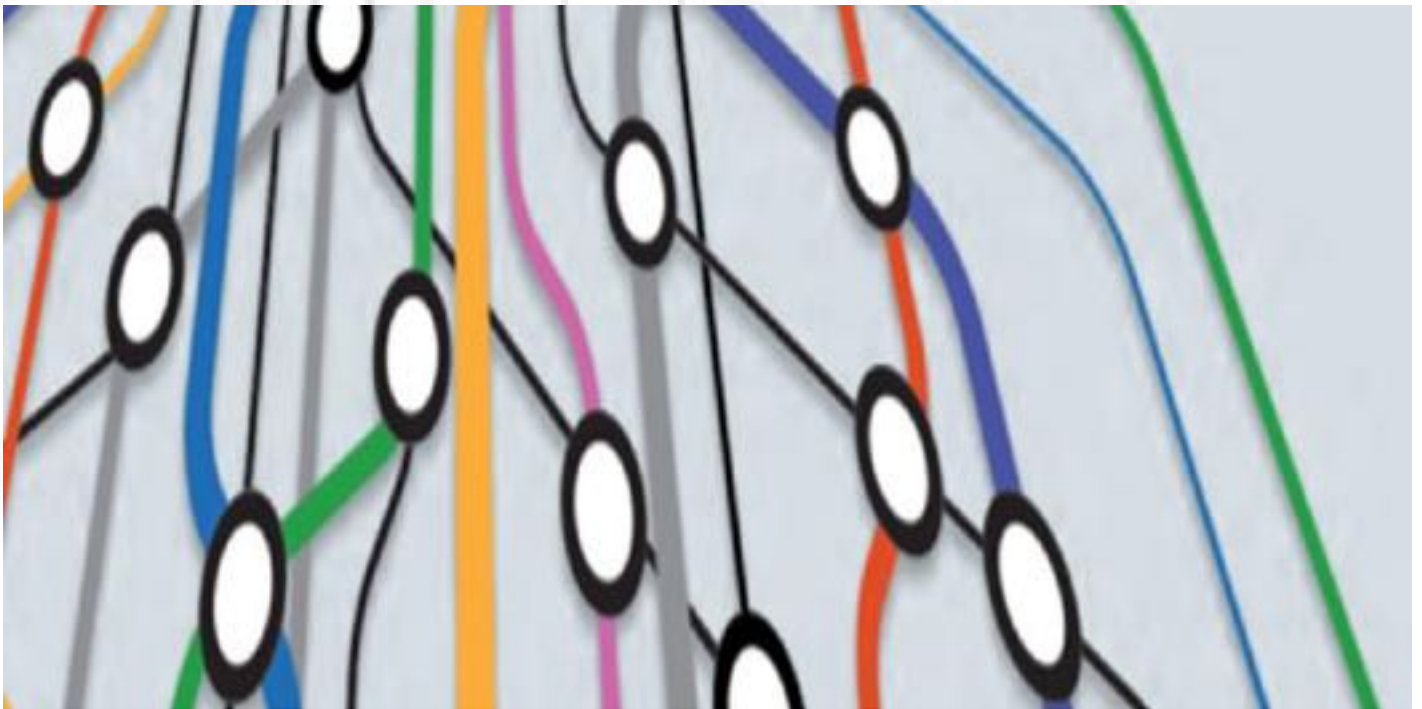




E-zec medical



Quality Account 2021 /2022



Excellent care for all
Home | Community | Hospital

Professional
Compassionate
Respectful

Index

	Objectives	Page
1	Introduction	
2	Strategic Goals and values	
3	Locations	
2	Introduction & Purpose	
3	Statements from the Chief Operation Officer	
4	Our Executive Team	
5	2020 Greenhouse Gases Emissions Report For E-Zec Medical Transport Services	
6	Mental Health First Aid (MHFA) Training for Front-Line Staff	
7	Engaging with Staff, Patients and the Public about Quality	
8	Emergency Preparedness, Resilience and Response (EPRR)	
9	2021/22 Priority areas for improvement Looking Forward to Improving Care	
10	Quality management and board oversight	
11	Staff Upskilling for Contractual Needs	
12	Regional Audit	
13	Quality improvements	
14	Overall Objectives	

Introduction

E-zec Medical Transport Services Ltd is committed to ensuring all the services we deliver in the UK are of good quality. Our services are assessed against NHS-based criteria requiring them to be safe and effective, and provide a positive experience. Crucially, we strive for a person-centred approach to delivering services, where people receiving care and support are more informed about their choices and are part of the decision-making process.

We provide a range of regulated, commissioned and third-party funded services across the UK.

We use a variety of internal and external assessments, including audits and inspections, to determine service quality. These assessments also allow us to evaluate what is working well and identify areas for improvement. We work with regulators such as the Care Quality Commission to provide assurance that our services are safe and of high quality.

Our patient transfer equipment adheres to the Community Equipment Service Code of Practice Scheme (CECOPS) and International Organization for Standardization (ISO) standards in quality management and environmental health and safety.

As we strive to achieve maximum quality across all aspects of service delivery, we also actively encourage staff and volunteers to report incidents and 'near misses' that raise their concerns. And we support them to report suspected wrongdoing, risk or malpractice within the organisation.

Our Raising a Concern procedure, and our incident-reporting system, Radar, support anonymous reporting by staff and volunteers.

We have been actively implementing a 'No Blame Culture' in our service users transport services', this empowers frontline teams to use data to examine the quality of the service they provide.

From the provision of tailored reports delivering insight on safeguarding concerns by service users to interactive activity dashboards and the sharing of learning from serious incidents, we have been ramping up our quality-improvement efforts across our UK Operations by introducing 'Safe Space' to report domestic abuse.

E-zec Medical publishes this Quality Account in line with the Health Act 2009, and in the terms set out in the National Health Service (Quality Accounts) Regulations 2010 as amended ('the quality accounts regulations'). It helps us set the minimum standards for our work across the UK.



Excellent care for all
Home | Community | Hospital

Professional
Compassionate
Respectful

Strategic Goals

Being “Good” if not better.

Our ambition is to be rated as “Good” – if not “Outstanding” – at our next inspection by the Care Quality Commission (CQC).

When the CQC last inspected our services (30th November 2021) in Norfolk with a rating as (Requires Improvement). As E-zec supports an open learning culture, E-zec used the feedback to ensure all areas within the organisation used the learning to improve our services and patient outcomes.

There is now a fundamental shift in the quality of our care, culture and operational performance at E-zec Medical – and we are always striving to do better.

