

Hardwick Clinical Commissioning Group

CCG Headquarters
Scarsdale
Nightingale Close
Off Newbold Road
Chesterfield
Derbyshire
S41 7PF

Tel: 01246 514000
Fax: 01246 514166

BY EMAIL

5th July 2016

Ms Heidi Connor
Her Majesty's Assistant Coroner
Nottinghamshire

Dear Ms Connor

Regulation 28: Report to Prevent Future Deaths in the case of Peter Scott

This letter sets out the response of NHS Hardwick Clinical Commissioning Group (CCG) to your regulation 28 report dated 26th May 2016. You have raised the following point:

- 1. I consider that there is a risk of future deaths as set out above unless an urgent review of resources is undertaken*

I would like to assure you that Hardwick CCG, on behalf of the 22 CCGs across the East Midlands region, works closely with East Midlands Ambulance Service (EMAS) NHS Trust to ensure that they have sufficient resources to respond to patients in a timely manner.

Response

1. There is a risk of future deaths as set out above unless an urgent review of resources is undertaken

Within the 2016/17 emergency ambulance contract CCGs have committed to undertake a jointly commissioned external strategic review focussing on capacity and demand in order to support delivery of an efficient ambulance service delivering performance across the region, with the outputs from the review being implemented over a three year period.

There are a number of key outcomes expected from the strategic review:

- An accurate analysis of current demand and capacity taking into account the issues identified within the recent CQC notice
- An analysis in relation to current operational efficiencies covering, but not limited to, skill mix, fleet configuration and current delivery model
- Identify the resource implications in terms of overall staffing and vehicles in order to deliver against national performance targets. This analysis would also determine any increases in staffing required to maintain performance and will detail the required front-line operational roles, and quantities, to operate the model.

As part of the 2016/17 emergency ambulance contract settlement, Commissioners have provided additional funding to support EMAS to undertake further recruitment to increase their front-line establishment in order to ensure resources are available to respond to emergencies in a timely manner. The contract agreed is a block contract, which gives a year of financial certainty in relation to income, to give EMAS the confidence and ability to implement the necessary changes to delivering a timely response to all patients across the East Midlands.

The additional funding has enabled an expansion of the Clinical Assessment Team (CAT) who can provide clinical support and telephone assessment to support the management of patients through Hear & Treat where appropriate, thus releasing that resource to respond to patients with more serious clinical need that require immediate treatment or transport.

The additional funding will also support an increase in the numbers of front-line staff, thus increasing the resource available to respond to patients who require a face to face response.

Commissioners are actively working with EMAS and acute providers to reduce the number of patients who are waiting to have pre-clinical handover, thus releasing crews to be available to respond to other emergencies who require an ambulance response.

I trust this response addresses the point you have raised but I will be happy to discuss this further should you require.

Yours sincerely



Andy Gregory
Chief Officer
Hardwick Clinical Commissioning Group
(On behalf of NHS Hardwick CCG as Coordinating Commissioner for East Midlands CCG's)