



Your service, your call

Our plans for becoming a foundation trust

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Who are we?

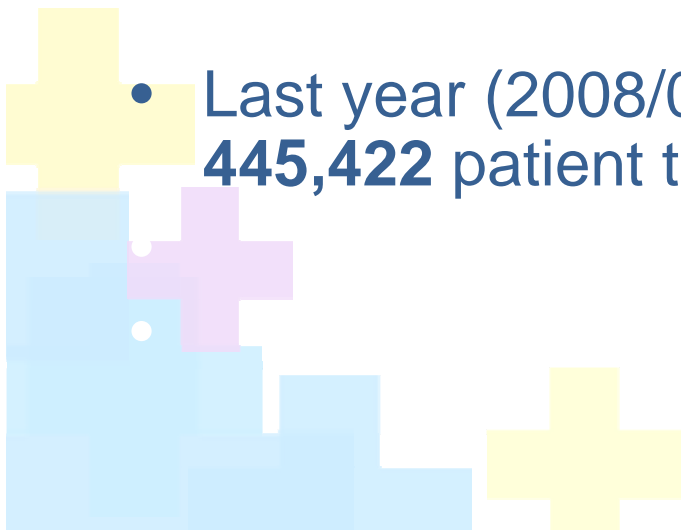
- SECAMB was formed on **1 July 2006**, following the merger of Kent, Surrey and Sussex ambulance trusts
- SECAMB employs around **3,000 staff** across more than **65 sites**.
- Around **85 per cent** of SECAMB's workforce are operational staff – those working with patients either face to face in the field, or over the phone.





Did you know?

- SECAMB covers an area of **3,600 square miles** and a population of about **4.5 million people**
- Every **minute** an emergency call is answered by one of SECAMB's three control rooms = **more than 500,000 emergency calls each year**
- Last year (2008/09) we undertook a staggering **445,422** patient transport services (PTS) journeys.





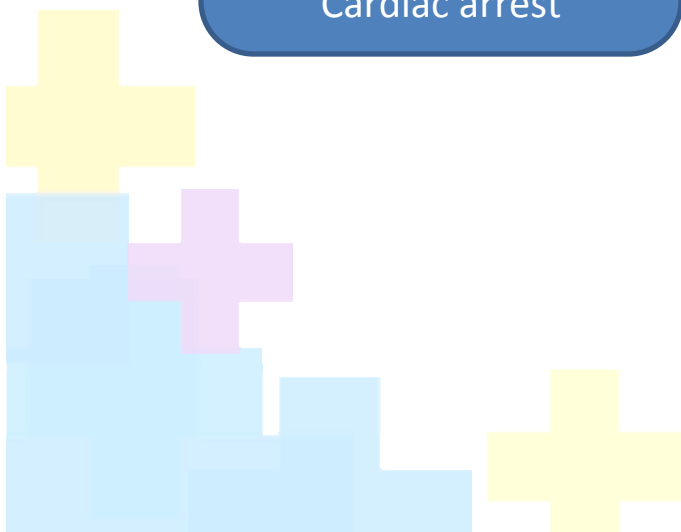
Who are our patients?

- We hear, see and treat a massively diverse range of patients every day

CRITICALLY ILL
Stroke
Trauma
Heart attacks
Cardiac arrest

ACUTE / URGENT
Falls
Non-life threatening
illness and injury
Long-term condition

**NON-EMERGENCY
TRANSPORT**
Patients who need
support in attending
routine healthcare
appointments





SECAmb's vision

'We will match and exceed international clinical excellence through embracing innovation and putting the patient at the heart of everything we do'

Response time reliability
Getting to the patient quickly

Economic efficiency
Achieving this without it costing more

Customer satisfaction
Treating people with dignity and respect

Clinical effectiveness
Making the patient better, or taking them to someone who can





What is a foundation trust?

