



To - Health & Social Care Scrutiny Panel

Date of meeting - 30th June, 2015

Notes of - Committee Administrator

BRIEFING NOTE RE.
NORTH WEST AMBULANCE SERVICE NHS TRUST

Background

1. In recent years, the Scrutiny Team has gathered information on services provided by the North West Ambulance Service (NWAS) NHS Trust.
2. In April, 2013 Members received a presentation on the non-emergency Patient Transport Service (PTS) provided by the NWAS. They currently have a contract to deliver the service in Lancashire until 1st April, 2016.
3. In November of the same year, in response to concerns raised by Nelson Town Council, a further presentation was given by the NWAS on the services they provided. This included the 999 Paramedic Emergency Service, Urgent Care, PTS and Major Incident Management.
4. In July, 2014 a special meeting of the Health and Social Care Scrutiny Panel was held at which Members received a presentation on the NWAS's five year business plan 'Good2Great'.
5. We were told that gaining Foundation Trust status would be key to the Trust going from 'good2great'. The Trust has commenced the final phase of the application process to become a Foundation Trust and expects to know the outcome at the beginning of July, 2015.
6. The Panel's most recent discussions have been around the apparent ever-worsening response times to emergency call-outs. This is particularly evident in the Barnoldswick and Earby area.
7. At its January meeting this year, the Panel heard that West Craven Committee had been monitoring performance in Barnoldswick, Pendle and East Lancashire on a quarterly

basis since June, 2012. The Panel gave approval for West Craven Committee to continue to take a lead on this issue.

8. However, following its first meeting of the municipal year, the newly appointed Scrutiny Management Team has asked that this Panel consider the matter further.

Quality Account 2014/15

9. The NWAS has produced a draft of its Quality Account 2014/15 which describes how it has delivered and improved quality during the past year and sets out its quality priorities for the year ahead.
10. Further to being invited to comment on the document, the Scrutiny Team has submitted its response as shown at Appendix A.
11. The final draft is to be reviewed by the NWAS Trust Board on 24th June, 2015.
12. We have also accepted their offer of a Trust representative attending our meeting. The Deputy Director of Quality at NWAS will attend this meeting to present a summary of the draft Quality Account 2014/15.

Appendices

Appendix A – Response to the NWAS draft Quality Account 2014/15

Town Hall, Market Street, Nelson

Report Author: Lynne Rowland, Committee Administrator
Tel: (01282) 661648
E-Mail: lynne.rowland@pendle.gov.uk

Ref: LR
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