

Questions to Board in Public

Date of Board meeting in Public

Thursday 11 March 2021

The following questions have been submitted to the Board. Details of the questions together with the Trust response are shown below and an official response will be provided to the originator of the question and all copies on Friday 12 March 2021.

Question to the Board	Trust Response
<p>The Trust's Ambulance Service is currently being supported by the addition of privately contracted ambulances, and more latterly the St John's Ambulance Service.</p> <ol style="list-style-type: none"> 1. During December 2020 how many call outs in total were performed by the Trust's own Ambulance Service, and how many call outs in total were performed by the contracted Ambulance Services? 2. During the same period, what was the Mortality Review Data specifically and solely for the Trust's own Ambulance Service call outs, and what was the Mortality Review Data specifically and solely pertaining to the contracted Ambulance Service sector call outs? 	<p>In December 2020 ambulance service demand was for a total of 2367 incidents, an average of 76.4 / day. We do not routinely report as to whether our own crew or a private provider crew was dispatched as calls are responded to in strict order of priority and the next available resource sent.</p> <p>The service undertakes routine mortality screening on all patients that die between the receipt of the 999/111 call and within 24 hours of admission to hospital, this includes patients cared for by Private Providers. Mortality screening has been undertaken for December 2020. 14 patients met the screening criteria and no harm was identified.</p>
<p>The Board knows it inherited a very troubled Trust way back in 2017, one which had a deeply rooted cancerous culture of bullying. It is therefore particularly gratifying to read the Freedom to Speak Up Report Quarter 3 (October - December 2020), which records that over the three consecutive months there has not been a single case of bullying raised by the workforce, which given the stress many staff are working under, and despite some ongoing behavioural issues, is truly remarkable and commendable.</p> <p>It would be interesting to know the reasons for this impressive cultural change. Is this a phenomenon that is being replicated across other NHS Trusts? Has the problem simply dissipated as staff all pull together in response to the pandemic? Is it because many of the perpetrators of these dark arts are perhaps working more from home? Is it a reflection that the Trust's ongoing commitment and battle to address bullying in the workplace, is being won?</p> <p>Fully understanding what is driving this positive cultural change will enable the Trust to ensure it is maintained and that there is no backward slippage.</p>	<p>Isle of Wight NHS Trust introduced an Organisational Development (OD) Priority Plan in April 2020 and set out a clear methodology to enhance a sense of belonging in the organisation.</p> <p>More specifically, the OD Plan aims to:</p> <ul style="list-style-type: none"> • create high levels of staff engagement and collaboration across professional and organisational boundaries; • reinforce and sustain visions of inclusive and compassionate care in leadership development; • ensure the workforce is supported to remain healthy, with a focus on addressing health, wellbeing and lifestyle issues that affect individual staff and the wider population; • people at all levels conduct and plan their business to demonstrate due regard to eliminate unlawful discrimination; promote equal opportunity; and foster good relations within their organisations and beyond. <p>The Trust has a commitment to tackle bullying and harassment from any source and has embraced a holistic approach to supporting and valuing our people in line with our vision and values. The Trust can also confirm improved NHS Staff Survey 2020 results in regard to tackling bullying and harassment across the organisation.</p> <p>Continuing a positive trajectory in tackling bullying and harassment remains a priority in line with the NHS People Plan and the Trust will continue to engage and co-design improvement priorities to improve staff experience via a 2021 #Respect campaign and #Your Voice staff engagement programme. The Trust will continue to raise awareness of all methods to raise concerns to ensure people are aware of raising any negative impacts on their experience of working for the Trust.</p>