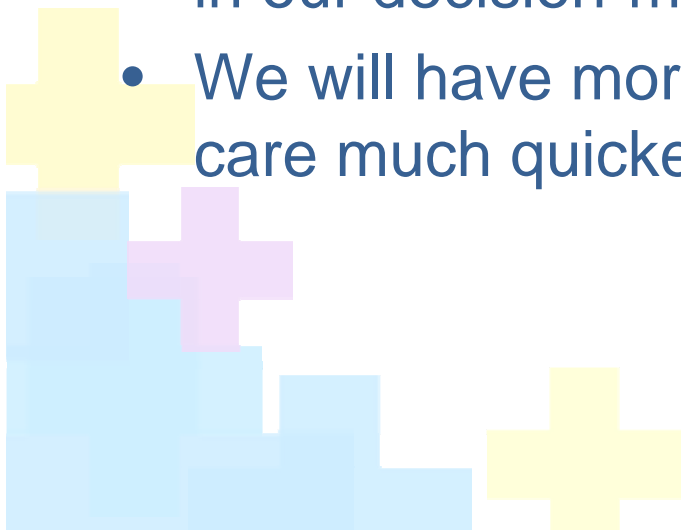
- Foundation trusts are run locally, and are **accountable to patients, local people and staff** rather than to government
- They are still NHS organisations that provide **free care** and treatment to patients
- They still have to **meet national targets** and are **regularly inspected**





Why become a foundation trust?

- Becoming a foundation trust will help us to achieve our vision of becoming a world class ambulance service.
- Local accountability will make sure that the services we provide are meeting the needs of our communities.
- Foundation trust members will have a recognised voice in our decision-making and how we plan future services.
- We will have more freedom, meaning we can improve care much quicker than we are able to as an NHS trust.





Benefits of becoming a foundation trust





By becoming a member of our foundation trust, you will have a recognised voice in our decision-making and how we plan future services.

Benefits of becoming a foundation trust

You will have a greater say in helping us develop a service which reflects the needs of local people – designing today's services that you want tomorrow.

There will be improved care for patients. This is because, as a foundation trust, we will be able to introduce new technology and treatments much more quickly, and provide more education, training and development for staff.

We will be able to work more closely with local communities to provide more advice and education on conditions such as stroke and heart disease, helping local people learn how to save a life.

There will be more opportunities than ever before for our staff, including more training, education and development, as well as more opportunity for progression.

We will be better able to take into account the varied range of needs within our communities, by making sure our membership represents all the communities we serve.

As a foundation trust, we will have more freedom to introduce new ideas, technology and techniques as we will be able to make decisions much more quickly. We won't have to get permission from other organisations such as the Department of Health to change and improve our services, which means we can respond better to our patients' changing needs.





You will have a greater say in helping us to develop a service which reflects the needs of local people – designing today the service that you want tomorrow.

We can increase our investment in new services, upgrading buildings and emergency vehicles as well as developing our staff.

