**Board brief: 13 September**

Our Board meeting on 13 September welcomed a number of new non-executive directors. Chris Brook, Catherine Glickman and George Lynn have joined the Board of EEAST and have started visiting stations and going on ride-outs so that they can meet many of you and understand the pressures on our service.

The themes from the meeting covered:

* The importance of listening to patients and staff, acting upon what we hear.
* A strong focus on performance and how we can ‘dial up’ performance as winter approaches.
* Celebrating the progress that we are making as a Trust while maintaining pace.

**Patient story centres on teamwork**

Our patient story came from a lady who had used our service twice over a short period of time. She drew comparisons between the two visits, the second of which was far more positive than the other. The differences came down to the mindset and attitudes of the crews – which was an excellent reminder of the importance of teamwork and communication between team members. The way in which we communicate with our patients, when they are at their most vulnerable, has a huge impact. The patient story is available [online](https://youtu.be/XiJtQpqpxk4) for you to watch.

**The Lucy Letby verdict**

The Board discussed our reaction to the terrible Lucy Letby case and recent verdict, looking at how we can protect our patients effectively. The NHSE response focused on the importance of people being able to speak up and be listened to. We have a high number of people contacting FTSU – often about managerial and culture issues. However, that channel can be used to rase clinical concerns. Catherine Glickman, is our new non-executive director responsible for FTSU and people can always raise concerns with her or any of our board members directly.

We also want to look at how we can best use data to review patient safety incidents and identify themes. Our Learning from Deaths reports are reported through the patient safety team and look at themes such as cardiac arrest and the impact of delayed handovers. Our PSIRF plan is now in place, too. This is a new way of working which will allow us to learn from incidents through open conversations with patients, families and colleagues as a more compassionate way of understanding what happened.

It also gives us the opportunity to look at incidents at a trust wide level, spotting themes or patterns, and then taking a focused look at those incidents to identify any common issues or learnings. There is a [dedicated East24 page](https://links.uk.defend.egress.com/Warning?crId=64e734471d024dd99eaae2d0&Domain=eaamb.nhs.uk&Lang=en&Base64Url=eNpVjstygjAARb9I8xBs053VFsLwEHxE2BHiKCEgNSiEry9218XdnLkz51y7rtUfAKim0vOLAAqcjXflTlFGpUcPI0Vh6ZH5BEvBBp2dkpYronNm309YVVTehmATaNocTb6jS1p7fSBbyR0lc0P_OF-_-BUKd7X0DVHpKYSBjJ8xHlpeK5my_lk43zBnx4dYozFlmRJu1U0OmbNE8SbuivrY84U3fezGZ5lJGVICE5Mb1BdYmay0b8KBpb_-19lmL7ekU1PQRxsKfXkZwn1hhWM80AbOf6o6CeUYyTMlLrZnronQ7vPRjvr87Ga83n9Vq9Xhtm0OFtAAEwKX04gF-B1gbL1ZC2SRdxvN1C9FSW8v)  with all the relevant information.

**Trust performance**

We have sustained improvements across many areas including:

* Reductions in vacancy rates as our workforce plan impacts. ELT has also agreed additional funding for recruiting to registered roles.
* Sickness which has reduced from nearly 10% to 7.47%
* Employee relations cases which are down to 104 cases
* Operational performance where we are seeing sustained improvements in our C1 and C2 responses.

Areas for improvement include appraisal where the rate is at 68%. We will be introducing online appraisals in April 2024.

We are also exploring how we can harness the enthusiasm and commitment of our volunteers more effectively, including training our dispatch colleagues to make better use of volunteering colleagues and this will be a key part of our winter planning.

**Clinical strategy**

Our Clinical Strategy focuses on improving clinical delivery for patients and the public. We have begun to implement the strategy with the creation of our urgent care hubs, call and convey and the development advanced paramedic roles. The strategy was jointly developed with providers and partners, and we will be working with Healthwatch and other partner organisations to continue to engage on an on-going basis.

**Inclusivity plan**

Our Trust three-year Inclusivity Plan was developed in response to the surveys we commissioned into the experiences of colleagues with protected characteristics and to tackle the key themes that arose – including inappropriate language and behaviours, ignorance and direct discrimination. The plan outlines how we will educate our managers and leaders to be more inclusive. The Board heard that recent training on making reasonable adjustments for colleagues and the appointment of a redeployment officer are both having a positive impact.

**Finally…**

The meeting hit an unexpected technical snag which meant that it could not be broadcast. However, the recording is available on our [website](https://www.eastamb.nhs.uk/about-us/public-board-meetings-and-papers.htm) for anyone who would like to watch it.