

Public response prior to North East Ambulance Service NHS Foundation Trust Care Quality Commission Inspection

April 2016



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Context:

The Care Quality Commission is the independent regulator of all health and adult social care services in England. It registers, monitors and inspects services to make sure services provide safe, effective, compassionate and high quality care for those accessing health and social care services.

The Care Quality Commission Inspection of North East Ambulance Service NHS Foundation Trust was due to take place from 18th April 2016.

Inspectors requested feedback from the public prior to the inspection to enable them to focus their inspection covering three key areas:

- Emergency Ambulances
- Patient Transport
- NHS 111 Service

Method:

The North East Regional Healthwatch discussed the forthcoming inspection and it was agreed that a collaborative approach to collect and collate the intelligence would be of greater value. North Tyneside Healthwatch agreed to act as the host organisation to set up a survey using 'Survey Monkey' adopting the format and questions in line with the Care Quality Commission Inspection. Responses from the public were collected from each independent Healthwatch across the North East and submitted and collated through 'Survey Monkey'.

The results from the survey for South Tyneside shown on "Appendix A" would be sent to the Care Quality Commission prior to the inspection of the North East Ambulance Service.

North East Regional Healthwatch:

Darlington	North Tyneside
Durham	Northumberland
Gateshead	South Tees
Hartlepool / Stockton	South Tyneside
Newcastle	Sunderland

Volunteers from Healthwatch South Tyneside attended a number of venues to engage with the public including;

- ASDA South Shields
- Morrisons Jarrow
- Ocean Road Community Centre South Shields
- Ashley Mews Care Home South Shields
- Harton Grange Care Home South Shields
- Garden Hill Care Home South Shields
- Chichester Court Care Home South Shields
- Bedewell Grange Care Home Hebburn
- Hebburn Court Care Home Hebburn
- Hebburn Central Library Hebburn

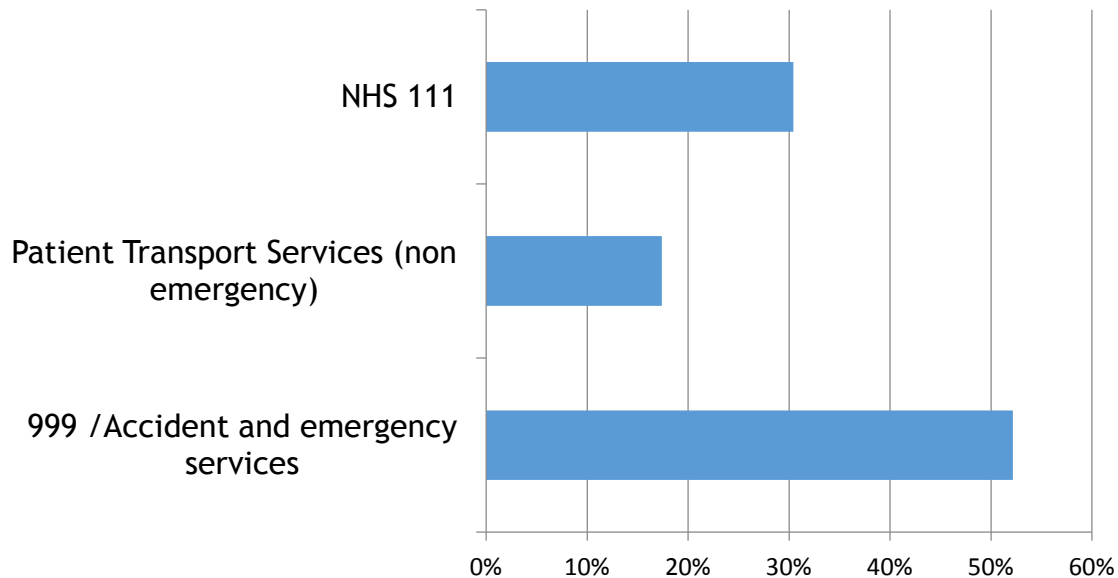
The public and residents we spoke to in South Tyneside were invited to complete the survey and provide information that would support the Care Quality Commission Inspection of the North East Ambulance Service.