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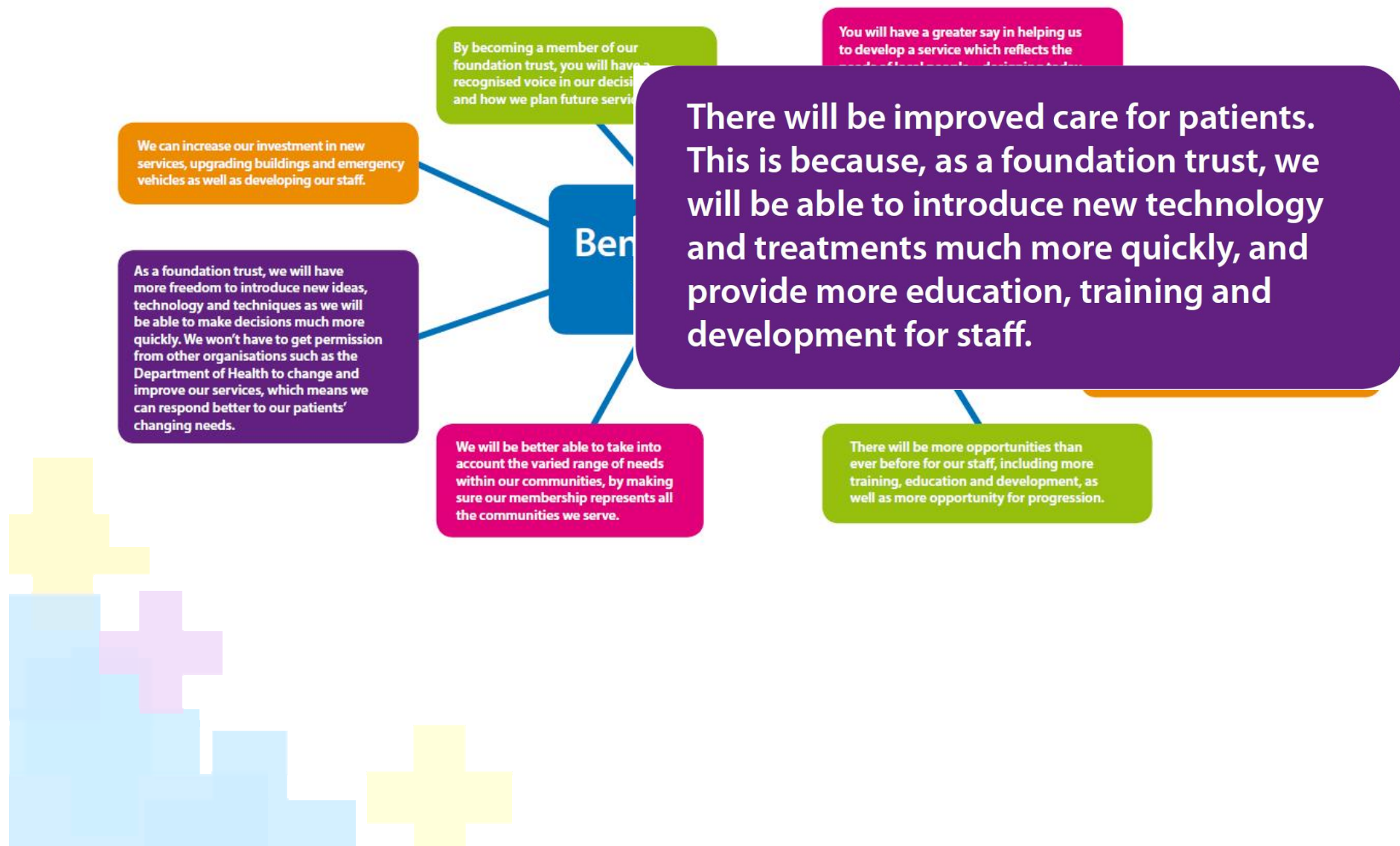
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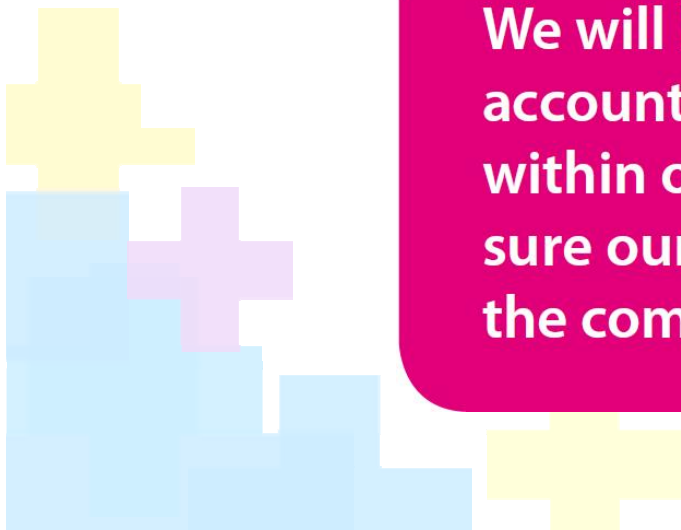
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Being a
Trust

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Our plans for the future

- Improve outcomes for seriously ill and injured patients through ensuring most advanced paramedics get to the patient first
- Improve patient experience by improving access to urgent care
- Improve patient safety and infection control by continuing to roll out Make Ready





Our plans for the future

- Improve communications technology for frontline staff
- Increase the number of trained clinicians able to provide advice to patients over the phone

Improving patient outcomes

Improving patient experience

Improving patient safety





Council of Governors

Staff governors (elected)	4
Operational	3
Non-operational	1

Public governors (elected)	14
Brighton and Hove	1
East Sussex	2
Kent	4
Medway	1
Surrey	4
West Sussex	2

Appointed governors	8
Primary care trust	1
Local authority	1
Voluntary organisation or charity	1
Regional Resilience Forum	1
NHS acute trust	2
NHS mental health or social care trust	1
University	1

Each of the groups highlighted in the appointed governor list above will be asked to submit a nomination for consideration if they would like to have a representative on our Council of Governors.



