

Dorset Council's People and Health Scrutiny Committee South Western Ambulance Service NHS Foundation Trust Quality Account report 2023/24

The Dorset Council People and Health Scrutiny Committee welcomes the opportunity to comment on the South Western Ambulance Service NHS Foundation Trust (SWAST) Quality Account 2023-24 on behalf of Dorset Council. The committee liaised by email to consider the report.

Members noted progress in aspects of:

- Improvement: The report indicated improvements from previous inspection outcomes along with identified areas of improvement.
- Patient Safety Training: There was development of a plan and implementation framework for patient safety training; however, it was disappointing that this had taken two years and has only been delivered to three cohorts given the coverage of the Trust in the southwest.
- Category 1 Response Rates: The most important calls had good response rates, which had improved upon previous years.

Members also noted areas for improvement:

- Category 2-4 Response Times: there were concerns about these response rates. It was noted that handover delays and bed blocking contributed to the issue and that increased resources were needed to improve things.
- There was plenty of structure with policies and research to back these up, however there needed to be clearer outcomes from them which define the difference made to patient experience.
- Given the inspection outcomes overall, increased focus on further improvements to safeguarding were needed.

The Quality Account reflected the services delivered and that the information was accurate and fairly interpreted. The priorities for improvement appeared to be representative of your services and the needs of your service users.

Cllr Toni Coombs
Chairman, People and Health Scrutiny Committee
Dorset Council