



Paper Ref
 TB22.011

Meeting Title Trust Board Meeting in Public	Meeting Date 28 April 2022
Reporting Committee	Quality Committee
Committee Chaired By	Tim Gilpin: Non-Executive Director
Lead Executive Director	Clare Ashby: Interim Executive Director of Executive Director of Quality, Governance and Performance Assurance
Date of Last Committee Meeting[s]	3 March 2022 and 24 March 2022

Summary of Key Matters Considered and Decisions Taken

The Committee has held two meetings since its last report to the Board in January 2022. The meetings were held via videoconference and were quorate.

They key areas of discussion during the meetings are noted below.

3 March 2022

- The Committee received routine assurance reports from each of the three service lines
- report providing updates on clinical governance, quality, and safety which focused on patient and staff safety, clinical effectiveness, and patient experience. A discussion was held around the impact of operational pressures on the patient relations team and risks identified around level 2 safeguarding training which continued to be closely monitored.
- An update was provided on the workforce planning. It was noted that work was ongoing across the ten English ambulance trusts, as well as nationally, to improve recruitment and retention, this involved YAS taking part in retention research. A future deep dive session would be held to look at the results of this in more detail.
- A deep dive session was held on the Quality Account Priorities 1) Patient Safety, 2) Patient experience, 3) Clinical Effectiveness, and 4) Employee Health and Wellbeing which considered the key drivers and outcome measures for each.

24 March 2022

- The Committee received routine assurance reports on innovation, research and development, Organisational learning, leadership and culture and regulatory compliance.
- A discussion was held around research into the impact of covid-19 and lessons learned, particularly in relation to changes made by the Trust during this time. It was noted that there was also work being undertaken nationally as well as locally into this subject.
- It was noted that work was progressing with system partners around opportunities to improve hospital handover delays.
- The Committee received an update regarding overseas recruitment with a number of paramedics due to join the service from Australia. Members acknowledged the importance of ensuring the Trust a network of mutual support was provided to help



those joining YAS feel welcome.

- Updates were also provided regarding freedom to speak up, service transformation, and risk management.
- Quality Committee discussed the Significant Incidents and Lessons Learnt report and noted that the number of serious incidents reported on STEIS has doubled with twice as many now being categorised as catastrophic. Overall, the moderate harm profile is increasing. Themes from SIs include delayed responses and cardiac arrest with a failure to recognised VF. Staff training suspended as part of REAP 4 measures as likely to be seen as skill fade and therefore errors and poor clinical practice are slightly more prevalent. Clinical Quality Indicators are broadly being maintained but survival to discharge UTSTEIN is around 20%, dropping from 45% prior to COVID-19 pandemic. Elevated and sustained number of complaints, concerns and service to service raised to YAS since April 2019 to current. Complaint complexity and correspondence from MPs and other system partners have been elevated during times of increased demand. Overall, it was noted that the biggest factor now affecting performance is handover delays at hospitals.
- A deep dive session was held on the embedded model for quality improvement.

Risks Identified / Matters of Concern and Mitigating Actions

None

Matters requiring Board level consideration and/or approval

None

Date of next Committee Meetings

26 May 2022 (1) & 23 June 2022 (2)