Moving forward

- We want you to be involved in our journey
- SECAMB is your ambulance service and we want you to help us shape our future
- A 12 week public and staff consultation began on 25 July
- **Share your views** – Please complete a consultation questionnaire providing the views of the HOSC on our consultation questions.
- Individual members can complete a form too if they would like to.





Consultation feedback

- We will consider all of the responses we receive during the consultation when finalising our plans for the future
- All responses will be collated into a report that will be made available on our website





Remember, it's...

Your service, 
your call





Make Ready





Context

- Old estate - 68% built pre 1974.
- Mal-located estate impedes response.
- Speed of response is the key to clinical outcomes
- Patient demand changes – stations do not reflect the change.
- £4m backlog in maintenance.
- Trust Estates Strategy confirmed move to Make Ready system





Principal Objectives

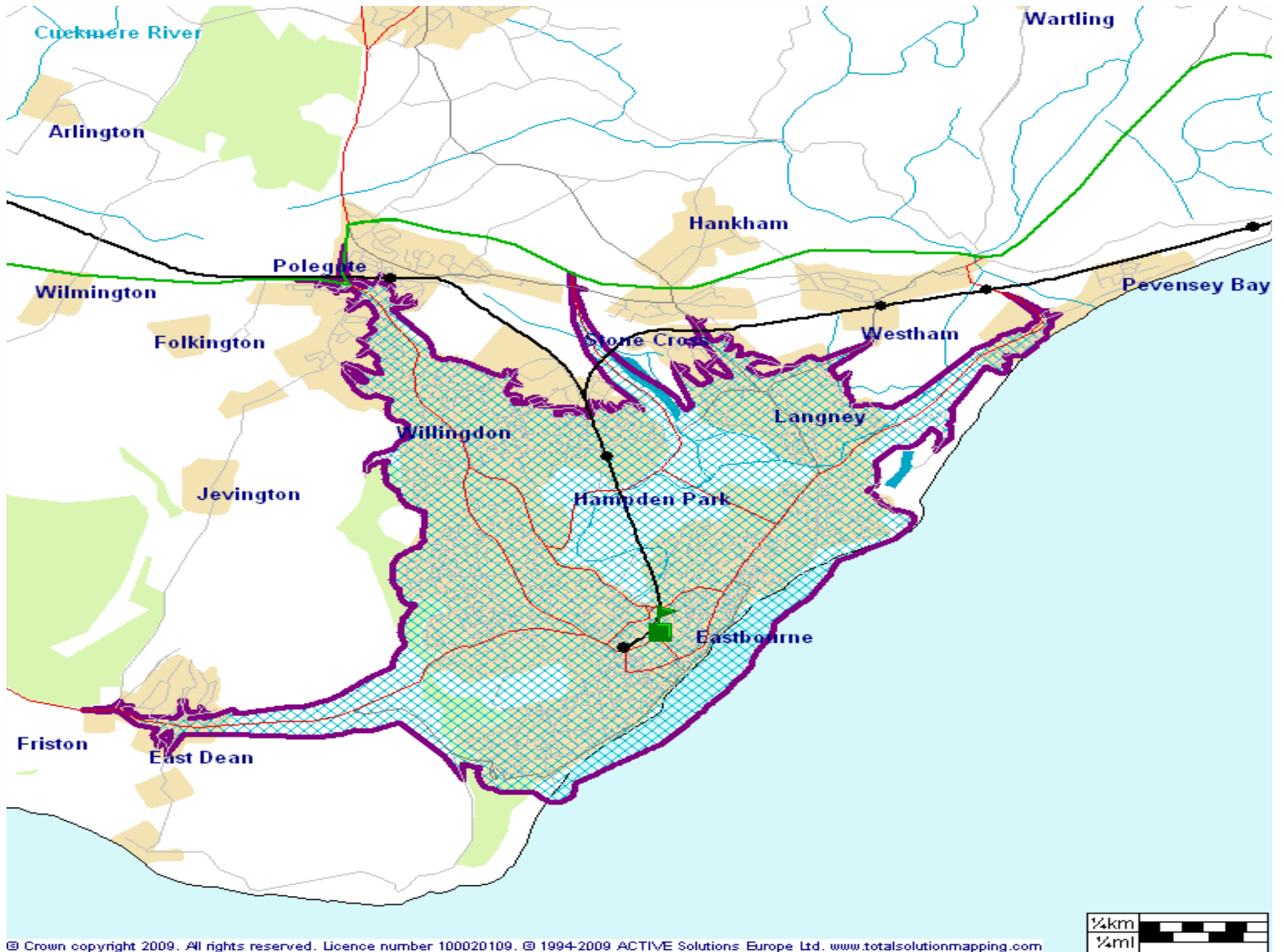
- Improve patient safety through a rigorous vehicle and equipment cleaning and infection control regime
- Improve patient safety by maximising hours clinicians see patients
- Improve patient safety by minimising the risk of a vehicle breaking down en route
- Improve patient safety by minimising the risk of a lack of, or failure of, key clinical equipment.

