



London Ambulance Service
NHS Trust



Kingston HOSC Quality Account 2017/18 1 October 2018

Our Quality progress

Following the inspection in March 2017 , we moved from an overall rating of 'Requires improvement' to 'Good', which is a tremendous achievement and recognition of the efforts of people across the Service

Our care for patients is once again rated as 'outstanding'

Among the CQC's key findings were that our staff often went above and beyond their expected duties in order to meet patient needs

The report also found that people working across all parts of the Service demonstrated care which was consistent with our values

In the 'well-led' element of the inspection, they found strong leadership and more widely also highlighted the expertise in the care of maternity and mental health patients



Quality Improvement Progress 2015 to now

2015/16

2016/17

2017/18

Domain	Rating
Safe	Inadequate
Effective	Requires improvement
Caring	Good
Responsive	Requires improvement
Well-led	Inadequate
Overall	INADEQUATE

Inadequate overall
Placed into special
measures

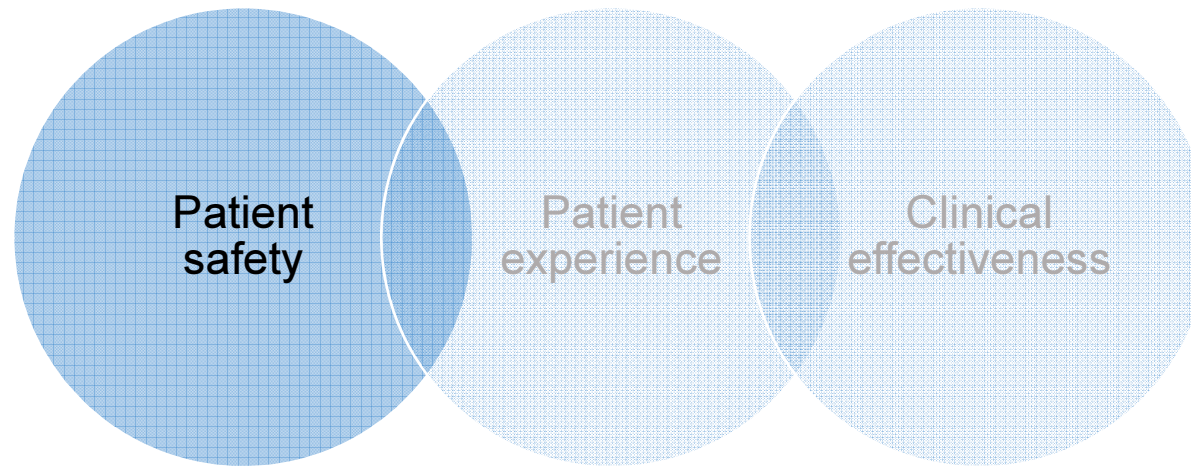
Domain	Rating
Safe	Requires improvement
Effective	Good
Caring	Outstanding
Responsive	Good
Well-led	Requires improvement
Overall	Requires improvement

Requires improvement
overall
special measures retained

Domain	Rating
Safe	Good
Effective	Good
Caring	Outstanding
Responsive	Good
Well-led	Good
Overall	Good