Our Values

Our staff worked together to develop our values. This is known as ‘The E-zec Way’. It defines who we are, what we believe and how we will work to deliver the best outcomes for our patients



We Listen – We Learn – We Adapt

We encourage open and honest feedback from all voices to improve the business and ourselves



Committed to Care

We consistently aim to deliver exceptional levels of support to our patients, colleagues, clients and planet



People First

Our culture, attitude and focus is to ensure everyone feels valued and proud to work for E-zec



Pride in Service

We all strive to achieve excellence in everything we do, regardless of role and position










One Team






Together we contribute positively, creativity and collaboration to achieve shared targets

Locations



 Bath, North East Somerset,
 Gloucestershire, Swindon and Wiltshire
 Bristol, North Somerset and South Gloucestershire
 Cornwall
 Dorset
 Great Yarmouth and Waveney
 Herefordshire and Worcestershire



 North Essex
 North Staffordshire
 Shropshire, Telford and Wrekin
 Somerset
 Suffolk

Excellent care for all
Home | Community | Hospital

Professional
Compassionate
Respectful

Statements from the Chief Operation Officer



The directors are required under the Health Act 2009, National Health Service (Quality Accounts) Regulations 2010 and National Health Service (Quality Account) Amendment Regulation 2011 to prepare Quality Accounts for each financial year. The Department of Health has issued guidance on the form and content of annual Quality Accounts (which incorporate the above legal requirements).

I am pleased to introduce the annual Quality Account for 2021/22. This document is both forward looking and retrospective. It sets out the work we have done over the past year to improve the quality of our care and keep patients safe and provides information on our priorities for 2022/23.

The start of this financial year saw us in the grip of a second wave of COVID with the effects of the Alpha and then subsequently the Omicron variants impacting heavily on our services and on those of our system partners.

COVID-19 has had a very significant impact on the NHS and NHS providers across the country and we have seen how it has stretched services and people to near breaking point. But E-ze Medical's staff can be proud of how they responded and continue to keep themselves, our service users, and the community safe.

It is a remarkable achievement for this organisation that in a year of so much change and difficulty, our people have continued to improve the services that we provide and have taken great strides forward in delivering a great people, great place strategy.

Our improvement journey, continues at pace and we end this year very much looking forward to a potential visit from the Care Quality Commission (CQC) and the opportunity to demonstrate how far we have come

We have been ensuring that our 'business as usual' functions maintained the quality and safety of our services, while striving to provide the best possible response to our patients. Some of our key achievements during 2021/22 have been;

- Our continued focus on staff and service users safety.
- Delivery of quality assurance work aligned to our CQC ratings.
- Achievements of our Right Care strategy goals.
- The development of a new quality strategy using feedback from both service users and staff.
- Maintenance of staff safety (RIDDOR reports) and we are proud of the extensive work we have done to protect our staff from Covid-19 workplace transition.

We continue to receive positive feedback on the improvements that we are making and look forward to what we can achieve in the coming year on behalf of the people who use our services.

Mike Woodall
CHIEF OPERATING OFFICER
Quality Lead

Our Team

For our business to be successful it's vital that it is well led. Our board and executive team, guided by E-zec's values and principles, are shaping the next phase of our growth and community partnerships. They represent our team, our culture and our purpose.

Services you can trust

We provide services to the NHS, public sector bodies and private companies. We are best known as a trusted provider of non-emergency patient transport services but we offer a range of specialist transport, healthcare support and clinical services across the communities we operate in.



Craig Smith
CHIEF EXECUTIVE

Craig is responsible for setting the overall business strategy which includes empowering others to bring our vision and values to life and championing our **'commitment to care'**

Mike Woodall
CHIEF OPERATING OFFICER

Mike is responsible for ensuring our Operational teams consistently deliver service excellence and high levels of performance, by **'listening, learning and adapting'** to deliver their very best.



Excellent care for all
Home | Community | Hospital

Professional
Compassionate
Respectful

Our board and executive team, guided by E-zec's values and principles.



Rob Harvey
CHIEF FINANCIAL OFFICER

Rob leads the financial, IT and management information teams, ensuring business performance is continually reviewed and that we take '**pride in Service**' to optimise all that we do.

Justine Vaughan
CHIEF PEOPLE OFFICER

Justine is responsible for leading our people strategy and creating an environment where our colleagues recognise our priority to put '**people first**' and others consider us an employer of choice.



Wayne Spedding
RELATIONSHIP DIRECTOR

Wayne collaborates with our clients to ensure we are consistently meeting their needs and working as '**one team**', to maximise the benefits they receive from our services. Wayne is our contact for all new relationship enquiries.



2020 Greenhouse Gases Emissions Report For E-Zec Medical Transport Services

Summary E-Zec Medical Transport Services Ltd. commissioned JRP Solutions Ltd to confirm and validate our greenhouse gas emissions for the 2020 reporting period. Total emissions for the year were 5497 tonnes of carbon dioxide equivalents (tCO₂e) based on a verified usage of 22,845,984 kilowatt-hours (kWh) of energy.

Methodology

The report was compiled in line with the "Environmental Reporting Guidelines: Including streamlined energy and carbon reporting guidance March 2019"

Boundary

A Financial Control Boundary was chosen for reporting on Green House Gases (GHGs).

- A financial boundary was chosen as this ensures that the energy and carbon reporting align to other annual financial reporting.
- All sites and companies in the UK have been included in the reporting, even if they do not qualify in their own right.
- A number of sites are omitted from the report as these sites have an operational lease tenure. As per the environmental reporting guidelines, this means the lessee does not have ownership or financial control. Therefore, emissions associated with fuel combustion are scope 3 and with use of purchased electricity are scope 3. Consequently, emissions are beyond the scope of this SECR report as only grey fleet scope 3 emissions are being reported.





Reporting Period

The report covered emissions from the period 01 Jan 2020 to 31 Dec 2020. The reporting period has been chosen to match the organisations own financial reporting year.

environmental Impacts

Only environmental impacts from greenhouse gases (GHG) were included in this report. Environmental impacts from waste, water, resource efficiency, ecosystem interaction and other none-GHG emitting activities are considered separately and are outside the scope of the report.

Greenhouse Gas Emissions

Table 1 shows the GHG emissions for E-Zec Medical Transport Services Ltd. in tonnes of carbon dioxide equivalent for the base year of 2020 and the current reporting year. Total emissions for 2020 are 5497.1 tonnes of carbon dioxide equivalent.

