

Progress on our CQC Action Plan

Date **June 2021**



In 2019, the CQC said the Trust must:

Improve governance and risk management

- Introduced a new risk management process with training for management teams.
- Introduced the new Governance and Assurance Framework.

This means, since 2019:

- Better decision-making and risk management in place.
- Simpler and clearer approach to decision making and approvals.

Improve staff appraisal processes

- Introduced a new appraisal process and increased training for managers.

- Higher quality appraisals and support for our staff.

Improve recruitment and retention

- Improved the recruitment approach and reduced the capacity gap with more than 800 staff recruited.
- Workforce plan now operational.

- Less pressure on staff, fewer staff are leaving and more staff on the ground.

Improve safeguarding training

- Increased level 3 training and passport training on safeguarding policies. High levels of training now in place.

- Increased safeguarding of staff and patients.

Improve mandatory training rates

- Improved e-learning platform and offer, with training at or over 90 percent.

- Staff are better trained and supported.

Improve medicines management

- Progress with the roll out of the improved medicines management process, but work ongoing to make management is robust.

- Patients are getting a better and safer service.

Improve response times for our ambulance services

- Improved rostering and building better rotas delivered. Response times improved supported by new processes and systems.

- We are maintaining a safe response even during high demand.

Improve response time for patient transport services

- Ongoing improvement driven through an agreed plan and monitored closely.

- An improved service for PTS patients and carers.