Outcome:

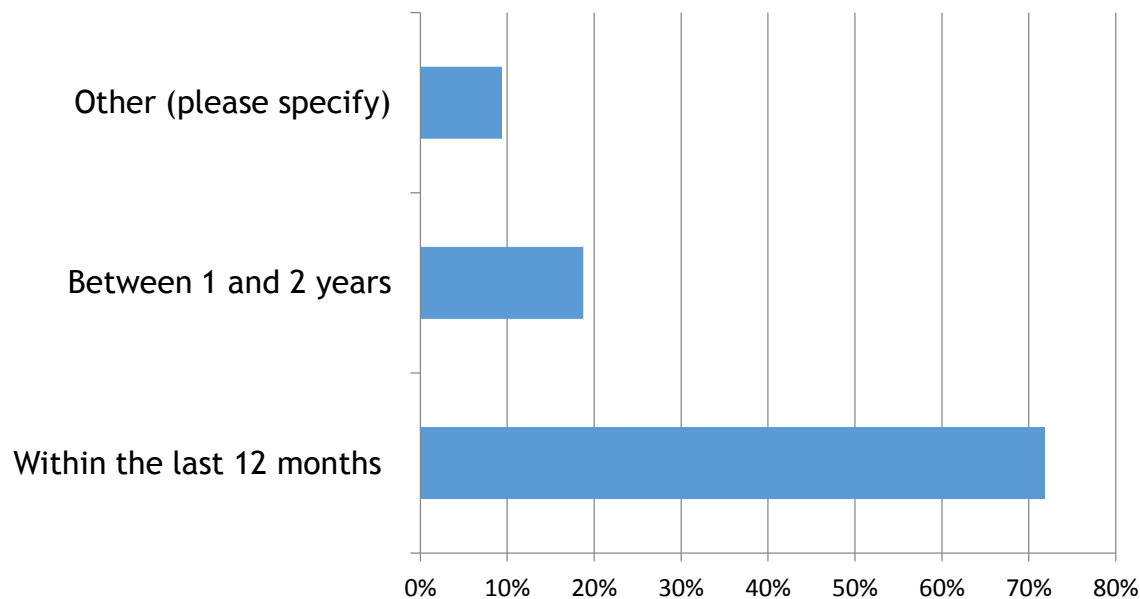
60 responses from the residents in South Tyneside were collected and inputted to 'Survey Monkey' with the most issues raised around: Accident and Emergency Service, NHS 111 and Patient Transport in that order.

Information was shared with the Care Quality Commission from the North East Healthwatch Group which has enabled us to provide the Care Quality Commission with a larger cohort of useful information but also to ensure ownership of data locally so we can feedback and develop ongoing relationships with them and to use the intelligence to create local influence.

