

**ARUN DISTRICT COUNCIL
COUNCILLOR FEEDBACK REPORT FROM OUTSIDE BODIES**

Report to Overview Select Committee – 26 July 2016

Name of Meeting:	West Sussex County Council's Health & Adult Social Care Select Committee (HASC)
Date of Meetings:	30 June 2016
Report by:	Cllr George Blampied
Relevant Cabinet Member:	Cllr Paul Wotherspoon
Feedback: <p>The meeting commenced with a follow up report from the Chairman and Chief Executive of (SECAMB) – the South East Coast Ambulance Service NHS Trust). This is following the damning report from the Care Quality Commission's visit earlier this year. It was clear that both men were dedicated to getting the service back to a safe and reliable position.</p> <p>The picture they gave was not a happy one as they are still in a bad way with some 50,000 hours lost this year. However, the recovery has now started and they are trying hard to recruit new staff which is not easy, especially in Senior Positions where they lack leadership. They also need more paramedics but again it is proving difficult as some people expect high pay and prefer flexible working arrangements. They also admit that they are behind other parts of the NHS when it comes to recruiting from abroad like Australia and New Zealand.</p> <p>A recent letter dated 20 May 2016 from CQC to the Chief Executive regarding their visit in May 2016 and their findings was not very complimentary. They advised that due to the serious nature of some of their preliminary findings they would be meeting again within ten days to explore the possibility of immediate regulatory actions. The following are examples:</p> <ul style="list-style-type: none">• Risk Management – complaints and incident processes and system for learning were highly unsatisfactory• Arrangements for safeguarding were exceptionally weak with limited understanding of processes throughout the trust.• Management roles at all levels lack clarity and as result accountability is absent in many areas.• We found numerous policies to be out of date and human resource policies applied in an inconsistent manner• We saw excellent care being provided by staff but staff indicated that they themselves did not feel cared for by the organisation.	

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The second agenda item involved the Sussex Patient Transport Service. On 1 April 2016 a new Patient Transport Service went live across Sussex provided by COPERFORMA. Prior to this, the service was provided by SECAMB until 31 March 2016 who in 2014 informed the CCG group in Sussex that they did not want to continue the service. Perhaps it was just as well in light of the previous report. The new service did not start off too well for a number of reasons which are too many to report. Suffice to say that in a number of areas they need to improve.

The Committee will continue to monitor the COPERFORMA's performance and will receive further updates later this year which will be discussed at future meetings of HASC.

Finally, a report was discussed on the Queen Alexandra Hospital, Cosham Emergency Services, which scrutinised the outcome of the recent CQC report into its rating of in adequate.

As a result of the CQC report the hospital must submit an urgent care improvement programme by 7 July 2016 which will be circulated to HASC. It will then decide whether any future scrutiny is required.