

Subject:	South East Coast Ambulance NHS Foundation Trust update on Red 3 Triage Scheme		
Date of Meeting:	25 May 2016		
Report of:	The Head of Law		
Contact Officer:	Name:	Karen Amsden	Tel: 29-1068
	Email:	Karen.amsden@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE**1. PURPOSE OF REPORT AND POLICY CONTEXT**

1.1 The report is intended to update committee members on events surrounding the Red 3 Triage Scheme adopted by South East Coast Ambulance Trust (SECAMB); the background to this scheme; the key findings of the Deloitte review of the 'Red 3 Green 5' pilot¹ scheme; and what changes are being put into place to address the issues raised by Deloitte.

1.2 There will be a presentation from SECAMB at the committee meeting.

2. RECOMMENDATIONS:

2.1 That members consider and comment on the contents of this report.

3. CONTEXT/ BACKGROUND INFORMATION

3.1 SECAMB provides 999 and NHS 111 services to the population of Kent, Sussex and Surrey. In December 2014 the Trust implemented a pilot scheme where they changed their handling of certain 111 calls which were being transferred to the 999 service because 111 operators had assessed them as requiring an urgent response. This introduced a second triage stage (and an additional 10 minute wait time) for certain 111- 999 transfers to determine whether an ambulance was in fact urgently required.

3.2 These changes were not in line with NHS England Commissioning standards for 111. Following the suspension of the pilot in February 2015, the scheme was investigated by NHS England and subsequently by Monitor, the NHS regulator of Foundation Trusts. Monitor commissioned Deloitte to undertake a forensic review of the scheme.

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<http://www.google.co.uk/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&ved=0ahUKEwj12drAkKrMAhVCVD4KHb1cBG4QFggcMAA&url=http%3A%2F%2Fwww.secamb.nhs.uk%2Fidoc.ashx%3Fdocid%3Dcc56a1d4-f22a-4cfc-8b0e-b20aef44ad22%26version%3D-1&usq=AFQjCNF-NGxypv3I42z9G583I7XFyCECyA>

- 3.3 Deloitte concluded that while the project “...appeared to be well intentioned” there were “...a number of fundamental failings in governance at the Trust which resulted in the implementation of a high risk and sensitive project without adequate clinical assessment or appraisal.”
- 3.4 The Deloitte report was also highly critical of the actions of senior leaders at SECAMB, and of the Trust’s failure to keep commissioners fully informed of all aspects of the scheme. Following the publication of the report, the SECAMB Chair resigned and a new interim Chair was appointed by Monitor. The SECAMB Chief Executive has also taken extended leave of absence and an acting Chief Executive has been appointed.
- 3.5 The Deloitte report does not seek to assess the impact of the Red 3 triage scheme on service-users. A separate review on the impact of the scheme on patients is currently being undertaken by Monitor, and is expected to be published in June 2016. This will be reported to a subsequent HOSC meeting.

4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

- 4.1 This report is for information.

5. COMMUNITY ENGAGEMENT & CONSULTATION

- 5.1 None for this report.

6. CONCLUSION

- 6.1 It is recommended that members note the lessons learnt from the Deloitte review of the pilot and monitor the progress of SECAMB in carrying out the next steps suggested by the review.

7. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 7.1 None from this report for information

Legal Implications:

- 7.2 None from this report for information

Equalities Implications:

- 7.3 There are no equalities implications arising directly from this report.

Sustainability Implications:

- 7.4 There are no sustainability implications arising directly from this report

Any Other Significant Implications:

7.5 There are none.

SUPPORTING DOCUMENTATION

Appendices:

None

Documents in Members' Rooms

None

Background Documents

1. Deloitte Report for SEC Amb and Monitor on the Red 3/Green 5 pilot review

