

Briefing to Thurrock CCG on East of England Ambulance Service Trust (EEAST) Issues

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1. Purpose

This paper is to brief the CCG on the issues we are dealing with within EEAST and to inform the Board of the next steps.

2. Issues

2.1 Throughout 2013/14 there have been significant issues with EEAST performance. To summarise these:

- Performance on all categories is below target and the yearly target is unlikely to be met in any of the categories.
- There are long delays (1 to 2 hours) for a significant number of patients waiting for back up by a transporting vehicle.
- There are significant staff vacancies, approx. 350, below the funded establishment. This vacancy factor is especially acute in the paramedic's workforce. Paramedics in training are well below the level needed to develop the service.
- An investment business plan requesting for transitional funding of about £6.3m has been turned down by most CCGs because of a lack of credibility, lack of clarity of benefits and leadership uncertainty.
- A new Chief Executive, Anthony Marsh, began with the Trust last month.

2.2 To address these issues, two risk summits have been held, chaired by the Regional Team. The decision taken at the risk summit was that the financial penalties that CCGs were entitled to apply in 2012/13 would not in fact be applied. This would enable EEAST to pump prime their recovery plan and begin to restructure the organisation. The value of these penalties for Thurrock CCG is £121k. It has been agreed that a priority for performance improvement will be the long tail of people who wait up to 2 hours for an ambulance. In tackling this issue, the performance figures will not show an immediate improvement, but it is important to address this poor quality service as a matter of urgency.

2.3 A further decision of the risk summit was that EEAST would produce a Recovery Plan for 2013/14 and set out how they would transform their organisation to deliver the required standards. The first version of the recovery plan was received in the first week of March. The value of the plan is £21.5m (across the 19 CCGs who commission EEASTs services). The main initiatives within the case are:



• The SAP (Student Paramedics) Programme	£13.751m
• Fleet Reconfiguration	£1.017m
• Updating of medical equipment	£3.750m
• Phase 2 of redundancy programme	£2.95m
Total	£21.47m

The Thurrock share of this is £0.544m

2.4 However, the case is badly structured and presented, there is no transparency in the finances and at this stage we have rejected the case and EEAST are now re writing it. The £544k being asked for, from Thurrock CCG may be able to be offset by the value of the local CQUIN (£91.2K)

3. Next Steps

3.1 It is recommended that the CCG plan to commit £544k over and above the 2014/15 contract value in 2014/15 (£4,818,821). We will continue to work with EEAST to ensure that any investments are explicitly linked to improvements in performance.

3.2 We will also continue to improve the feedback to the CCG on the performance of EEAST and the local implications.

