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**MINUTES OF THE CONTRACT REVIEW MEETING  
WITH SSG UK SPECIALIST AMBULANCE SERVICE**

**Wednesday 25<sup>th</sup> April 2018  
At Melbourn Offices**

**Present**

**Name**

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**Job Title**

Director of Business Development (SSG UKSas)  
Head of Procurement (EEAST)  
Contract Support Manager (EEAST)  
PAS/VAS Lead (EEAST)  
Operations Manager (SSG UKSas)

**ACTION**

**1. Dropped/Late Shifts**

The issue of drop shifts was discussed. [REDACTED] was concerned with the number of dropped shifts especially at the weekends. On top of this there are too many late starts to shifts mainly due to vehicle breakdowns which cause issues with patient care and stress for the staff in EOC. SSG UKSas needs to look into the reasons for the late starts especially the vehicle maintenance of its fleet. Late notification of dropped shifts means EEAST cannot always get a replacement crew in time which has a direct impact on patient care.

[REDACTED] is having to report the number of late and dropped shifts to NHSE and suggested to SSG UKSas that if they are unable to cover the shifts being awarded they should look at reducing the number of shifts so EEAST can give the work to other providers who are capable of fulfilling the requirement. EEAST will be invoicing the fines stated in the contract and if SSG UKSas continue to drop the volume of shifts they are dropping at the moment the fines will start to get large as the fines will outweigh any payments.

**Action: [REDACTED] requires a response from SSG UKSas by Friday 27<sup>th</sup> April to the question of assurance: [REDACTED]**

- **Will SSG UKSas drop a shift to allow EEAST to get appropriate ad-hoc resources in place, or**
- **Assure EEAST that SSG UKSas can deliver the shifts that have been awarded and will be starting the shifts on time.**

**2. Dynamic Purchasing System**

SSG UKSas expressed concerns that they were not awarded shifts for the 3 month contract in the areas where they are based. This has resulted in loss of staff as they are unable to travel to places where they have been awarded work, hence not enough ECAs. To overcome this they are

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looking at another station but concerned about investment in a station if suddenly shifts reduce in an area. [REDACTED] stressed that SSG UKSas should not be making those kinds of decisions just based on our work and are advised not to put all 'their eggs in one basket'.

In order to accommodate the shifts awarded SSG UKSas are offering staff blue light training to have additional vehicles available. This will involve procuring an extra 30 vehicles. If they are awarded work during the next mini competition covering 9 months they are looking to offer staff short term contracts. Discussion took place concerning recruitment through agencies. [REDACTED] had reservations with this approach as the staff would still need to have all the checks completed by SSG UKSas such as DBS and inductions. They cannot rely on the agency doing the necessary checks.

EEAST is late announcing the award of the 9 month further competition which was mainly due to the accreditation requirements and can only apologise for the delay. [REDACTED] asked that contracts that had been issued for the 3 month contract are signed and returned urgently as orders cannot be raised until a signed contract has been received. Without a valid order invoices cannot be paid. [REDACTED] reminded that fines detailed in the contract will be implemented and invoiced.

Going forward [REDACTED] explained that he is looking to scope more of a PAS partnership working arrangement and to see if there is the option of PAS providers being able to use some of the EEAST stations. To aid with invoice checking we are looking at 365, terrafix, skill stream and other solutions.

**Action: SSG UKSas to return signed contract.**

[REDACTED]

3. **Datix**

[REDACTED] thanked SSG UKSas for the work they had done with EEAST to resolve DATIX issues.

4. **Invoicing**

Finance reported that SSG UKSas are slow in responding to invoice queries. At present there is [REDACTED] under query. Finance has [REDACTED] invoices waiting to be paid however waiting for credit notes before these can be actioned. [REDACTED] reported that finance aims to send any queries on invoices within 10 days of them receiving the invoice and will pay invoices once the query has been resolved.

[REDACTED] requested SSG UKSas provide dedicated names of people of people who deal with invoice queries. EEAST also requested regular statement so they can see what invoices have been issued.

**Action: SSG UKSas to forward on:**

[REDACTED]

- **Contact for invoice queries**

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- Regular statements

5. **SPOC – Single Point of Contact**

[REDACTED] reminded [REDACTED] and [REDACTED] that Datix is not a single point of contact. A vulnerable person should go through SPOC not DATIX. Some of the information should not be detailed on DATIX as it is very confidential. Please ensure that the SPOC route is used if a vulnerable person is noted.

**Action: [REDACTED] to remind all staff of the SPOC route for vulnerable persons**

6. **Outstanding Accreditation Issues**

[REDACTED]

[REDACTED] asked for an update on where SSG UKSAs were in relation to the issues identified during the accreditation process.

- Audit of all vehicles is happening at the moment
- Loading list is being produced
- 6 week make ready process
- New lists have been loaded onto the PDAs

[REDACTED] was concerned with out of date equipment that was 18 months out of date. [REDACTED] advised that [REDACTED] of old stock had been destroyed which has resolved the issue and they are now putting in a make ready process to stop this happening again. [REDACTED] explained that assurance around stock levels and vehicles was an issue even with the tag system they were currently using as the tag was broken and items were still out of date.

[REDACTED] reminded of the need to have the drugs key removed.

[REDACTED]

**Action: EEAST to send out details of issues which require SSG UKSAs to provide assurance ready for EEAST to re-inspect.**

7. **ITVs and DSAs**

[REDACTED] raised the issue of ITVs being deployed when the requirement awarded was a DSA. This is causing issues in EOC as they do not get the vehicle they were expecting. [REDACTED] reminded SSG UKSAs that if they are unable to provide a DSA crew that they notify EEAST as soon as they know this information in order for a replacement crew to be sourced from elsewhere; this will be classed as a cancelled shift and therefore will incur the relevant fine. EEAST is unable to accept an alternative crew to that awarded under this contract.

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**8. KPIs**

[REDACTED] reminded SSG UKSas that KPIS have not been received for the last contract. KPIs are required by the 14<sup>th</sup> day of the following month being reported therefore EEAST requires KPIs up to the end of April 2018 by 14<sup>th</sup> May.

**Action: SSG UKSas to submit KPIs upto April 2018 by 14<sup>th</sup> May.**

**[REDACTED]**