

## **East Midlands Ambulance Service Quality Account 2022/23**

### **Comment from Nottingham City Council Health and Adult Social Care Scrutiny Committee**

The Nottingham City Health and Adult Social Care Scrutiny Committee welcomes the opportunity to consider East Midlands Ambulance Service Trust's (EMAS) Quality Account 2022/23 and is pleased to be able to comment on it.

No issues relating to the provision of services by EMAS were identified for scrutiny by the Committee during 2022/23.

The Committee notes the increase in Serious Incidents reported during 2022/23 compared with the previous year, which in turn was higher than the year preceding that. While noting that high levels of reporting of patient safety incidents can be reflective of a healthy and mature reporting culture, this rise, and the associated harm, is nevertheless concerning. The Quality Account document includes a significant amount of information about Serious Incidents and the Trust has responded to feedback on this. This open approach is positive. The Committee also welcomes the approach of joint conversations about Serious Incidents and complaints to improve awareness of common themes and ways that they can be addressed. The Committee notes that incidents relating to delayed response constituted the highest proportion, and an increasing proportion of Serious Incidents during 2022/23 and that there was also an increase in complaints about delayed response. The impact of delays in hospital handovers is of continued concern and, from a relatively good position, the Committee is aware that there has been a deteriorating position in terms of delays at Nottingham University Hospitals NHS Trust. The Committee supports the Trust in seeking accountability across the health and care system for this. While it is important that EMAS does all that it can to maximise efficient use of its own resources, the Committee agrees with statements in the Quality Account that delayed response is a system-wide issue that requires a system-wide response. The Committee supports EMAS' continued approach of engaging with partners across the health and social care system, and beyond to develop solutions to these challenges. The Committee has heard examples of how the system has come together to support each other in response to particular pressures, such as industrial action, and while these one-off collaborations require additional investment, the Committee encourages all partners to review the lessons learnt from this and whether elements of such approaches can be used on a more regular basis if decisions are taken as a system rather than as individual organisations. The Committee also supports the Trust's priority to promote safe and appropriate use of alternatives to emergency departments.