Good overall
Removal of special measures

We have made significant progress against all of our 2017/18 Quality Priorities

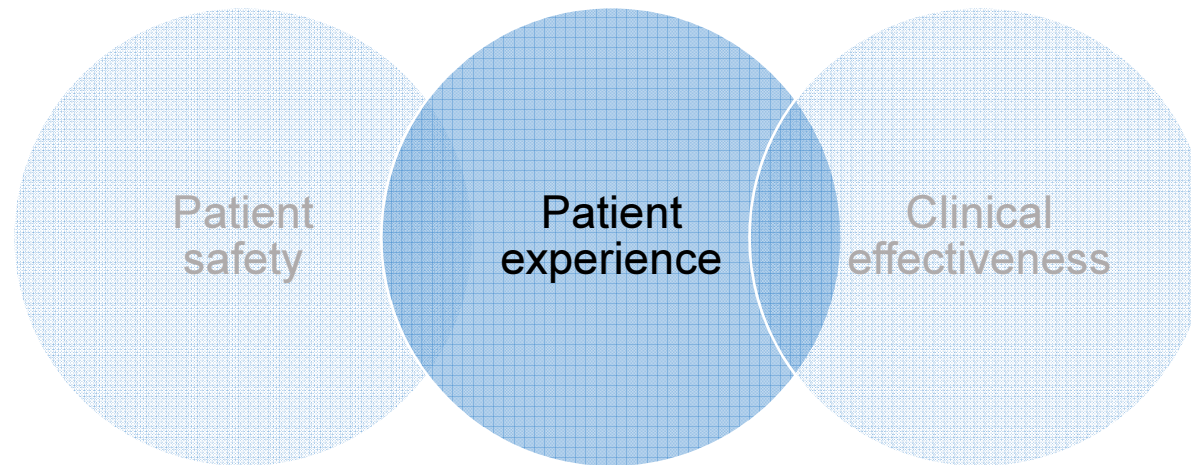


Target 1 – development of pathways for patients who fall, have mental health issues, are at the end of life and psychiatric

Target 2 – Improve and embed learning from incidents



We have made significant progress against all of our 2017/18 Quality Priorities



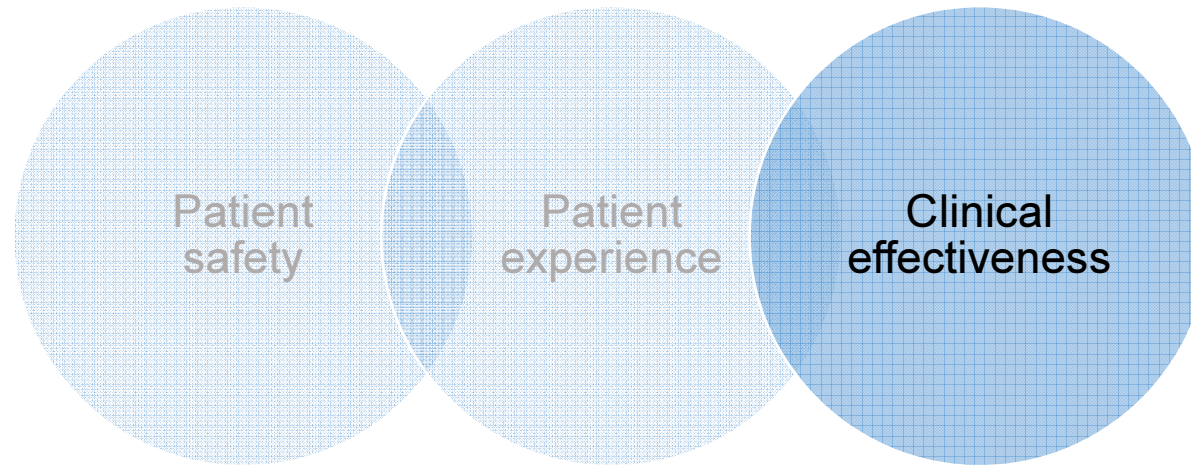
Target 1 – Effective and consistent risk assessment completed for patients in mental health crisis

Target 2 – Improved compliance with infection control standards

Target 3 – Ensure patients have timely and appropriate access to services



We have made significant progress against all of our 2017/18 Quality Priorities



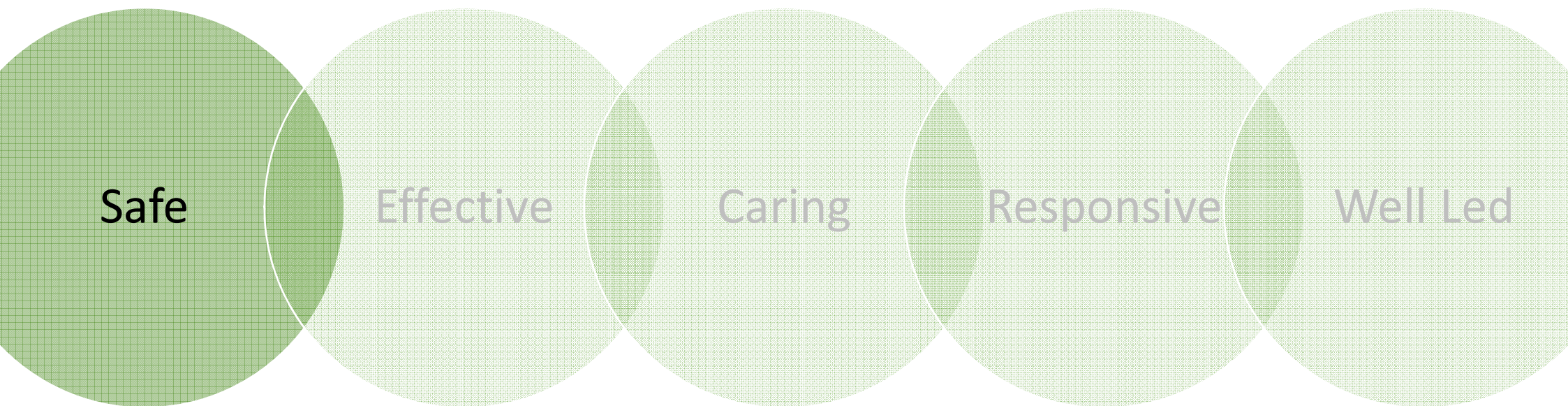
Target 1 – Improve outcomes as reported by Ambulance Quality Indicators

