

Joint Health Scrutiny Committee

Nottinghamshire Division:

Roger Watson, Consultant Paramedic

Wendy Hazard, Clinical Quality Manager

17th January 2013



East Midlands Ambulance Service



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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



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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



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STAFF ENGAGEMENT

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

- Training
- Increase resources



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PUBLIC ENGAGEMENT

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



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PUBLIC ENGAGEMENT THEMES

- Improving Communication
- Improving Response Times



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We welcome your suggestions

Thank you



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