



Health Scrutiny Committee  
14 March 2013

## SECAMB Performance Deep Dive

### **Purpose of the report:** Scrutiny of Services

The Committee will explore in detail the performance of South East Coast Ambulance NHS Foundation Trust (SECAMB) in the Guildford and Waverley areas.

### **Introduction:**

1. South East Coast Ambulance Service NHS Foundation Trust (SECAMB) is the ambulance service for the south east coast region. The Trust responds to 999 calls from the public and urgent calls from healthcare professionals in Kent, Surrey and Sussex, and areas within North East Hampshire and Berkshire. Across the region the Trust provides specialist neonatal transfer services, in Kent and Sussex it also provides non-emergency patient transport services.

### **Ambulance performance**

2. The patients the Trust cares for range from the critically ill and injured, to those with minor healthcare needs that can be treated at home or in the community. Calls are received in Emergency Dispatch Centres via the 999 system, and triaged in accordance with the NHS Pathways to determine the most appropriate response based on clinical need.
3. SECAMB last attended the Health Scrutiny Committee to discuss performance in July 2012. Across Surrey, SECAMB regularly meets the 75% target for responding to calls within the 8 or 19-minute targets; however, members were concerned about their performance in more rural areas.
4. The Committee agreed to invite SECAMB back to undergo a deep-dive of their performance on a locality-based level, rather than County-wide. The areas in which concern had been expressed were Cranleigh and

Haslemere; therefore, the area of Waverley has been chosen to discuss in detail.

5. SECAMB has provided the attached report (**Annex 1**) on their performance in these areas.

<b>Recommendations:</b>
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6. The Committee is requested to scrutinise SECAMB on its performance in the Guildford and Waverley areas.

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**Sources/background papers:** None