



Trust Headquarters

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Monday, 2 March 2015

OSC Scrutiny Officer
address

Dear

Re: East Midlands Ambulance Service draft Quality Account 2014/15, version 1.0

Each year we send to your committee a draft copy of our Quality Account - an annual report that providers of NHS healthcare services must publish in June to inform the public of the quality of the services they provide.

The Account also allows us to demonstrate our commitment to provide the best quality services for people in the East Midlands.

As you are aware, May 2015 will see the General Election take place. As a result, we were asked in February by a couple of Health Overview and Scrutiny Committees to provide the draft Account earlier this year to avoid purdah which starts on 30 March 2015.

To assist, we have brought forward the production of the Account by two-months and I am happy to enclose with this letter our first draft Quality Account for 2014/15. In doing so, I ask you to note the following:

- The Quality Account is for 2014/15 and this current performing/financial year will not conclude until 31 March. Therefore the enclosed document is missing some information which will be added early April after year end (we have included up-to-date figures where possible). We will be sending version 2 - the updated draft version - of this report to other stakeholders in April for review and comment. If you would like to receive a copy of version 2 we will be happy to forward it to you. Alternatively, we will ensure you receive a copy of the final version which will be published on the NHS Choices and EMAS websites (www.nhs.uk and www.emas.nhs.uk) before 30 June 2015 (as per national guidelines).
- Once final comments and changes have been received by the EMAS Trust Board in May 2015, we will have the document designed to include some photograph images and graphs where appropriate. Given the amount of detail we have to share, this will aid the reader by breaking-up the text heavy document. Unfortunately, in reviewing this first draft and working to the revised production timescales you will not have the aesthetic benefit of the images or graphs.
- Whilst we are a regional service, we will ensure county based data is included for our performance and the compliments and complaints received, allowing people to see how we perform in their local area.



East Midlands Ambulance Service **NHS**

NHS Trust

In the enclosed draft we have been able to demonstrate where we are doing well and where we need to make improvements. The Account features our priorities for the coming year (2015/16) and details how we have progressed against the priorities identified for 2014/15.

The past year has been a very challenging time for all UK Ambulance Services and the NHS in general, with many of the challenges being promoted via national and regional media.

I am pleased that EMAS representatives have been able to visit your committee recently to update you on our vision and future plans. From those recent discussions you will know that despite the increase in demand, hospital pressures which impact on the ability of Emergency Department colleagues to accept a clinical handover from our ambulance crews, and challenging winter weather at times, we have continued to improve the care and services we provide to local people.

We still have a lot of work to do and we don't always get it right. However, our Listening into Action staff engagement programme and new substantive Trust Board is seeing a change in culture and 'the way we do things' at EMAS. Our colleagues are working incredibly hard and this, together with the continued support from the NHS Trust Development Authority and our Commissioners, will see us continue to make significant steps to develop and improve our services.

Your organisation is invited to make comment on the enclosed version ahead of purdah on 30 March. As in previous years, official responses submitted to EMAS via rebekah.marong@emas.nhs.uk will be included in the final version of the document.

If you would value a representative of EMAS attending a meeting of yours during May or June 2015 to present the final version of our Quality Account, we would be happy to arrange for an Executive Director and / or county-based General Manager to attend. To take up this opportunity, please make your request in writing and send it to rebekah.marong@emas.nhs.uk.

Yours sincerely

A handwritten signature in black ink that reads "Judith Douglas".

Judith Douglas
Director of Nursing and Quality

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