Greenhouse Gas Emissions (GHG)

Table 1

	Emission Source	Units	Baseline	Report Year
Scope 1	Liquid Fuel	Emissions (tCO2e)	5,458.5	5,458.5
	Sub Total	Emissions (tCO2e)	5,458.5	5,458.5
Scope 2	Grid Electricity	Emissions (tCO2e)	0.0	0.0
	Sub Total	Emissions (tCO2e)	0.0	0.0
Scope 3	Grey Fleet	Emissions (tCO2e)	38.6	38.6
	Sub Total	Emissions (tCO2e)	38.6	38.6
TOTAL EMISSIONS		Emissions (tCO2e)	5,497.1	5,497.1
Carbon Offsets & Green Tariffs Purchased		Emissions (tCO2e)	0.0	0.0
TOTAL EMISSIONS WITH OFFSETTING		Emissions (tCO2e)	5,497.1	5,497.1

Underlying Energy Use

Table 2 below shows the energy use for E-zec Medical in kilowatt (kWh) for base year of 2020 and the current reporting year . Total; energy used for 2020 was 22,845,984 kWh.

Table 2

	Emission Source	Units	Baseline	Report Year
Scope 1	Liquid Fuel	Emissions (tCO2e)	22,690,324	22,690,324
	Sub Total	Emissions (tCO2e)	22,690,324	22,690,324
Scope 2	Grid Electricity	Emissions (tCO2e)	0	0
	Sub Total	Emissions (tCO2e)	0	0
Scope 3	Grey Fleet	Emissions (tCO2e)	155,659	155,659
	Sub Total	Emissions (tCO2e)	155,659	155,659
TOTAL ENERGY		Emissions (tCO2e)	22,845,984	22,845,984

The average carbon footprint of the average adult in the UK is 11 tonnes per year. An average of 3 tonnes can be added to your annual footprint by working for the ambulance service. You can calculate your own carbon footprint through these web pages:

www.carbonindependent.org,

www.carbonfootprint.com/calculator.aspx and carboncalculator.direct.gov.uk.

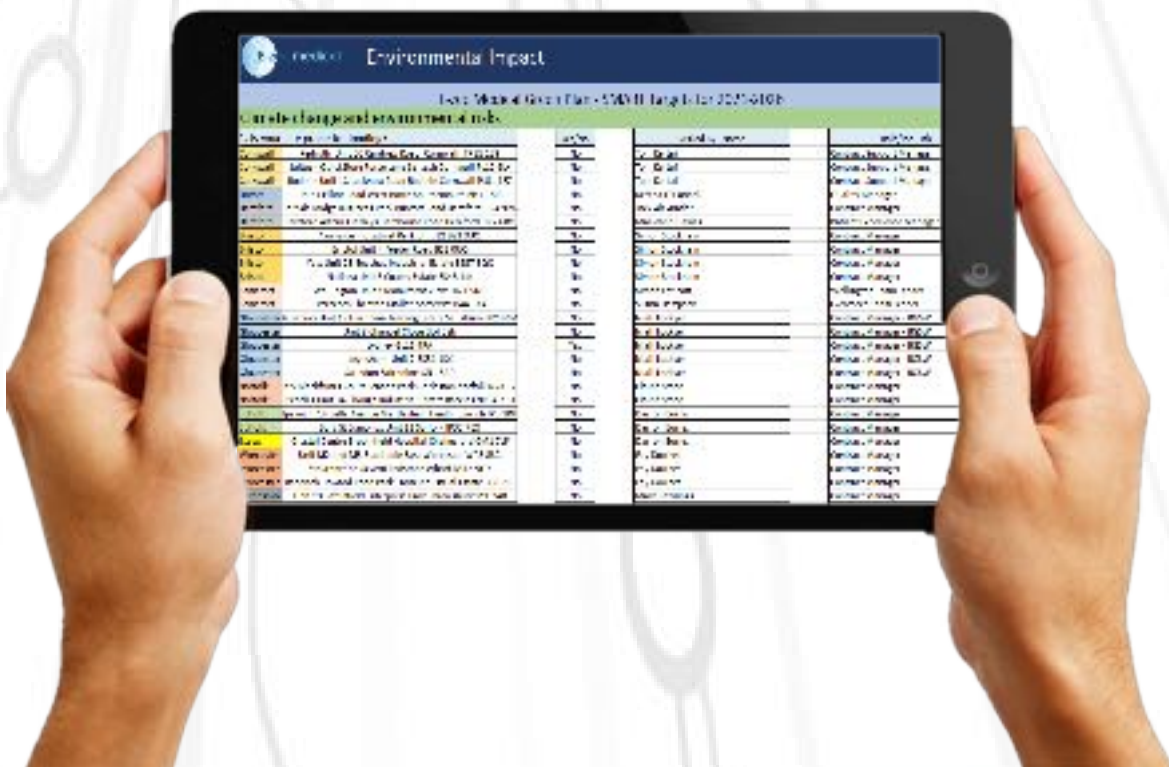
Legal framework for reporting

The Companies Act 2006 (Strategic Report and Directors' Reports) Regulations 2013 amended the Large and Medium-sized Companies and Groups (Accounts and Reports) Regulations 2008 to require quoted companies to report information on greenhouse gas (GHG) emissions in their Directors' Reports.



Even though there has been some delays many projects and some services were adjusted due to the pandemic, environmental compliance and E-zec's Green Plan has continued, albeit at a slower pace. Experts have continued to be involved in many workstreams, and including the clinical and environmental working group for the development.

Surveys have continued including Flood Surveys and energy saving LED replacement programmes



The Green Plan helps us to:

- Deliver the NHS Long-Term plan
- Improve the health of our staff and the local community
- Achieve our financial goals
- Meet our legislative requirements.

Eco Misting

E-zec Medical have been working with Eco-Mist Biotechnics and now use the world's most powerful non-toxic sanitiser when both cleaning our bases and ambulances. Before we used the produces, we have carefully researched and assesses it effectiveness doing a risk assessment ATP before and after.



63 Before decontamination



36 After decontamination

No cleaning took place prior to the test – when cleaning took place the ATP was much lower so was excellent after decontaminating - down to 0

Eco-Mist have a full developed a range of highly effective healthcare and hygiene products. That are specifically aimed at the eradication of some of the most dangerous pathogens known to man.