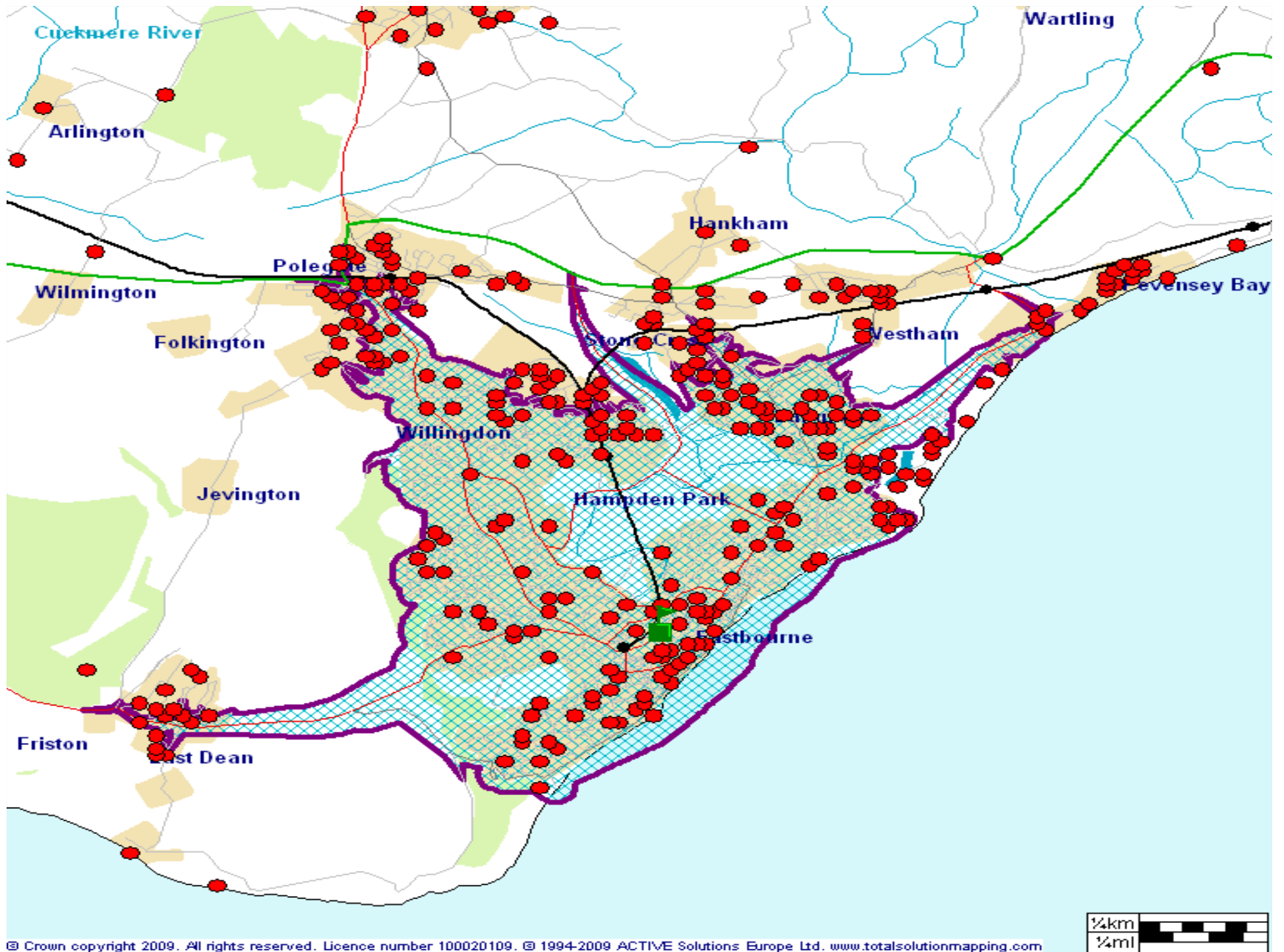


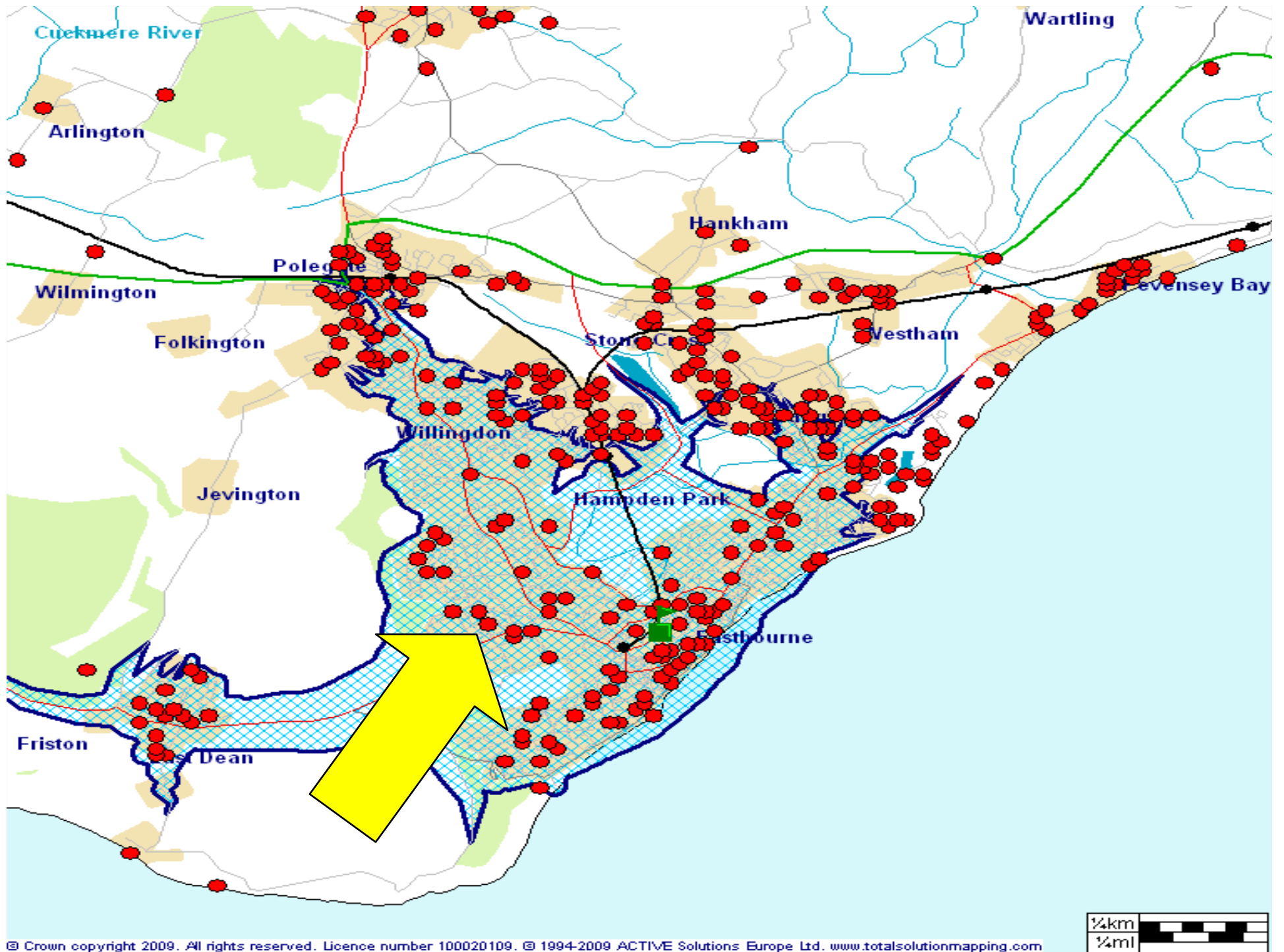
Make Ready Concept

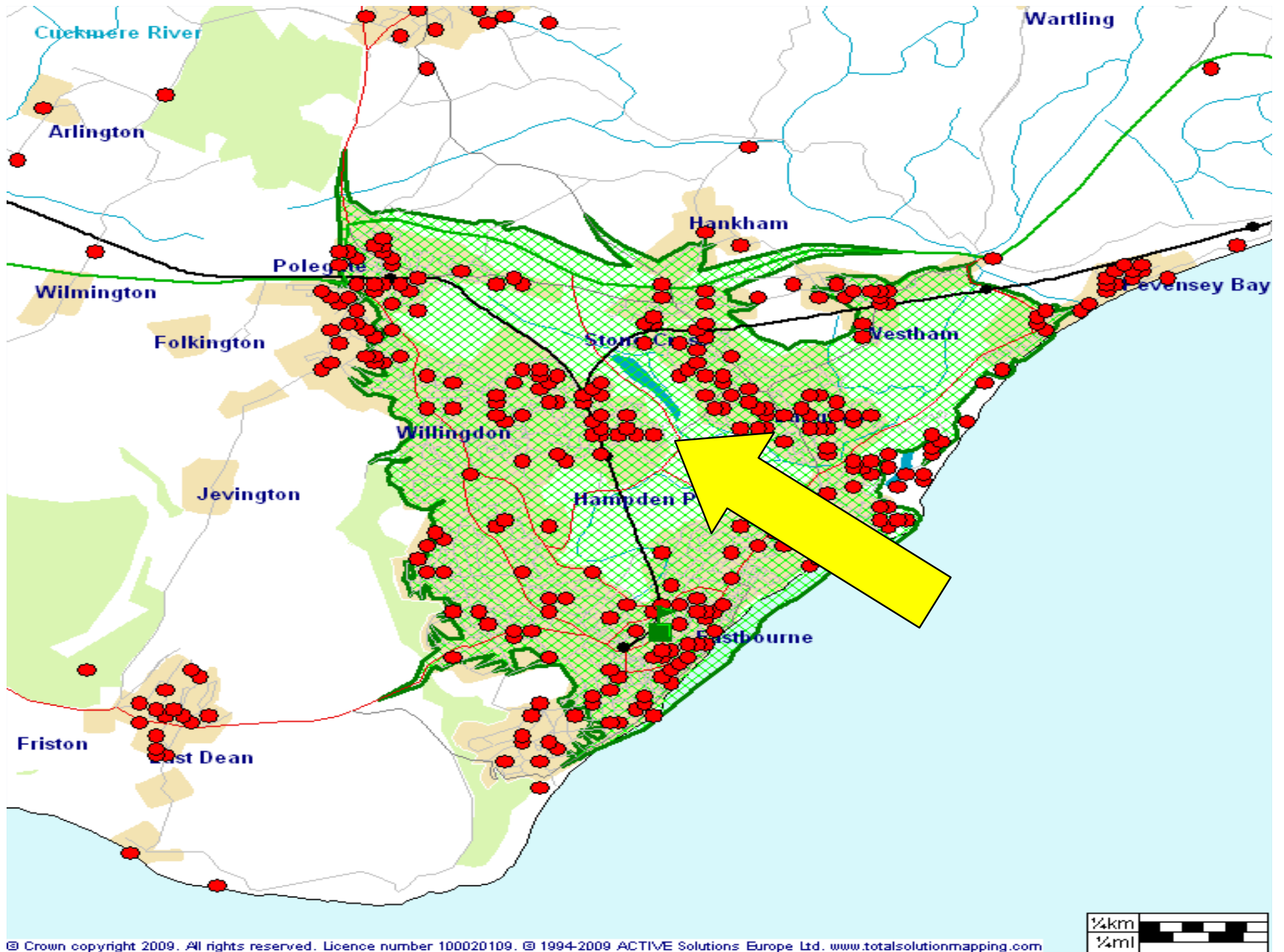
- All resources concentrated at large depots.
- Response posts aligned with patient demand provide locations from which crews respond.
- Speed of response the key to clinical outcomes.
- More response posts than stations.
- Some response posts will be former stations if in the right patient led location.
- All response posts have crew facilities.

