

Statement from representatives of the Health and Adult Social Care Scrutiny Committee, Shropshire Council, on the Draft Quality Account for the West Midlands Ambulance Service NHS Trust 2015-2016.

Members were pleased to see that there are currently no paramedic vacancies within the West Midlands Ambulance Service and that complaints are on a downward trend.

They felt that the service appears to be listening to feedback from patients and were particularly pleased that 'Engagement with Rural Communities' would form part of the Patient Experience priority for 2016 – 2017. They noted that one example of this would involve working with Shropshire Healthwatch in accessing antenatal groups to develop mutual understanding of rural community expectations, explain what the ambulance service was able to deliver in relation to child birth, and to talk about risks, maternity led units and consultant led units.

Members welcomed the good progress around implementation of the Trust's Electronic Patient Record and hopes that this will receive full co-operation from Shropshire CCG and Shropshire GPs. They also note that once the Electronic Patient Record is up and running that WMAS will be able to share more meaningful information with Shropshire Public Health Team in relation to incidents related to alcohol.

The Committee has worked with WMAS over 2015 – 16 and has set out its expectations and recommendations that WMAS will work to: improve performance times in conjunction with Shropshire CCG and Shrewsbury and Hospital NHS Trust to improve ambulance handover times; develop closer working with other emergency services and make use of First Responders alongside other actions to improve response times in rural areas. The Committee is also looking forward to hearing the results of the GP in a car pilot and of the high intensity user scheme review.

The Committee has appreciated WMAS's response to requests for information and for attending and answering questions at meetings. It looks forward to continuing work with the Trust to ensure the best possible outcomes for the people of Shropshire.

Present at the meeting:

Councillors Peter Adams, John Cadwallader, Madge Shineton

