Working in Partnership with the NHS, how can we improve patient care?

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Some background

• EEAST currently are in an OJEU framework for the provision of Independent Ambulance providers
• Process followed and 6 successful companies accredited to work with EEAST
• Validation document updated and used for each company with a 6 monthly validation visit to ensure compliance
The Process

- Validation team in place
- Accredited documentation
- Feedback and support when required
- Liaison with other specialities
- Liaison with the CQC
Clinical Governance

- Process in place to ensure good robust clinical governance
- Monthly governance returns from the company to the Trust
- Used as CQC evidence for EEAST
- Reported in an annual report format
- Discussed in EEAST bi monthly IPAS meeting
Clinical Governance

• All incidents/Complaints/Concerns/SIs are monitored and reported to our IPAS meeting for open discussion.

• Advice and support from speciality areas within EEAST e.g driver training or OH

• The governance framework for the Trust means this is all reported to our Clinical Quality & Safety group.
CQC inspections

• To liaise with our CQC inspectors when we feel a company is below the standard required to provide care for patients
• To share learning with the CQC and the accreditation document.
• To provide statements when asked around the working relationships we have with our providers or when there is an on going problem with a company.
The Highs

• Excellent validation document that Quality Assures our Board. Used by other NHS providers
• Robust clinical governance framework
• Good relationships with IAPs, promotes a learning culture for both
• Ensuring patient safety and improved responses to our patients
• Ensures our Trust complies with all the legislation and guidance to provide a safe response to our patients
The Lows

- Ensuring that companies fulfil their contractual requirements
- Ensuring all complaints/incidents are fully investigated and compliant
- Action taken to ensure any failure to meet the required standards
The Team

• Consists of a core of senior clinicians from EEAST
• Representatives from:
  – A & E operations
  – Patient Transport Services
  – Clinical/education
  – Governance
  – Human Resources & Occupational Health
  – Procurement
Relationships with IAPS

• Terms & Conditions in place with a workshop day at the beginning of the contract
• 6 monthly re visits
• Contacts within the Trust for safeguarding
• Use of SPOC (Single Point of Contact) for referrals
• Access to our Clinical Advice Line when responding to our patients
• Clinical bulletins circulated
• Information Sharing Agreements in place
• Sharing of policies & procedures
VISITS

• Revalidation documentation used, completed and held on file
• Any concerns raised would prompt an earlier visit
Accreditation Paperwork

- Mapped across from the CQC prompts
- Takes into account other legislation
- Completed by the team on the visits
- Includes training, recruitment, medicines management, IPC, safeguarding and DBS, Employment checks
- This document covers every aspect to ensure the companies used by EEAST meet the high standard required to treat our patients
How can we improve patient care?

• Good operational partnership between NHS & Providers
• Information sharing for good/bad practice so that learning can take place
• Report themes/trends for each team to review, action and learn from
• Work with the CQC in specialist roles to promote patient care
• Share practices/policies whilst working with IAPs
Improvements?

• As part of the quality inspections carried out by EEAST we undertake spot checks of the crews whilst they are operational

• An idea has been had about the introduction of two styles of books

• A passport style book for the individual IAP staff which holds relevant information
Improvements?

• This could include training/qualification sign off as this varies between companies and NHS requirements.
• Sign off to Emergency Drive?
• OH sign off (non confidential information held)
• Any previous audits (eg uniform/Hand hygiene audits)
Improvements?

• Also having the same style of book for the vehicle
• This could include the servicing information for the equipment held
• IPC cleaning information to show last deep clean
• And any other relevant information
Improvements?

• To suggest the IAPs to form a National Procurement agreement
• Maybe facilitated by the IAA?
• Ensure equipment standards are met and get the best value for money
Thank you

Any Questions?