

NWAS Quality Account 2014/15

Thank you for inviting us to comment on the draft version of the NWAS Quality Account 2014/15.

As previously advised, we are yet to have the first meeting in this municipal year of our Health and Social Care Scrutiny Panel, therefore the document has been circulated to our Members by email.

The response from our Members is detailed in the table below. I would appreciate it if you could report these verbatim in section 5 of your document.

<p>The drop in performance levels against the national response times is concerning and, whilst we note the increase in 999 calls, a 6% and 7% drop in Red 1 and 2 calls compared to 2013/14 performance targets is disappointing. We would also note that the ranking of 9/10 for Red 1 is also a cause for concern.</p>

<p>We're pleased to read that the Clinical Performance Indicator for Mental Health patients has been introduced, and welcome the focus on mental health within North West Ambulance Service, especially the introduction of specific training for dementia.</p>

<p>We are pleased to see improvements in patient transport along with patient and staff satisfaction remaining high. We are also happy to see the dementia friend initiative now being implemented across the service as this can only benefit the residents/patients.</p>
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<p>Whilst it is a concern to see that targets for response have slipped in the last year, an increase in the number of patients may go some way to explaining this.</p>

We also note your offer of a Trust representative attending one of our meetings to present a summary of the Quality Account. The first meeting of our Health and Social Care Panel is to be held on Tuesday 30th June, and whilst we appreciate that the consultation period will have ended by then, we feel that it would be beneficial to hear from a Trust representative. We would particularly like further details as to the breakdown of response times specific to Pendle. The idea of a team of volunteer doctors (MERIT) is also found to be very interesting and further details of the scheme and information as to how this links in with the Community First Responder (CFR) teams would be welcomed.

If the offer to attend a meeting is still open, please contact me on 01282 661648 or via email (lynne.rowland@pendle.gov.uk) to make the necessary arrangements.