Target 2 – Standardise hospital handovers including use of NEWs for the sickest patients

Target 3 – Develop a mortality and morbidity review process



Moving Forward: 2018/19 Quality Priorities



Target 1: Implementation of Health Assure functionality

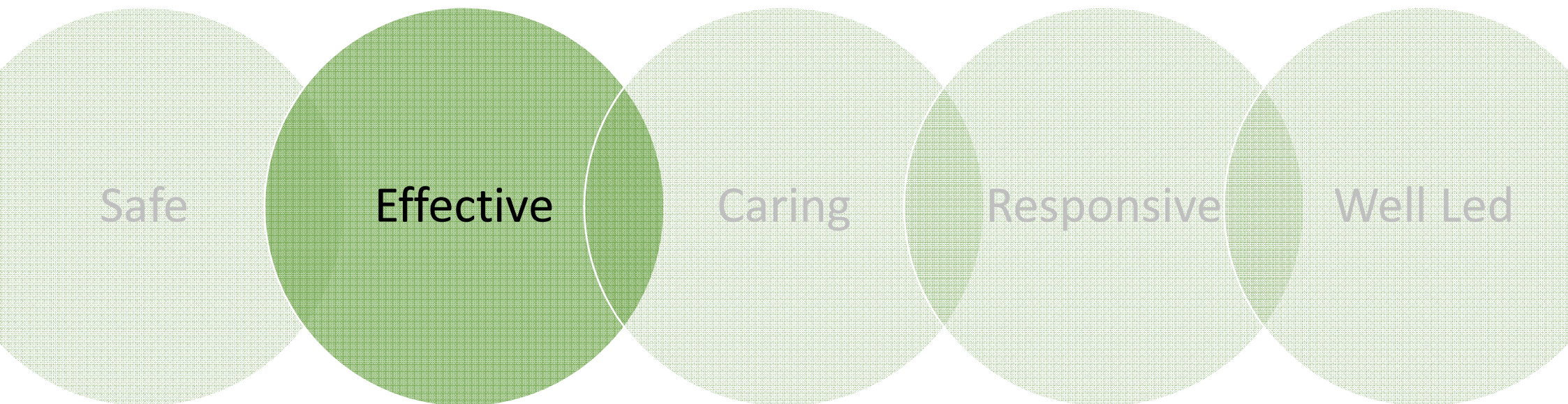
Target 2: Improve hospital handover delays