The range of environmentally neutral biocides, combined with a 'dry' misting technology has been developed for multiple applications. From clinical environments to public spaces. E-zec use a broad spectrum, non-toxic biocide, which is effective to log 6 levels, killing up to 99.9999% of pathogens in less than 30 seconds. That includes bacteria, mycobacteria, viruses, spores, mould, yeast and even prions, which have been linked to dementia. It is one of the world's most powerful, safe methods of infection control. A big plus it that it is 100% environmentally friendly and does not require a COSHH
Eco mist is a non-toxic Infection Gard biocide, delivered as a dry mist, enables healthcare facilities to effectively, efficiently and economically, sanitise high risk areas. This system is used at a minimum of twice each week to decontaminate all ambulances. Because biocide is non-toxic there is no need to close off wards, rooms or common areas for hours.

Key areas of focus

- Reducing our carbon emissions
- Reducing our contribution to air pollution
- Reducing our generation of waste and improving recycling

Targets

Carbon:

- Net zero for the NHS Carbon Footprint (scope 1&2 emissions).
- 100% reduction of direct carbon emissions by 2040:
- 80% reduction achieved between 2028-2032 (interim target).
- Net zero for the NHS Carbons Footprint Plus (scope 3 incl. travel):
- 100% reduction of indirect / supply chain emissions by 2045:

Domain Quality Improvement - Introduction of Mental Health First Aid (MHFA) Training for Front-Line Staff



Why is this a priority?

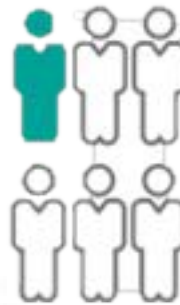
The reasoning for this to be considered a priority which were articulated in the 2019/20 Quality Account are still evident however, emphasis at this time was more leaning towards front line staff receiving skills training that would support front line clinical work as well as knowledge in recognising and managing personal challenges as well as supporting colleagues.

We are now offering this to a wider staff group.

Aims and Objectives In order to address the requirement for a change of approach, the Clinical Governance and Quality Team in collaboration with the Learning and Education Department introduced the training as continuous professional development (CPD) E-LfH Mental Health First Aid - Adult Mental Health First Aid two-day course – website.

How will we achieve this? The course will be introduced on the induction course.

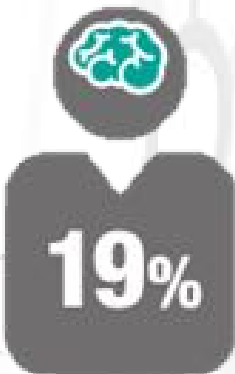
How will we know if we have achieved the quality measure? -A well-attended rolling programme to highlight the courses throughout 2022. -We will have a training delivery programme for 2022 with a process of evaluation at year end.



almost **1 in 6**
People of working age
have a diagnosable
mental health condition

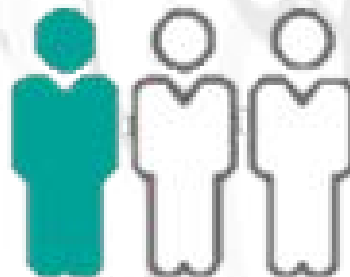


Were lost to
**stress, depression
and anxiety' in
2019**
An increase of 24% since
2009



**Long-term
Sickness
absence**

In England attributed
to mental ill health



**Of people with physical
long term conditions
1 in 3**
Also have mental illness
Most often depression
and anxiety

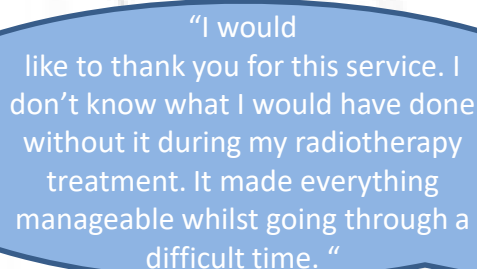
Engaging with Staff, Patients and the Public about Quality

In order to ensure that the E-zec Medical Quality Account reflects the views of all our stakeholders, we consulted with a wide range of groups and individuals including our staff, our Service users, our commissioners, and the local Healthwatch. We also analysed our data systems: incidents, near misses, complaints and patient feedback, which are used to establish trends and themes and inform our strategy, thus contributing to our Quality Account

E-zec Medical has a number of ways in which it engages with the public. Health Watch are a very good arbitrator to enable E-zec Medical to supply the correct transport to meet the services users requirements. If the service user is physically unable to travel, can't afford transport, or live in a rural area, getting to a hospital appointment can feel impossible. Thousands of people experience these barriers every day, with some missing out on vital care like chemotherapy and dialysis.



Both the ambulance staff were extremely respectful and gentle." Bariatric Patient



"I would like to thank you for this service. I don't know what I would have done without it during my radiotherapy treatment. It made everything manageable whilst going through a difficult time. "

Health Watch is working with the NHS on proposals to make it clearer who can get support travelling to the hospital and has committed to using better technology to improve the coordination and communication of transport. Thanks to people sharing their experiences with E-zec Medical, we have helped the NHS identify issues with patient transport services and pushed for improvements.

Both E-zec Medical and Health Watch have provided feedback on a patient pathway leaflet, the new E-zec Medical website, the PTS user surveys, a number of policies and standards across E-zec and some direct engagement with the Care Quality Commission.

Statement of Accountability

We want to continue to engage with our local communities and intend to further develop our links with these communities to enable us to deliver services that improve the health and well-being of the communities we serve.

