

CHESHIRE EAST COUNCIL

REPORT TO: Health and Adult Social Care Overview and Scrutiny Committee

Date of Meeting: 29 April 2016
Report of: Director of Legal Services and Monitoring Officer
Subject/Title: Ambulance Services Review Final Report
Portfolio Holder: Councillors Janet Clowes and Paul Bates

1.0 Report Summary

- 1.1 This report introduces the Committee's Ambulance Services Review Report on its findings, conclusions and recommendations following the review which took place on 19 February 2016 and 24 March 2016.

2.0 Recommendations

- 2.1 That the Committee approves a final version of the report to be shared with relevant stakeholders and invite responses to the report from stakeholders.

3.0 Reasons for Recommendations

- 3.1 At the conclusion of its review the Committee agreed that a report would be drafted and brought to a future meeting of the Committee for formal approval.

4.0 Wards Affected

- 4.1 All

5.0 Local Ward Members

- 5.1 All

6.0 Background

- 6.1 The Since Cheshire East was formed in 2009 the various forms of Health Scrutiny that the Council has been in place have all given consideration to response times for North West Ambulance Services NHS Trust in the Borough. There has been concern about the apparent inferior response time target performance in Cheshire East compared with other areas such as Manchester and Liverpool for some time. In 2008 Cheshire County Council Health and Adult Social Care Scrutiny Select Committee had conducted a review of ambulance services, focus on Community First Responders and had found that response time performance had been poor in rural Cheshire compared to urban conurbations.

- 6.2 The Health and Adult Social Care Overview and Scrutiny Committee had most recently considered performance information in relation to response times at its meeting on 2 April 2015. Representatives of North West Ambulance Services NHS Trust (NWAS) attended the meeting and provided a presentation. The Committee was informed that activity in the two Clinical Commissioning Group (CCG) areas in Cheshire East had increased from 2013/14 to 2014/15. Achievement of the Red 1 and Red 2 case 8 minutes response time target for both CCG areas was consistently below the 75% with some months being particularly low (Dec 2015 close to 40% for R1 calls in Eastern Cheshire).
- 6.3 Following the meeting on 2 April 2015 the Committee had agreed to consider ambulance services again in the future. However rather than continue to receive information on response times as it has done previously the Committee wished to escalate the issue in an attempt to address the situation. At a work programme development workshop in September 2015 the Committee agreed to conduct a review ambulance services in Cheshire East.
- 6.4 Initially the Committee had considered hosting a workshop style meeting or carrying out a task and finish group review. However it was agreed that a more effective approach to this issue would be to hold a select committee style review as used by Parliamentary Select Committees. The Committee was keen to ensure that this review did not simply focus on the main ambulance service provider and considered the impact that the whole health and social care system has on ambulance services and how all stakeholders can contribute to improving outcomes from patients.
- 6.5 On 19 February 2016, at the Municipal Buildings in Crewe, the Committee held a full day review meeting and invited a variety of stakeholders to attend to provide information and answer questions about how their organisation contributed towards ambulance services, what they thought challenges to services were and what initiatives might contribute towards making improvements to performance and provide better outcomes for patients in Cheshire East.
- 6.6 The meeting, held in public, was well attended by senior representatives of each stakeholder organisation who provided information to the Committee in the form of reports, PowerPoint presentations and oral or written statements. The Committee heard from Cheshire East Healthwatch who provided an overview of feedback on ambulance service they had received from patients. NWAS, the main provider of ambulance services in Cheshire East, provided a presentation on how it operated and performance figures in Cheshire East. NHS Eastern Cheshire and South Cheshire Clinical Commissioning (ECCCG and SCCCG) both attended with support from NHS Blackpool Clinical Commissioning Group to provide a presentation about commissioning of ambulance services and their views on performance and future working. Other stakeholders such as Cheshire Fire and Rescue Service (CFRS), Cheshire Police, Mid Cheshire Hospitals NHS Foundation Trust (MCHFT), East Cheshire NHS Trust (ECT), Peaks & Plains (P&P) Housing, Wulvern Housing, Cheshire and Wirral Partnership NHS Foundation Trust (CWP) as well as commissioners and service providers from Cheshire East Council also attended and provided information.

6.7 The Committee used the meeting in Crewe as a 'fact finding' day and adjourned the meeting until a further half day session on 24 March 2016, at the Town Hall in Macclesfield, where the Committee received additional information (requested on 19 February) and discussed its conclusions and recommendations. Appendix A of the report provides the minutes of the meeting.

6.8 The Committee's report documents its findings, conclusions and recommendations.

11.0 Access to Information

The background papers relating to this report can be inspected by contacting the report writer:

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