Target 3: Secure drug rooms completed in every station

Target 4: Increase number of defibrillator downloads



Moving Forward: 2018/19 Quality Priorities



Target 1: Independent review of training

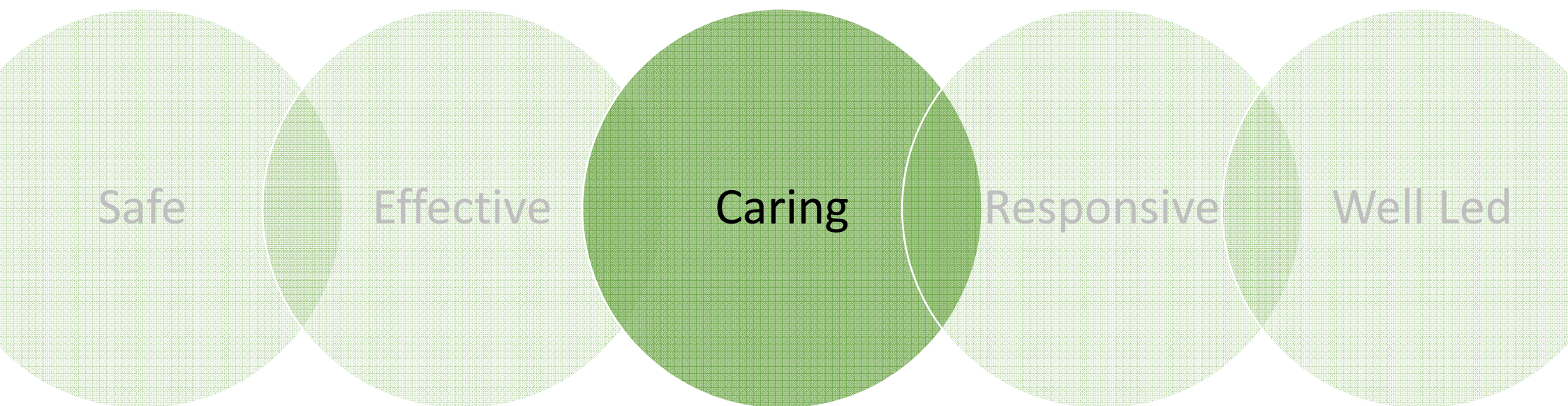
Target 2: New quality indicators developed and being reported on

Target 3: Quality improvement training plan agreed and rolled out

Target 4: Completion of sector roster reviews



Moving Forward: 2018/19 Quality Priorities



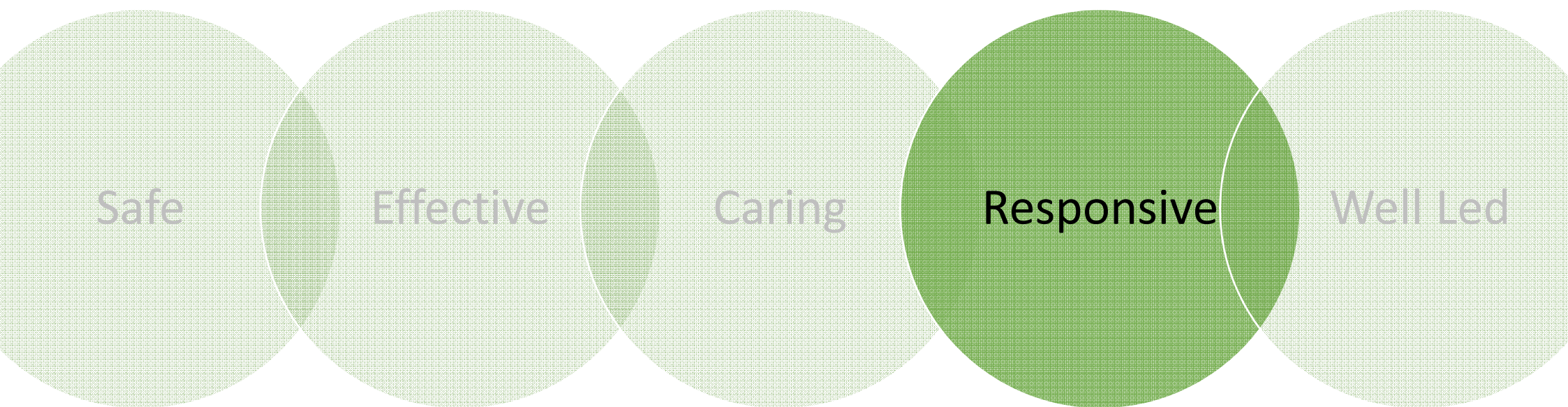
Target 1: Reduction in calls from frequent callers

Target 2: Evidence of patient involvement in all quality improvement and service design

