

Tees Valley Joint Health Scrutiny Committee

15 March 2024

NORTH EAST AMBULANCE SERVICE NHS FOUNDATION TRUST (NEAS): QUALITY ACCOUNT 2023-2024

Summary

Representatives of NEAS will be in attendance to outline performance against the Trust's quality priorities for 2023-2024 and inform the Committee of the emerging priorities for the next year.

The Trust produces a Quality Account as part of this process. The Committee is invited to prepare a statement of assurance for inclusion in the final published version.

Recommendations

- 1) The Committee should consider and comment on the update on performance in 2023-2024 and the priorities for quality improvement in 2024-2025.
- 2) That a statement of assurance be prepared and submitted to the Trust, with final approval delegated to the Committee Chair and Vice-Chair.

Detail

1. NHS Trusts are under a duty to produce an annual 'Quality Account' – these are intended to set out:
 - What an organisation is doing well.
 - Where improvements in service quality are required.
 - What the priorities for improvement are for the coming year.
 - How the organisation has involved service users, staff and others with an interest in that organisation in determining those priorities for improvement.
2. Quality in the NHS is defined under the headings of 'Patient Safety', 'Effectiveness of Care', and 'Patient Experience'. Being able to consider the Quality Account and associated information is a key way for Members to review the performance and quality of local health services. Historically, the North East Regional Health Scrutiny Committee considered the annual NEAS Quality Account. However, given that Committee has not convened for several years now, NEAS has instead been asked to present their review of quality performance to the Tees Valley health scrutiny equivalent.
3. Scrutiny committees also have the opportunity to provide a statement of assurance to be included in the published version of the Quality Account. Following the meeting, it is proposed that a draft statement of assurance is prepared and circulated to the Committee, with final agreement delegated to the Chair and Vice-Chair.
4. Ahead of the meeting, and for wider context, Members may wish to familiarise themselves with the following:
 - NEAS' published Quality Account for the previous year (2022-2023).
https://www.neas.nhs.uk/application/files/2617/0629/0000/Quality_report_2022-23.pdf

- The slides and discussion points from the NEAS performance update that was given to the Committee in December 2022.
<https://democracy.darlington.gov.uk/mgAi.aspx?ID=8902>
 - The slides and discussion points from the Committee meeting in July 2023 when NEAS were invited to provide its response to recent Care Quality Commission (CQC) inspections of its services, as well as the findings of an independent review of the Trust.
<https://moderngov.stockton.gov.uk/mgAi.aspx?ID=1873>
 - The latest CQC report regarding NEAS (published on 7 July 2023) providing outcomes following an unannounced inspection of the Trust as part of the regulator's continual checks on the safety and quality of healthcare services. The CQC inspected Emergency and Urgent Care, the Emergency Operations Centre and the NHS 111 service, and also inspected the 'well-led' key question for the Trust overall (it did not inspect PTS or Resilience (HART) services).
<https://api.cqc.org.uk/public/v1/reports/4f432398-0677-43c7-8d1e-b7780764708f?20230707070450>
 - Recently published (Feb 24) findings on the independent culture review (commissioned by NHS England) of ambulance trusts.
<https://www.england.nhs.uk/long-read/culture-review-of-ambulance-trusts/>
5. The NEAS Assistant Director – Communications and Engagement is scheduled to be in attendance at this meeting. A presentation has been prepared and can be found at **Appendix 1**.

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