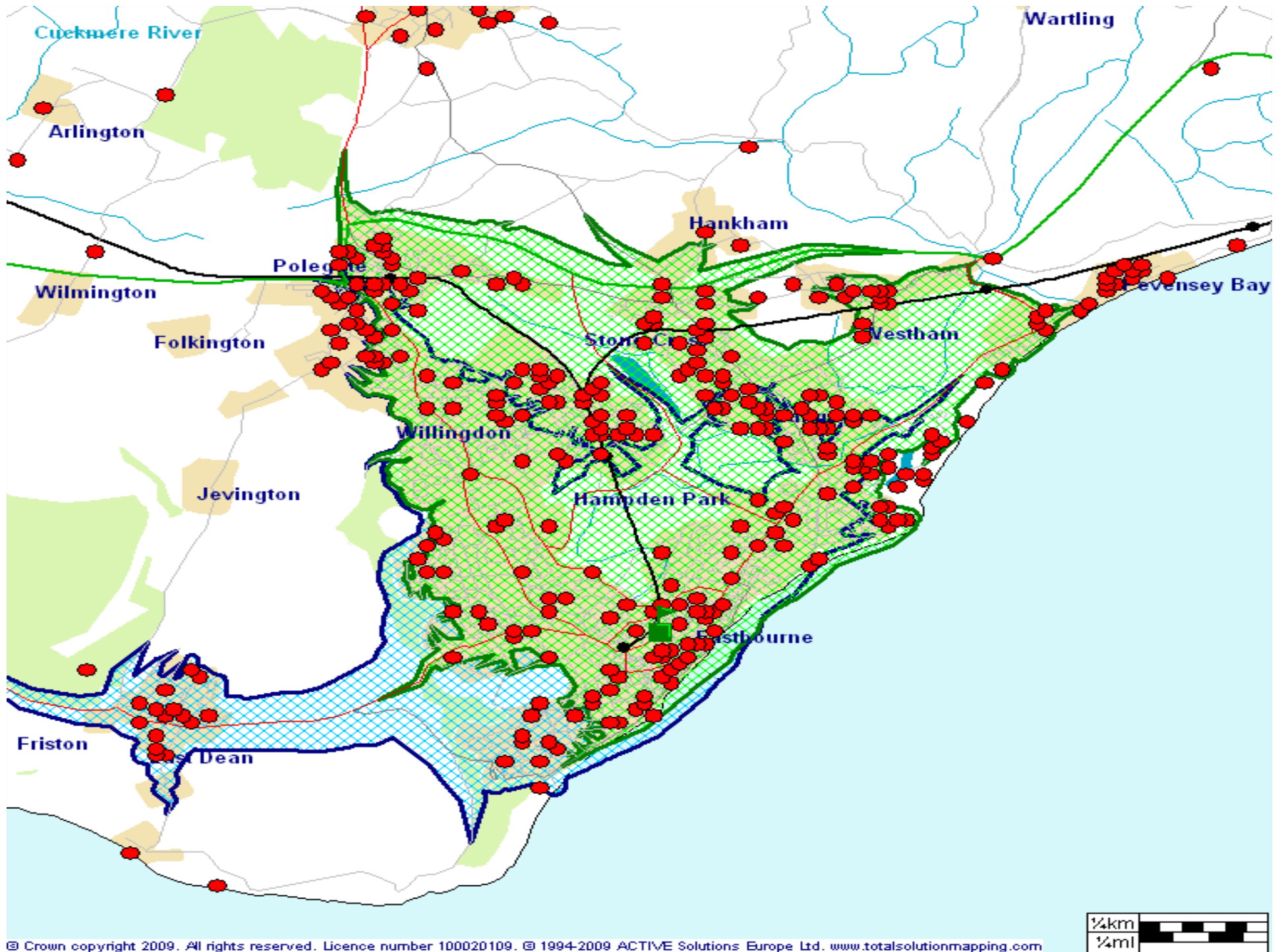














East Sussex developments

- Two Make Ready Depots – Hastings and Polegate (not before May 2011).
- A number of interlinked response posts aligned with patient demand. Some may be former stations – but don't need the complete station.
- Rationalisation of the old estate.