Target 3: Reduce the number of ambulance conveyances for maternity cases



Moving Forward: 2018/19 Quality Priorities

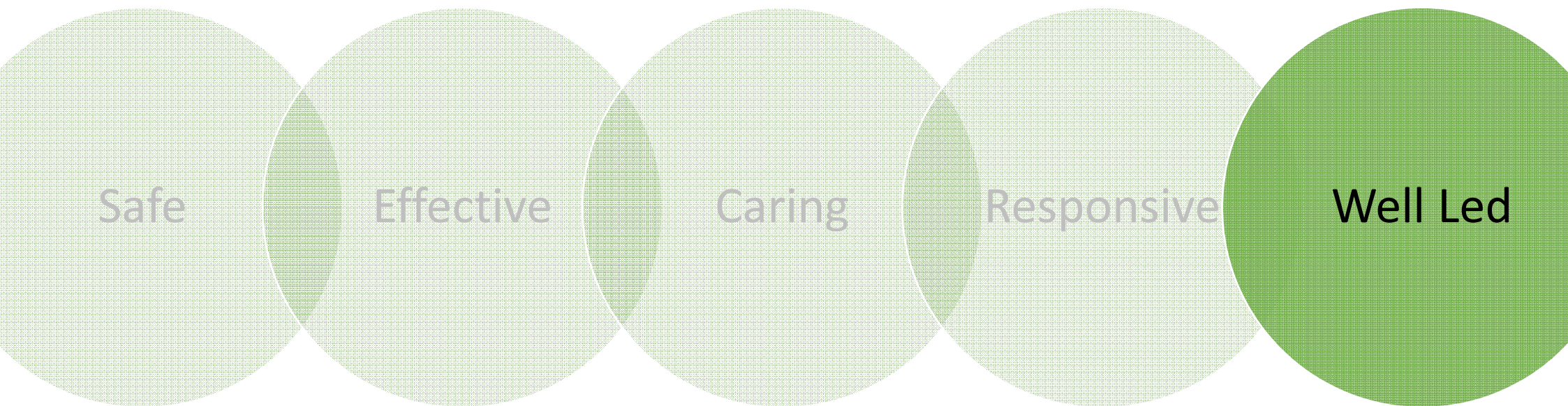


Target 1: Review of operational model and meet our new performance standards

Target 2: Ensuring patient complaints are responded to in a timely manner



Moving Forward: 2018/19 Quality Priorities



Target 1: Compliance with statutory and mandatory training

Target 2: Leadership programme developed

Target 3: Implement new People & Culture strategy and improve quality improvement capability across the organisation



Our new five year strategy introduced our new vision



Our purpose

We exist to:

Provide outstanding care for all our **patients**

Be a first class employer, valuing and developing the skills, diversity and quality of life of our **people**

Provide the best possible value for the tax paying **public**, who pay for what we do

Partner with the wider NHS and public sector to optimise healthcare and emergency services provision across London



Our Patients

Playing a larger role in 111/Integrated Urgent Care provision across London

Integrating 999 & 111 call answering and clinical support to provide better and faster care

Working with patient groups and other providers to introduce more specialized models of care for a greater proportion of our patients – our pioneer services:

- Urgent care Advanced Paramedic Practitioners
- Falls
- Mental health
- Maternity
- End of life care