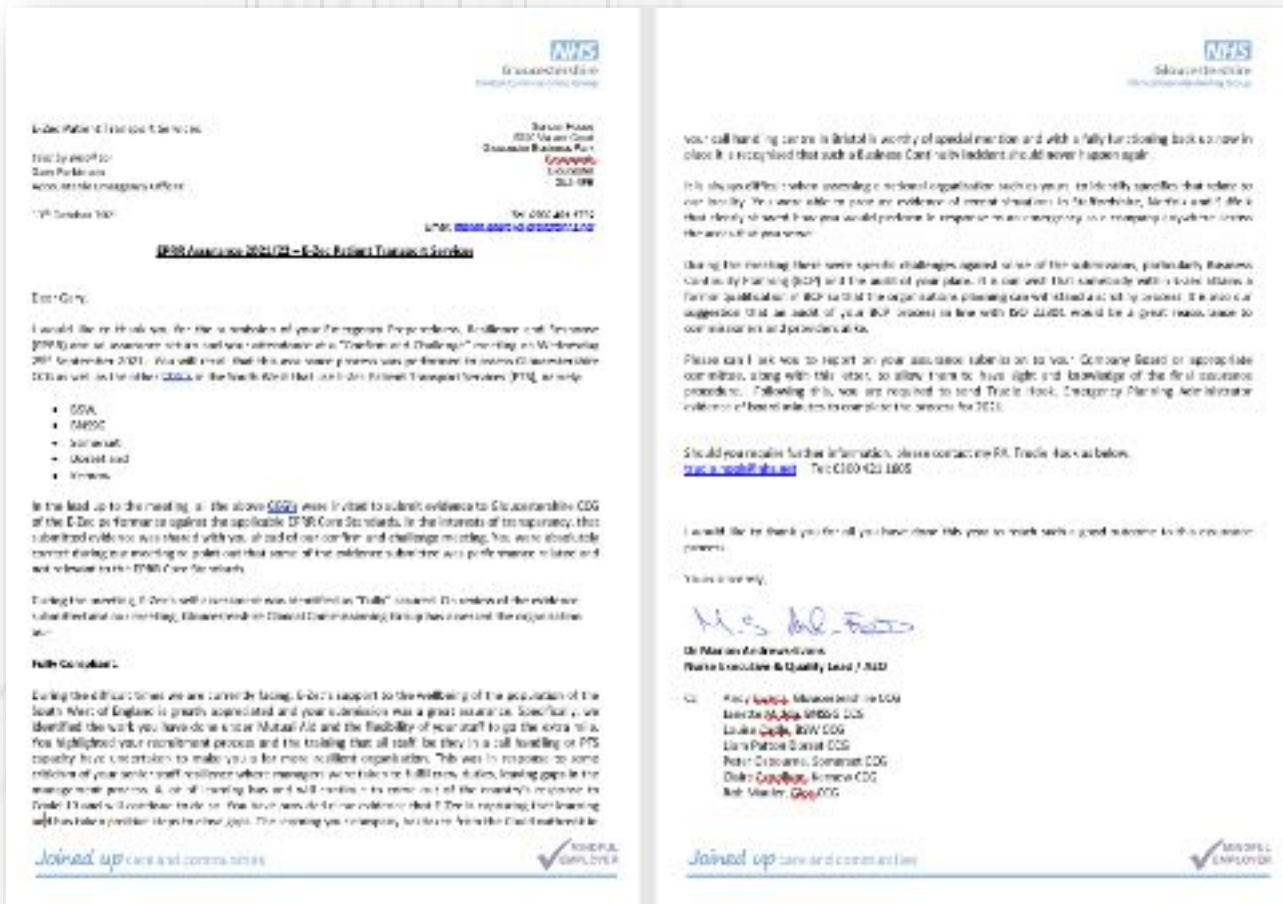
The E-zec Medical Board is accountable for quality. It oversees the development and delivery of the E-zec's strategy which puts quality of care at the heart of all E-zec Medical's activities.

Engaging with our service users ensures that the Accountable Officer who is the Chief Executive of the E-zec Board and has the responsibility for maintaining the standard of E-zec Medical's services and creating an environment of continuous improvement. Fully understands our services users and stakeholders needs.

Our service aims to create a sustainable solution to patient transport which provides high quality, safe and efficient patient care that is flexible to the needs of those who use it, and those who commission the service.

Emergency Preparedness, Resilience and Response (EPRR)

E-zec EPRR - Fully Compliant.



“During the difficult times we are currently facing, E-Zec’s support to the wellbeing of the population of the South West of England is greatly appreciated and your submission was a great assurance. Specifically, we identified the work you have done under Mutual Aid and the flexibility of your staff to go the extra mile. You highlighted your recruitment process and the training that all staff, be they in a call handling or PTS capacity have undertaken to make you a far more resilient organisation. This was in response to some criticism of your senior staff resilience where managers were taken to fulfil crew duties, leaving gaps in the management process. A lot of learning has and will continue to come out of the country’s response to Covid-19 and will continue to do so. You have provided clear evidence that E-Zec is capturing that learning and has taken positive steps to close gaps. The learning your company has taken from the Covid outbreak in your call handling centre in Bristol is worthy of special mention and with a fully functioning back up now in place it is recognised that such a Business Continuity incident should never happen again.”

Dr Marion Andrews-Evans
Nurse Executive & Quality Lead / AEO

Overall the report and initial feedback following the assurance visit was very positive. E-zec Medical in particular was positively highlighted as leading on Major Incident/EPRR training and the implementation of the E-zec commander framework. The aim is to train all road staff on their induction course and annual updates.

In addition to this, all commanders have now been trained on how to manage an incident as a category 2 provider in conjunction with our 999 ambulance service, police and fire partners.



E-zec can be notified by either the local ambulance service or the CCG of a major incident - E-zec Switchboard **“Major Incident Declared”**. – **CCG Authorise needed.** **Switchboard** activate managers call out procedure and commence call-out cascade. Teams around the contacts affected are notified. Other contracts are put on standby for all routine out-patient attendances.
 PTS-POL-28a EPRR – Framework
 PTS-POL-28 EPRR – Policy
 PTS-POL-11 EPRR - Emergency Preparation Policy
 PTS-POL-03 Business Continuity Policy

E-zec Medicals involvement at a Major Incident.

Our main function is as a transport service because of the number or severity of the casualties that will have an overwhelming impact on the 999 ambulance service, normal emergency department and other hospital services and which requires the extraordinary mobilisation of medical, nursing, social services and other services.

E-zec will supply these resources at an incident because of the nature and type of an major emergency that will result in the abnormal demand upon the Trusts resources necessitating special arrangements to deal with the situation .



M	Major incident	Standby/declared and call sign
E	Exact location	map/grid reference
T	Type of incident	chemical/explosion/rail/road etc.
H	Hazards	present or suspected
A	Access	routes that are safe to use
N	Number of casualties	number, severity and type
E	Emergency services.	present and those required

If it is considered that a Major Incident has occurred, it will be reported by the 999 services using the METHANE mnemonic, which has been adopted by all the emergency services and NHS as a consistent way of providing the essential information.

2021/22 Priority areas for improvement Looking Forward to Improving Care.

