

Mark Gregory – General Manager EMAS - LL&R Division



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Agenda Item 10



Care Quality Commission (CQC)

- The Care Quality Commission (CQC) published its report on 10 May 2016 following its week long inspection in November 2015
- During the week, inspectors toured EMAS sites, spent time on our vehicles and spoke to colleagues, staff & volunteers

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Overall rating

Inadequate

Requires improvement

Good

Outstanding

Are services

Safe?

Inadequate

Effective?

Requires improvement

Caring?

Good

Responsive?

Good

Well led?

Requires improvement

3

Overall rating

Inadequate

Requires improvement

Good

Outstanding

Emergency operations centre (EOC)

Requires improvement

Good

Good

Good

Good

Good

Patient transport services (PTS)

Requires improvement

Good

Good

Good

Requires improvement

Requires improvement

Emergency and urgent care

Inadequate

Requires improvement

Good

Good

Requires improvement

Requires improvement

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Key Challenges

- Workforce
 - Recruitment
 - Retention
 - Commissioned WTE
- Increased activity year on year
- Off Loading pressures at Leicester Royal Infirmary
- Ageing community with multi-morbid conditions

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STAFFING

- Commissioners committed to support a full Demand & Capacity review
- Oversees recruitment being explored
- University relationships to be strengthened
- Staff retention is key priority
- Staff engagement to promote pride and ownership with staff inclusion at the heart.

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Quality

- Changes to local Quality Team
- Increased local Quality Team Size
- Trajectory set for staff appraisals, focus being on value add
- Surpassed 2015/16 appraisal rate by Month 2
- 70 days Serious Incident free
- Structured approach to the delivery of Statutory Education

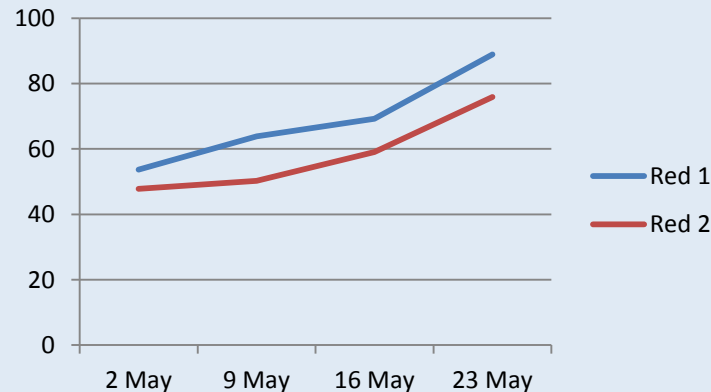
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PERFORMANCE

- New deployment model
- Local performance Management Framework
- Greater integration with Emergency Operations Centre

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Thank you

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