Reducing unnecessary conveyances to emergency departments



Our people

Recruiting and retaining talent

Improving engagement to make sure we are listening to our staff

Ensuring a healthy workplace

Aspiring to excellence in leadership and management

Championing inclusion and equality

Recognising and rewarding excellence



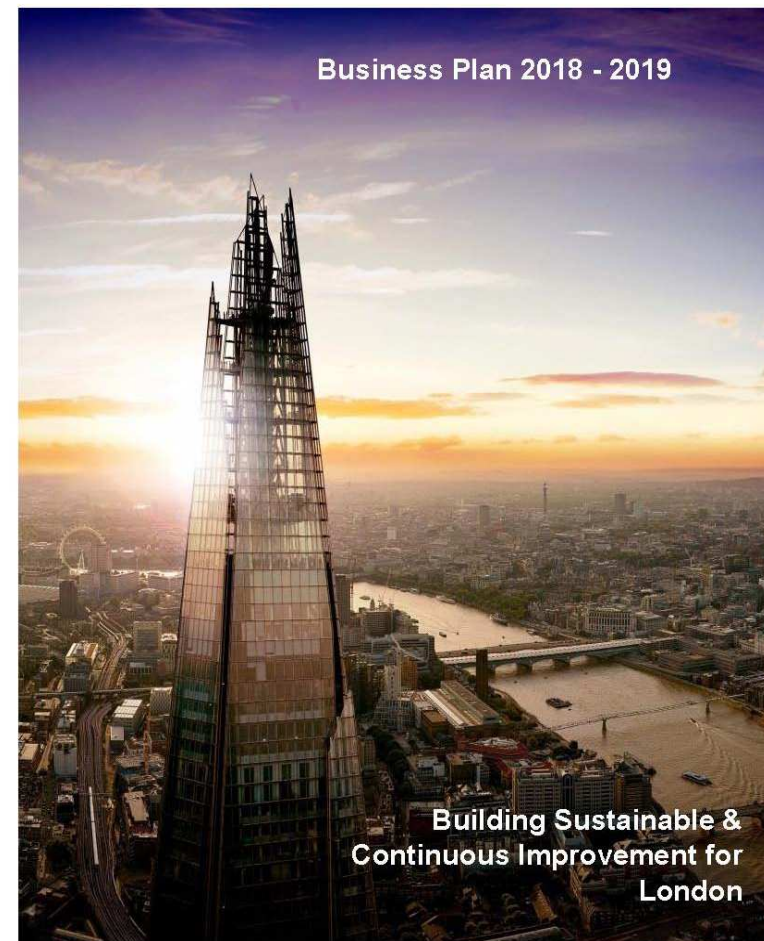
Public Value

Integrating 999 & 111 call answering will also provide a more cost effective service

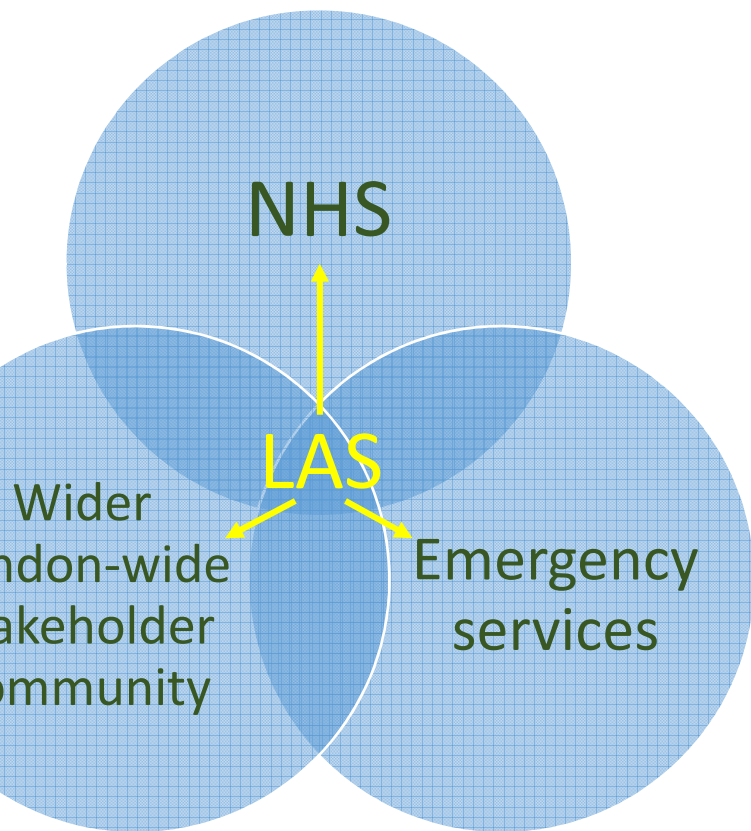
Our pioneer services will reduce unnecessary hospital conveyances, delivering savings for our system partners

A detailed internal programme of work to implement the recommendations of Lord Carter's review into unwarranted variation within the NHS

New Partnership with South Central Ambulance Service



Our Partners



- We work closely with a range of NHS partners across London including: STPs, CCGs, Mental health and community trusts, NHS England, NHS Improvement, the Care Quality Commission. We have a number of joint priorities, including:
 - Increasing usage of alternative care pathways
 - Reducing conveyance to emergency departments
 - Reducing handover delays at hospitals
- We also work with the Metropolitan Police and the London Fire Brigade as well as other ambulance services round the country
- We are now working increasingly closely with other public sector bodies in London including the Mayor, TfL and local authorities



...and in Islington

(to follow)

