

Notes of the Contract Review Meeting
With SSG UKSas Ambulance Service

Wednesday 30th May 2018
At Bedford Office

Present

[REDACTED] – Director of Services (SSG UKSas)
[REDACTED] – Operations Manager (SSG UKSas)
[REDACTED] – Head of Procurement (EEAST)
[REDACTED] – Clinical Procurement Specialist (EEAST)
[REDACTED] – Contract Manager (EEAST)

DPS Framework

Award of work is subject to action plan being completed and signed off. Approved onto DPS subject to accreditation and approval of action plan; contracts have been awarded subject to updates from the action plan. Sign off will involve EEAST signing off the policies. A panel determines if the evidence is there to pass the organisation. Awarded 3 month ad-hoc work, NHSI have pushed for EEAST to agree a number of hours we can commit to. Push for ad-hoc not likely in the first 3 months of 9 month contract however there will always be dropped shift cover. Shifts are likely to increase around September onwards due to winter pressures. There will also be certain times in year where there will be a requirement for additional shifts i.e. bank holidays and school holidays i.e. half term.

Action Plan

- **Occupational Health**
Occupational health checks were not able to be fully demonstrated, EEAST require further assurance – Complete, HR have assured we are able to demonstrate
- **Stock**
All vehicles to be completely checked for Out of date stock prior to further shifts. – complete
- **Shift Sheets**
Shift summary check sheets to be issued at the start of each shift to be completed. – Complete, sheets in shift file.
- **CO2 monitoring**
All vehicles to have end tidal CO2 monitoring on EEAST contract. - All vehicles have lifepak 15 on except one vehicle – [REDACTED] advised that inspection revealed lifepacks but did not have the monitoring equipment – this needs to be on all of them – [REDACTED] will double check
- **Drugs**

To provide assurance of safer drug storage – Stored in individual cabinet in store with swipe access and roller cover door on store. Locked in safe in the main safe which is bolted to floor, have home office licence.

- DBS
HR DBS recording form needs to be revised to include enhanced and barring, number and status. All files to be updated. – Completed
- Deep clean
Evidence of deep cleans – complete and can evidence at Raynham
- HR Files
HR files to be reviewed for references, employment history and the documents for right to work and identification need to be signed, dated and confirmation that the original documents have been seen - One reference written, short on some references and these have been requested where required. [REDACTED] explained HR reference checks are to include the last 3 years employment history; you may need more references to make sure you have the last 3 years employment history on file. If in the same employment for 3 years you need a character reference as well. Minimum of 2 references i.e. one job one character. - Work in progress – [REDACTED] requires this to be in place ready for the next visit or will go down as non-compliant. Photocopier records have a stamp – purchased and in place.
- Overseas
Overseas employees to have full safer recruitment checks including police statement from initial country. – Work in progress. Only one person from overseas on database but not working on EEAST contract. Person who raised this not working for SSG but will check. Cant take visa as an all clear needs to be statement from police.
- Tag bags on vehicles
Tagged bags on vehicles to be re-checked and tagged correctly – [REDACTED] highlighted out of date items in them and tags broken. SSG introduced make ready system, supply and fit vehicles with equipment with tags on, before being done but not recorded. Tagging system inside the ambulance green checked and in date, if cracked then you know it's been open and something will be missing.

Revisit next Thursday 7th June.

KPIs Submitted

Queried the 40 shifts cancelled by EEAST on the A&E sheet. – Will check as think these maybe PTS and therefore should not be in this sheet.

- SIs – reporting 3 on the KPIs. They stay as an SI until we know the patient outcome. Should the patient die there would need to be a coroner's inquest. Sometimes the patient outcome can delay how long they stay as an SI.

- Complaints – Have another one received last night, [REDACTED] need to check on the crew member name to see if they are the same person as the previous complaint of a rude person. This was direct from [REDACTED] which is concerning as they don't usually complain.

SSG requested an update on SIs/complaints – [REDACTED] EEAST staff do not get an update until it's all complete so cannot provide an update.

Dropped Shifts/Late Shifts

Late starts are getting worse again. Have 2 late starts today. [REDACTED] feels it's not improved from our last meeting. SSG have taken actions to get fixed term Rotas in place, to make sure there is enough relief to fill any backfill or dropped crews. We are aware of the issues over the weekend and looking at that. Identified 10 techs and putting them through EEAST induction, anticipating picking up shortfall.

Sickness records – lots of crews start and then go sick resulting in early finishes. They are not telling SSG control centre but as soon as they report sick we book them off the CAD and you will therefore not be paid anything for this. Happening more and more when they reach Norwich, this is where they seem to go sick at but not always Norwich crews have been crews from Chelmsford. SSG are reviewing sickness. [REDACTED] explained that SSG performance affects EEAST performance due to the number of shifts they have. Dropped shifts are hard to cover especially with short notice.

Invoicing Arrangements

18 submitted nothing rejected. [REDACTED] asked if this is true. [REDACTED] did not think so. [REDACTED] needs the number rejected box completed on the KPIs to show the correct position. [REDACTED] explained about cash flow and 10 day turnaround from our finance department [REDACTED] would like feedback as to whether this is happening.

Train the Trainer/Inductions

[REDACTED] will be sending out date for next train the trainer course. [REDACTED] will also be sending for a date for NSPCC and Fraud course which will be around [REDACTED] per person which is useful to attend.

Review of Contact Details

All up to date.

Clarification of Bank Holidays

[REDACTED] clarified that Christmas Eve and New Year's Eve i.e. 24th December and 31st December is not a bank holiday.

Supplier Issues

Less work should support the performance concerns as if you have recruited staff and have fewer shifts there should be no need for dropped shifts.

9 Months - The evaluation was done on quality, skills provided, area and price. Some of the lines lost due to pricing as SSG priced for Tech DSA and EEAST can get a para DSA for same price. First choice is Norwich and Colchester and there is a reduced number of shifts

from what was awarded previously to what SSG have now. There may be some short term adhoc work available until the other provider is able to get resources in place. If they cannot get in place by a certain time this may lead to some of the lines coming to you as next in line but all dependant on the other provider.

Staff in fixed term contracts are being put in place to fill the core, any issues with these staff are being managed via the disciplinary route.

Base stations - Raised the issue of the newspaper article. Have press adviser so ready when the article comes out. Found an alternative which EEAST will need to review. [REDACTED] offered a based at Hellesden for as long as SSG UKSas have the 2 lines around the Norwich area.

Any Other Business

[REDACTED] wanted to pass thanks on to [REDACTED] from all at EEAST for all the work she has done, she really represents SSG UKSas well and responds to emails quickly and always there at the end of the phone.

SSG queried why they still had outstanding SI's. [REDACTED] explained there were 3 Outstanding SI's, the safeguarding decision is waiting outcome from Panel. SSG felt the feedback from safeguarding in the assessment forms is basic, not sure they had been assessed for the competency EEAST would require. This will come out more in the feedback.