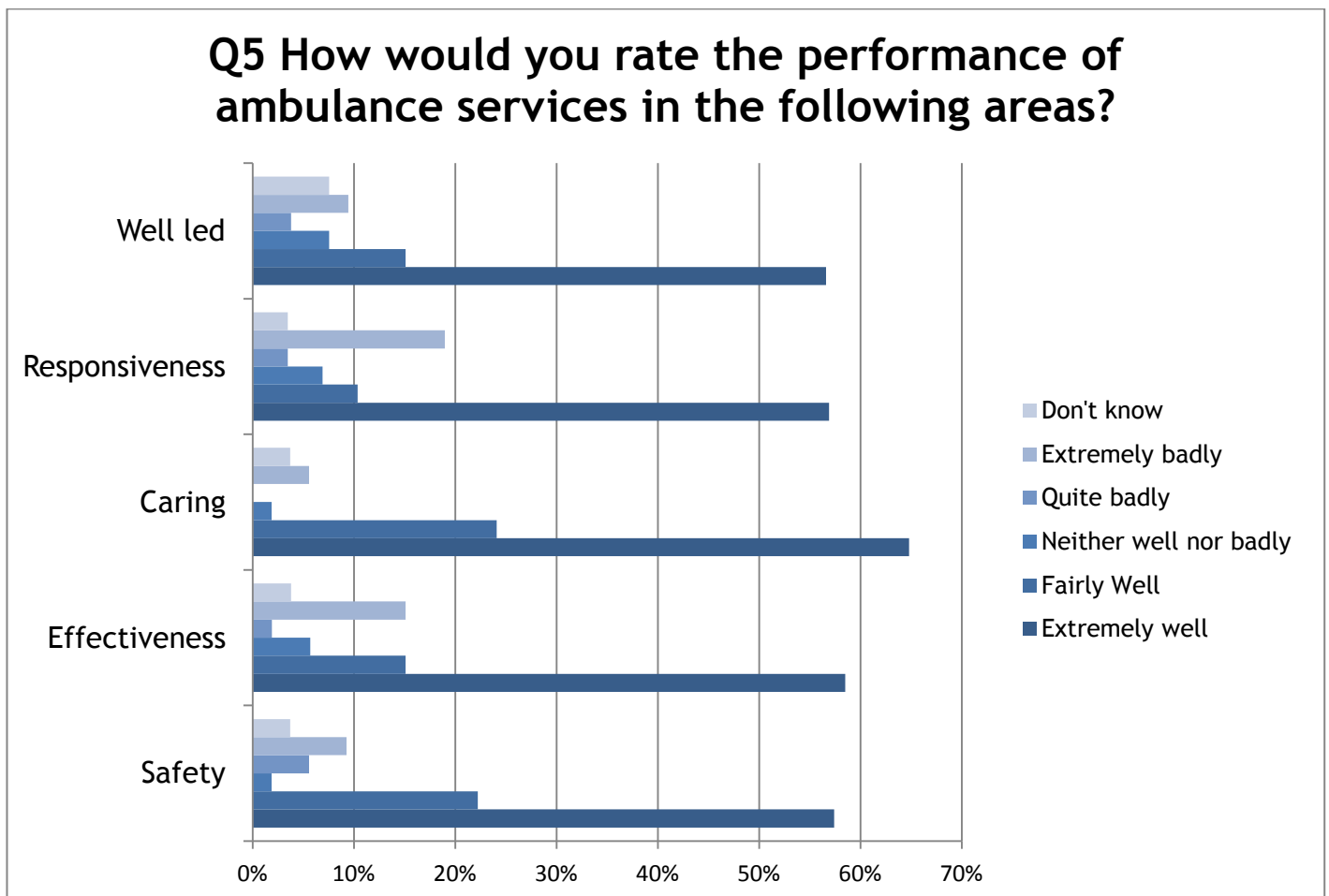
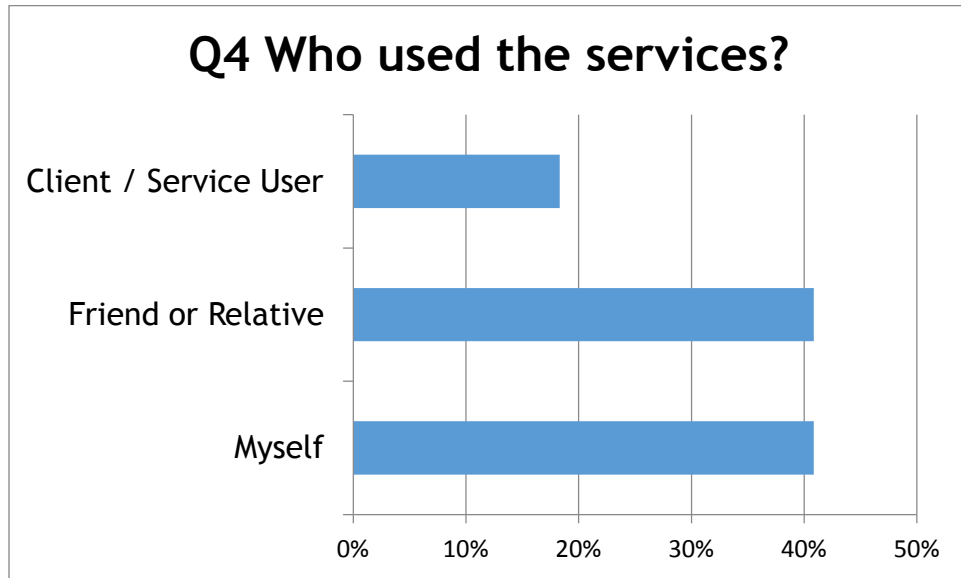
Q2 Which North East Ambulance Service is your comment about?



Q3 How long ago was your most recent experience of this service?

