East Midlands Ambulance Service NHS
NHS Trust

Time Required	15 mins	Paper No.	PB/12/37

Report to: **PUBLIC BOARD OF DIRECTORS' MEETING**

Date: **19 March 2012**

Subject:	Chief Executive's Report
Report by:	Phil Milligan, Chief Executive

Purpose of Report

The Chief Executive is advised to keep the Board informed on matters relating to the external environment (e.g. policy changes, quality and financial risks in the health economy, PBR new tariffs etc) and the impact of these on the Trust Strategic Direction and risk registers. In particular, I will focus on:

- Health economies and the political environment
- Emerging risks and assurance
- Strategy and innovation, and
- Staff issues

This report is intended to meet these obligations and includes:

1. Whole System Demonstrator Programme
2. Establishment of National Commissioning Board
3. Hospital Turnaround
4. Technician Banding Appeal
5. Patient Transport Service

Implications

Financial
- The outcome of the banding appeals removes financial risk

Human Resources
- The outcome of the banding appeal will be disappointing to a number of staff
- The Transfer of PTs to other providers will see a number of staff subject to TUPE transfer. The impact on other support staff is now being considered

Legal
- NA

Policy
- The Department of Health and CQC have raised concerns at the level of delays in hospital turnaround

Other
- NA.

Recommendation(s)

That the Trust Board is recommended to support the recommendations contained in the report

EAST MIDLANDS AMBULANCE SERVICE NHS TRUST

Report to: Public Board of Directors – March 2012

Report of: Chief Executive

Subject: Chief Executive's Report

1. Introduction

1.1 The Chief Executive is advised to keep the Board informed on matters relating to the external environment (e.g. policy changes, quality and financial risks in the health economy, PBR new tariffs etc) and the impact of these on the Trust Strategic Direction and risk registers:

- Health economies and the political environment
- Emerging risks and assurance
- Strategy and innovation, and
- Staff issues.

1.2 This report is intended to meet these obligations and covers the following areas:

- Whole System demonstrator programme
- The establishment of the National Commissioning Board structures
- Continued national interest in hospital turnarounds
- The technician banding appeal.

2. Whole System Demonstrator Programme

2.1. The Department of Health has been looking at the contribution that telehealth and telecare can make to helping individuals to manage their own care and make decisions about their own lifestyles. The whole system demonstrator (WSD) programme was established to bring together knowledge about the technologies, ideas on utilization and evidence of their impact, with some 6191 patients and 238 practices taking part in randomized control trials. The early results have now been published.

2.2 The results show that, if delivered properly, telehealth can substantially reduce mortality, the need for admissions to hospital and the amount of time spent in A&E departments and as hospital inpatients.

2.3 This research will be important to the East Midlands Ambulance Service view about how it should try to support primary care in the future and, given our competence in remote technology and our high levels of clinical skill, could well present opportunities for the future.

2.4 The Director of Workforce, Strategy and Transformation and the Commercial Director will look at the opportunities and bring forward proposals during 2012/13 for implementation. The Trust Board is asked to note this position and to offer advice, as appropriate

3. Establishment of the National Commissioning Board

3.1 Subject to the completion of the progress of the health bill through parliament, the National Commissioning Board Authority has announced the structure that it wishes to implement in a document called *design of the National Commissioning Board.* This can be downloaded from the DH website www.dh.gov.uk.

3.2 The Board will have 4 commissioning sectors, based on the current clustered SHA footprints and 50 local offices, covering the current PCT Cluster areas.

3.3 The Trust Board is asked to note the proposed NCB structure

4 Hospital Turnaround

4.1 The Board received a high level briefing on delays in hospital turnaround and handover at its last meeting. A paper making recommendations for this Board to consider has been included in the agenda. Since the drafting of this paper, I have been advised that:

- The Department of Health is reviewing what more needs to be done to achieve improvements in this area
- The Care Quality Commission has been provided with data on individual hospitals performance and will use this in its review of individual organisations.

4.2 We have reinforced the message that everybody has a role to play in improving hospital turnaround:

- The public, by using ambulance and hospital services wisely
- Hospitals, by improving the flow of patients
- Ambulance services, by ensuring that staff are freed for calls as quickly as possible, and
- PCTs, by ensuring investment in the right parts of the system.

4.3 The Trust Board is asked to note this context and to consider the implications during the discussion of the patient experience, later on the agenda.

5 Technician Banding Appeal

5.1 The Board will be aware that the Agenda for Change (AfC) terms and conditions of service arrangements were implemented in the NHS in 2004, this led to approximately 3200 EMAS staff moving to the new pay structure. The transition provided the ability for individual staff to appeal against their new pay banding if they felt that the band applied was inappropriate.

5.1 Following the review of the generic appeal, supported by UNISON, reported at the last Trust Board meeting, the process for the review of appeals by staff in Lincoln Division has now been completed. The appeal process followed the structured nationally agreed process and involved Trust managers and staff side representatives.

5.2 The outcome of the appeal was that the original band applied (Band 4) was deemed to be appropriate. It should be recognised that the technicians group will be disappointed by this outcome.

5.3 The Trust Board is asked to note the outcome of the appeal.

6 Patient Transport Service (PTS)

6.1 The Board will recall that EMAS were not awarded any of the 5 contracts for the provision of PTS across the East Midlands. The Board will also recall that we submitted an appeal against the decision for the Lincolnshire contract.

6.2 I have received notification that our appeal has not been successful. We are now engaged with the new providers to manage the transfer on 01 July 2012.

6.3 The Trust Board is asked to note the current position.

Phil Milligan
Chief Executive