Safety

Continue to progress safety culture and organisational culture via refreshed values and 'Treat Me Right' campaign Implement the patient safety incident response framework and the national patient safety strategy [\[2\]](#)

- Deliver improvements in infection prevention and control & outbreak management to contain wide spread infections
- Continue to adhere to our safety 'Pillars of Quality' improvement trajectories Effectiveness



- Two deep dives of safeguarding performance are completed in year 2021
- Establish improved auditing and reporting processes for front line IPC processes
- Ensure Face Fit tests are completed every two years for staff that require FFP3 and recording systems are robust
- All nationally mandated quality data collections are completed on time in full each month
- Create the conditions for innovation, improvement and learning to improve wellbeing, quality, productivity and efficiency
- Delivery the Covid-19 recovery plans

Patient Centred

- Continue to expand the PPP to give patients a 'louder voice' in the organisation
- Embed patient and public engagement into the delivery of the Right Care strategy objectives

Governance

- Ensure E-zec Medical maintains a 'Good' CQC rating
- Ensure the trust is able to deliver safe systems of work for staff in line with HSE regulatory standards
- Continue to review governance assurance structures and create the conditions for improvement and learning to support the implementation of the Right Care strategy
- Deliver the requirements of Year 4 of the Right Care strategy and co-design a draft 2023-8 ambition for Quality in a revised Right Care strategy

Equality, Diversity and Inclusion

- Increase focus and integrate equality, diversity and inclusion into all aspects of the quality strategy; work with staff networks to encourage involvement in quality programmes of work and to strengthen visibility, and advocacy
- Establish systems for the measurement, monitoring and reduction of inequalities within programmes and across service lines where possible
- Ensure recruitment, training and development opportunities are fair, open and transparent and open to all
- Ensure the use of equality impact assessments to support decision making
- Review the data on KPI response times for patients presenting with mental health conditions, develop and deliver improvement plans to address parity of esteem issues
- Explore the impact of English as a second language on access to E-zec Medical services

Quality management and board oversight

Accountability for safe service delivery sits with the Chief Executive, with service quality overseen by the Senior Leadership Team (SLT) who form the Risk and Assurance Committee (RAC), which meets monthly. The RAC takes a data-driven approach to scrutinising risk controls, indicators, issues and planned actions. Between RAC meetings, risk dashboards are updated weekly with SLT input and oversight to ensure risk controls remain effective and risk actions are progressed. The committee's terms of reference are published on our website as part of our commitment to transparency. The committee is also notified about serious incidents concerning service quality. It ensures we focus on reducing both the impact and likelihood of future serious incidents. An overview of serious incidents relating to service quality is provided to Regional Directors on a regular basis, alongside learnings from these for cascade.



Our board includes members responsible for ensuring people have the freedom to speak up and for keeping people safe. Our Quality team consists of subject-matter experts who provide advice, support and assurance on clinical and practice governance, regulatory compliance and safeguarding across all our service lines. The Head of Quality leads the compliance team. Our Safeguarding role covers any E-zec Medical activity in the UK where we might come across a safeguarding concern. Our primary focus is always to ensure our services are safe and do no harm to the people who access them. We make sure our services operate within relevant legal and regulatory frameworks. During Covid-19, we brought assurance functions from across E-zec Medical together into a broad Safety group to rapidly review any new activities and risks created by our pandemic response. This Safety group has given support functions to the 999 service with a greater oversight of new developments and the ability to respond more rapidly with expert advice or risk mitigation.



Regulatory compliance

All our Ambulance Services and Independent Living services in England that undertake regulated activity are registered with the Care Quality Commission (CQC). As part of our commitment to improving and driving quality, inspection case studies are produced after regulatory inspections. These are distributed across all our Ambulance services, helping them to reflect on the quality of their own practice and delivery. We view inspection and regulation as an opportunity to improve the quality of our services. Our registered services are in contact with our regulators across the UK to ensure that all our mandatory requirements are being met.

Duty of candour

As an organisation we are clear about our 'duty of candour' obligations. We are committed to being open and honest with service users or their families, when something goes wrong that appears to have caused significant harm, or could lead to such harm in the future. In 2021, we were able to give greater clarity to our application of duty of candour because of the implementation of our duty of candour procedure.



We recognise that duty of candour requirements, as laid out in the regulations, can be complex and at times challenging for everyone involved. During 2021, we supported senior leaders with guidance and support on the application of duty of candour, ensuring a consistent approach to meeting our responsibilities as well as ensuring the process reflects our commitment as a humanitarian organisation to showing compassion and transparency.

Staff Upskilling for Contractual Needs

E-zec are committed to provide all employee with more advanced skills through additional education and training. Within the Suffolk and Essex contracts due to requirements to provide secure transport for section 2-3-4 and 136 mental health patients E-zec has invests significant time and resources to upskill and train the first cohort of staff within these contracts. More opportunities are in the pipeline to upskill more staff on these contacts and other contracts as required .

This E-zec upskilling course also included sessions on continuous learning by providing the staff members with a training programs and development opportunities that will help them expand their abilities and minimize skill gaps. All staff will now be working on their CPD's (Continuous Professional Development) Portfolios that will include their reflective practices.



These staff will make up E-zec's secure patient transport team within these contracts and will be utilising specially equipped ambulances to assist with numerous types of journeys by providing a safe environment for travel.

This will include travelling to and from hospitals, homes, police custody, and more.

Staff training included skills and the requirements required when dealing with a low or high-risk individual, The service we will be delivering can be the solution our purchasers are looking for when the required safe and secure transport for the mentally ill patients. Our objectives are to provide a secure transport service that gives patients the highest levels of comfort possible, safety and the right quality of care throughout their time with us.