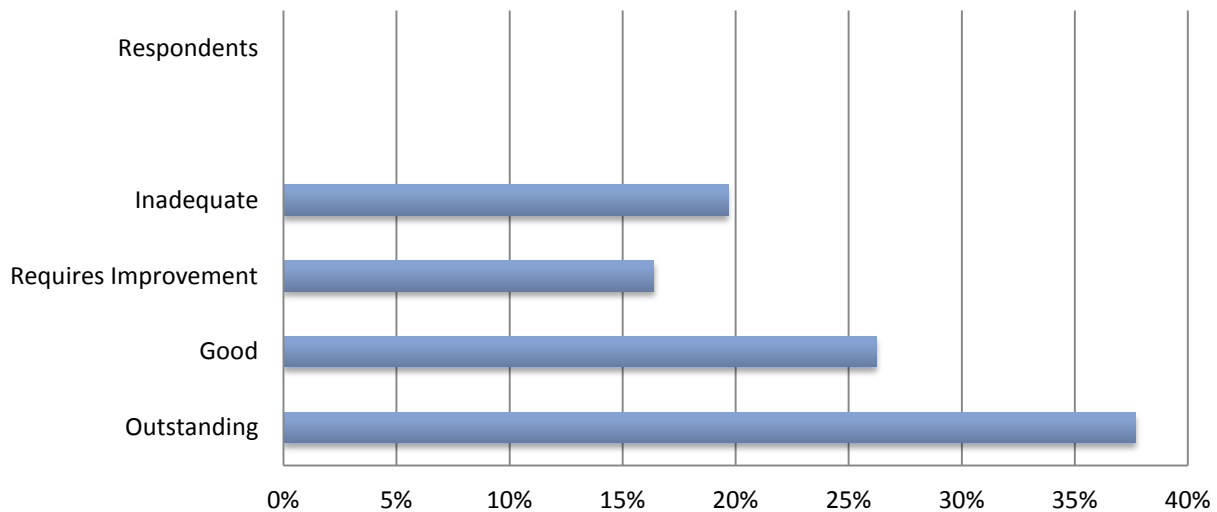


- **Question 1:** In which part of the North East are you resident? *All South Tyneside residents.*
- **Question 6:** Please provide us with an explanation of your ratings. *No explanations collected.*

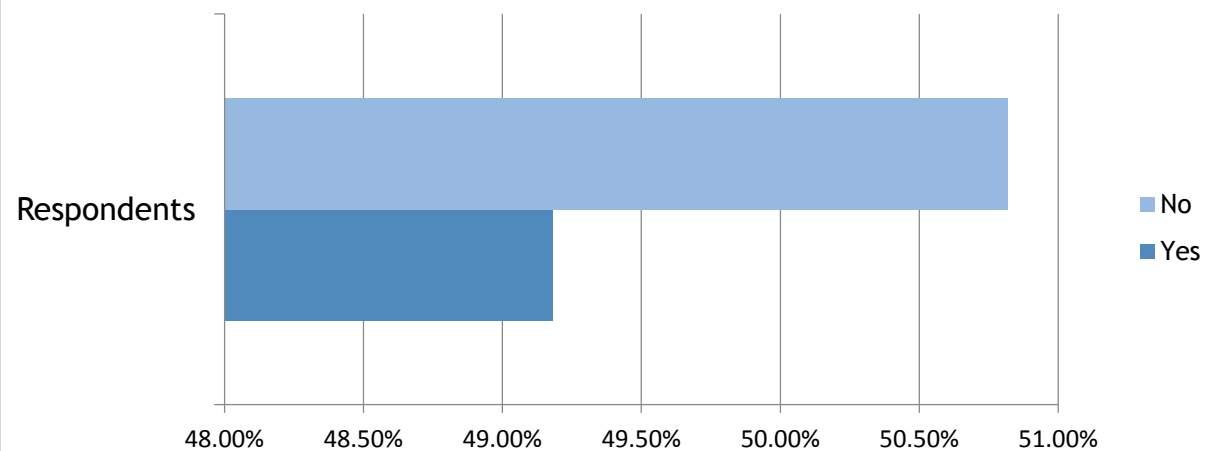


- **Question 1:** In which part of the North East are you resident? *All South Tyneside residents.*
- **Question 6:** Please provide us with an explanation of your ratings. *No explanations collected.*

Q7 How would you rate the standard of the service overall?



Q8 Would you know how to make a complaint about ambulance services if you need to?



- **Question 1:** In which part of the North East are you resident? *All South Tyneside residents.*
- **Question 6:** Please provide us with an explanation of your ratings. *No explanations collected.*