

Local Review of the Patient Management Arrangements within the Welsh Ambulance Service Trust (WAST)

Terms of Reference

Why are we doing this work

In Healthcare Inspectorate Wales' role as independent inspectorate and regulator of healthcare in Wales, it is important that we maintain an overview of each of the NHS Trusts. We have therefore committed to undertaking work in each of the Trusts during 2019-20.

Scope and Methodology

Due to the concerns across Wales in regards to ambulance waiting times, the HIW local review of WAST will explore how the risks to patients' health, safety and wellbeing is being managed whilst they are waiting for an ambulance. The review will specifically assess how patients are being managed by Clinical Contact Centres once a request for an ambulance is received to the point the ambulance arrives at the scene. This will include exploring the following:

- The main challenges / issues being experienced across Wales which are resulting in longer waits for ambulances
- How patient acuity is assessed and monitored whilst awaiting an ambulance
- The process for escalation, should the patient's condition deteriorate whilst awaiting an ambulance
- Monitoring and planning arrangements during times of high demand
- Governance arrangements which support quality and patient safety
- Training and support arrangements for WAST staff
- Initiatives being implemented across Wales in attempt to reduce waits.

To assess the areas detailed above, the review will include the analysis of available data, as well as a series of interviews with a selection of WAST staff. This will include staff working at a strategic level, as well as operational staff working within each of the three Clinical Contact Centres in Wales. To assist us in collating the views of WAST staff, there will be a survey made available to allow staff to provide their views and experiences into our review.

Timescales

The table below includes estimate project timescales for the review:

Activity	Timescales
Fieldwork planning	October – November 2019
Fieldwork	November – December 2019
Report Publication	March 2020

Analysis and reporting

Throughout the review fieldwork phase, the review team will give interim feedback if any issues of immediate concern arise.

The review will conclude with the publication of a report that will set out the key themes and recommendations identified from our fieldwork. Any information provided by staff during the fieldwork will not be directly attributed to them in the report. Also, a summary of anonymous survey results will be included within the report.

The trust will be provided with a copy of the draft report to comment on factual accuracy and will receive a copy of the final report prior to publication.

If areas for improvement are identified, WAST will be required to complete an improvement plan which details how the service will address the findings set out in the report. Following review, the improvement plan will be published on HIW's website alongside the report.

Personal data

This review forms part of HIW's work to provide independent assurance on the quality and safety of healthcare services in Wales. The Health and Social Care (Community Health and Standards) Act 2003 (Part II, Chapter 4) gives HIW the power to carry out inspections, reviews and investigations of the NHS or services provided for the NHS.

This terms of reference sets out our intended approach to the review.

Where we process personal data, this is in accordance with data protection legislation, including the Data Protection Act 2018 and the General Data Protection Regulations. Further information is set out in HIW's privacy notice which can be found on our website <https://hiw.org.uk/privacy-policy>.