

## Health and Adult Care Scrutiny Committee

---

### **COMMENTARY ON THE SOUTH WESTERN AMBULANCE SERVICE NHS FOUNDATION TRUST'S QUALITY ACCOUNT**

Devon County Council's Health and Adult Care Scrutiny Committee has been invited to comment on the South Western Ambulance Service NHS Foundation Trust's (SWAST) Quality Account for 2017-18. All references in this commentary relate to the reporting period 1st April 2017 to 31st March 2018 and refer specifically to the SWAST's relationship with the Scrutiny Committee.

The Scrutiny Committee believes that the Quality Report for 2017-18 is a fair reflection and gives a comprehensive coverage of the services provided by the Trust, based on the Scrutiny Committee's knowledge.

In terms of the priorities for 2017-18, the Members of the Committee recognise the work undertaken by the SWAST in the last year to improve the identification of frailty in older adults. The Committee also acknowledges the Trust's work in improving the timeliness of responses to patient complaints. Members note however that there is still the need for improvement in this area.

Members are grateful to the SWAST for attending the NHS Inquiry Spotlight Review in October and the January Health and Adult Care Scrutiny Committee meeting in January. In January, the Trust provided the Committee with performance figures relating to the new targets for ambulance response times. The Trust representatives undertook to provide further information for members in relation to the Trust's performance. It has been an issue of concern to Members that the Trust has been unable to meet national standards for response times.

Members are also thankful to the Trust for attending the meeting of the Health and Adult Care Scrutiny Committee Standing Overview Group in May 2018 in which the Trust outlined its Quality Account for 2017-18 to Members.

The Committee supports the Trust's Quality Priorities for Improvement in 2018-19 and expect that the Trust will continue to work on improving ambulance response times. The Committee welcomes the initiative planned by the SWAST to improve the patient care experience through the 'Always Events' programme and endorses the Trust's aims to better understand the experience of mental health patients and to use a new response framework to refine the appropriateness of responses that

patients receive. Members also appreciate the Trust's focus on continuing to improve the health and wellbeing of its staff.

The Committee looks forward to a continued positive working relationship with the SWAST in 2018/19 and beyond to continue to ensure the best possible outcomes for Devon residents.