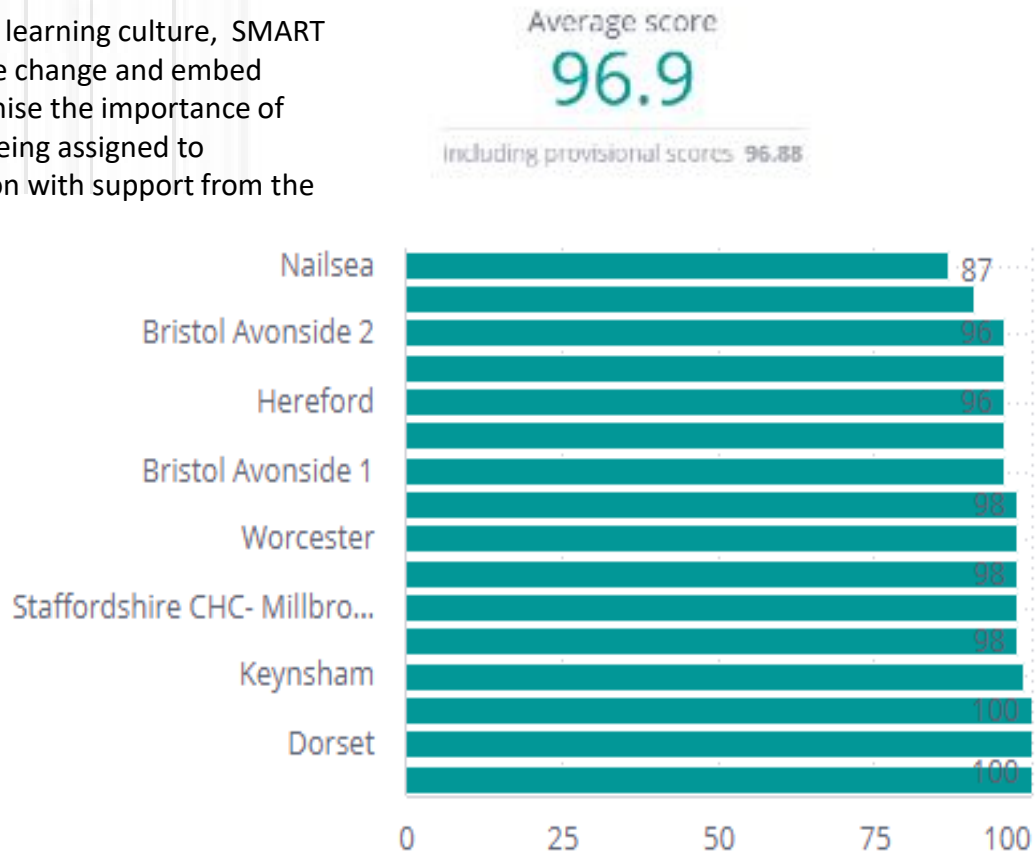
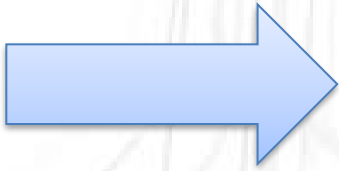


Audits, scheduled Tasks & Internal KLOE Inspections

Annual Health & Safety and Fire Safety Audits are completed by the Regional Quality & Compliance Team. Our comprehensive auditing programme and schedule are carried out across all operational hubs with outcome average score of 96.9% compliance

To support our Quality Strategy and learning culture, SMART action plans are created to evidence change and embed audit learning outcomes. We recognise the importance of accountability resulting in actions being assigned to operational managers for completion with support from the Regional teams.

Audit results snap-shot



All audits, scheduled tasks are recorded within our unique Radar Healthcare Q & RMS that provides clear oversight from board to grass roots of our Quality & Compliance status.

Internal C.Q.C. Key Line of Enquiry Audits Scheduled

SAFE

EFFECTIVE

RESPONSIVE

WELL LED

CARING

E-zec's Regional Quality & Compliance management teams complete full un-announced K.L.O.E. audits that are scheduled, recorded and reported on our Quality & Risk managements system Radar, on an annual basis. The aim of these audits is to identify areas of good practice and areas for improvement. By setting these critical benchmarks we are able to effectively level up all locations and demonstrate what 'Good' & 'Outstanding' represents.

Inspected and rated

Outstanding ☆



Achieving a rating of 'Good' across all domains.

Inspected and rated

Good

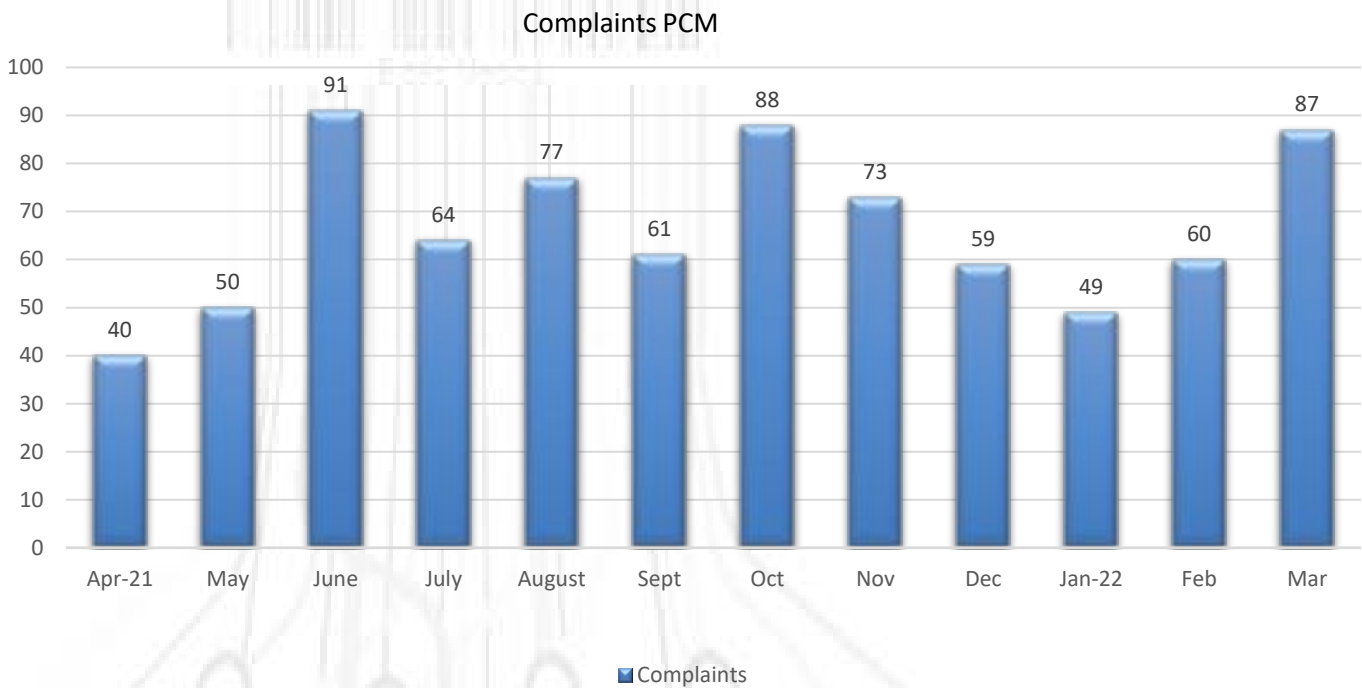


E-zec aspire to be an 'Outstanding' provider.

