**Do we liaise with other Trusts to find out what works and what doesn't for them? Are there any Trusts with a good CQC rating that we could learn from?**
Yes absolutely really, really good point. We talk about benchmarking by guess comparison within those as well. We absolutely do. So we’ve had some conversations with some outstanding trusts as well, we’ve had some sessions with South East Coast Ambulance Service, where they were in a more challenging situation, we’ve had a conversation with London who are in special measures, because actually what we’re trying to work out is what the parameters are, what they did, what they didn’t do, what they’ve learnt from that as well and we’ve also got some further conversations coming up with some other trusts around what we can do and what support.

In part some of it is we can look at systems and processes and staffing, and we’re planning on going to North West Ambulance Service because they have achieved a number of good things over the last three years, and I want to get the sense of how, what and why.

The other bit is also using some of the people within the East of England actually and the boundaries that we have here. We’ve got loads of people who want to help us, actually, loads of people want to help us – whether that’s commissioners, other hospital providers, one of the bits out of all of it is the big challenge is about the culture it’s about the bits around behaviour. So we have to try and balance all of those bits in there.

The other side is and links back to the bit in the questions about leadership and changes is making sure we absolutely work through, kind of, accountability, responsibility, oversight, feedback, because that’s really important. If you don’t do it, you don’t really know how you’re progressing.

If you’ve got any thoughts on something you’ve seen in particular though, please drop me a line because I’m more than happy you saying ‘look actually I’ve seen this, heard this or that’, we can always try to find out and have a look. That’s one of the easy commitments I can do. I can at least ask a question. If you’ve got something specific, then we can have a look at what that specific thing looks like and we can go from there with what the options are and how much is or isn’t for EEAST. So absolutely happy to do that.