



Quality Account 2014/15





Our 2014/15 priorities – how did we do?

We identified the following quality improvement priorities against the three domains of quality, these being,

- **Clinical effectiveness**
- **Patient safety**
- **Patient experience**



Our 2014/15 priorities – how did we do?

Priority 1: Consolidation and further development of EMAS' role in the management of long term conditions working in partnerships with the various health communities across the East Midlands.



Our 2014/15 priorities – how did we do?

Priority 2: Development of an organisational succession plan aligned with the Leadership and Talent Management Framework.



Our 2014/15 priorities – how did we do?

Priority 3: Implementation and evaluation of a staff engagement strategy using the Listening into Action methodology.



Our 2014/15 priorities – how did we do?

Priority 4: Improving response times through more effective use of resources resulting in reduced conveyance to hospital



Our 2014/15 priorities – how did we do?

Priority 5: Development and implementation of a programme of public engagement activities focusing on hard to reach/vulnerable groups with a view to using feedback to improve our services



Priorities for 2015/16

Clinical effectiveness

Priority 1: Develop the paramedic pathfinder algorithms to support ambulance colleague clinical decision making with patients suffering falls, general frailty/social care situations, end of life care and Chronic Obstructive Airways Disease.



Priorities for 2015/16

Clinical effectiveness

Priority 2: Develop a frail elderly steering group and action plans to deliver unilateral trust wide schemes with locally agreed pathways to ensure integrated support to individuals who are frail.



Priorities for 2015/16

Clinical effectiveness

Priority 3: Having signed up to the National Mental Health Crisis Concordant, we will work collaboratively with local commissioners and relevant stakeholders to implement the agreed priorities within the mental health action group.



Priorities for 2015/16

Clinical effectiveness

Priority 4: Following the continued improvement of our ambulance card quality indicator 'Return of Spontaneous Circulation (ROSC)' outcomes, we will continue to explore further innovative ways to build upon these achievements.



Priorities for 2015/16

Patient safety

Priority 5: Having enrolled on the national Sign Up To Safety Campaign, we will work to reduce avoidable harm in mental health, maternity and adverse events in the Emergency Operations Centre with particular focus on delayed responses



Priorities for 2015/16

Patient safety

Priority 6: Develop a robust patient forum group and strategy that will ensure that we are working with all of our local communities



Priorities for 2015/16

Patient experience

Priority 7: Use the EMAS 'Listening into Action' staff engagement forums to enhance the delivery of compassion in practice and ensure we are promoting and rolling out schemes that will enhance the care we deliver and ensure colleagues are patient focussed.



Priorities for 2015/16

Engagement

- **Listening into Action staff engagement programme**
- **Station and Quality Visits**
- **Senior Management meetings**
- **EMAS Reputation Audit 2014**
- **Friends and Family Tests & patient engagement**
- **Meetings with Healthwatch, Overview & Scrutiny Committees, Health and Wellbeing and Transformation Boards**
- **Meetings with other emergency services and NHS providers**