
Thrombolysis: increasing the percentage of heart attack patients who receive thrombolysis within 60 minutes of calling for help	Underachieved	Underachieved

East Midlands Ambulance Service NHS Trust was given a score of not met for existing national targets. This means that it automatically received a score of weak for quality of services."

EMAS - Meeting New National Targets

A1-5. The Healthcare Commission states:

East Midlands Ambulance Service NHS Trust was assessed against all of the 5 new national target indicators. The organisation achieved 4 indicators, underachieved 0 indicators and failed to meet 1 indicator. The performance of this organisation against the indicators for each of these new national targets is shown in the table below. Please note: organisations are assessed against all indicators that relate to their various functions.

Indicators	Level of performance
Participation in audits	Achieved
Processes in place to control infection	Failed
Does the organisation comply with key elements of guidelines on treating people who have self-harmed?	Achieved
Response to Taking healthcare to the patient	Achieved
Smoke-free NHS	Achieved