Excellent care for all
Home | Community | Hospital

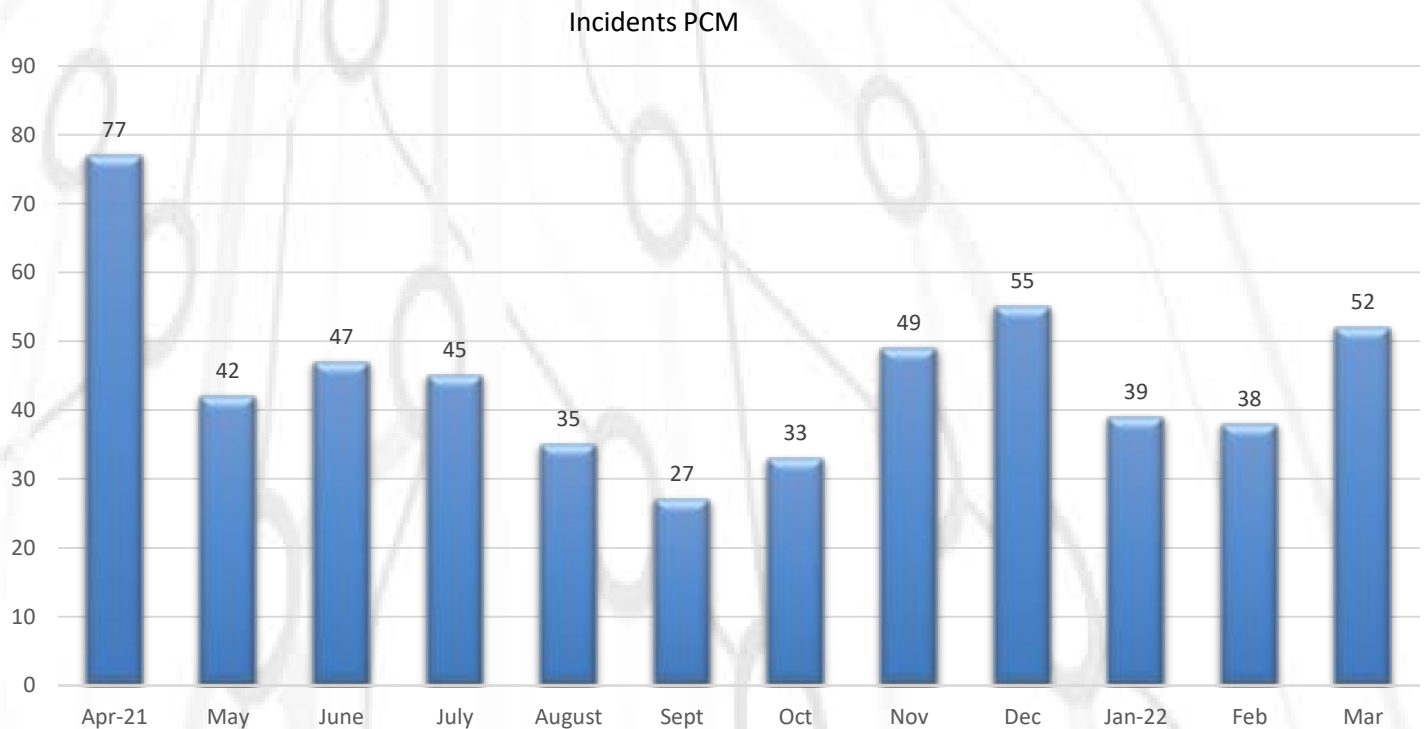
Professional
Compassionate
Respectful

Complaints – April 2021 – March 2022



Total = 799 Complaints

Dominant theme of complaints received from our service users are – Timeliness, Missed Appointment and Late Appointment.



Total = 539 Incidents

Dominant theme; Patient Injury (low-moderate)

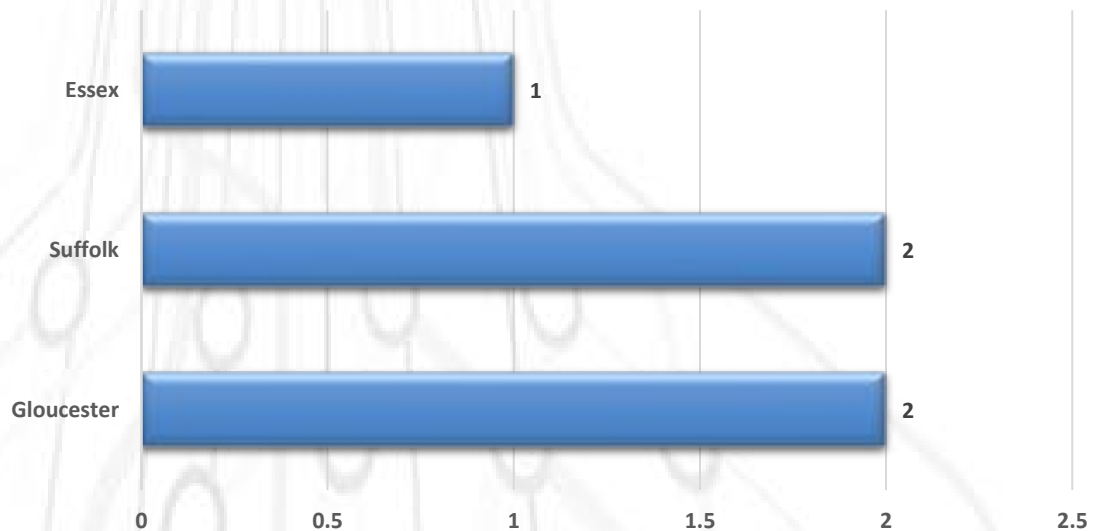
Clinical Event – April 2021 – March 2022

E-zec recorded 5 'Serious' events from April 21 – March 22.

All were thoroughly investigated following the NHS Serious Incident Reporting Framework.

Regulation 20 'Duty of Candour' was evoked with relevant C.Q.C. notifications submitted.

Full Root Cause Analysis reporting completed and shared with service user, advocates (where applicable) family members, CQC and CCG.



Incidents & Serious Incidents



Our learning culture and focus on our service users experience, is supported by adaptations to training programmes, clear communications' and Lesson Learnt exercises completed to prevent any such repeat harm.

Friend & Family Test (FFT)



We want your feedback!

your views are important

E-zec carries out surveys to find out what patients think about their journey experience. This will enable us to research how we can improve the experiences of patients whilst in our care.

Taking part in the survey is voluntary.

To complete our Patient Feedback Survey, you can either follow the dedicated link on the E-zec website;

<https://e-zec.co.uk/>

OR

Scan the following QR code using your smart phone.



SCAN ME

All E-zec vehicles have this graphic displayed to enable and support any and all feedback from service users and or family members. We use all feedback received to make improvements to our service delivery and patient experience. Through the process those providing feedback can request further contact that may result in a compliment or complaint. In addition to this our operational hubs make direct contact with those who have used our service with all results reported to back to our CCG and SLT to support our Quality and Business strategy documents.

Central Quality Team (CQT)

In April 2021, E-zec launched our 'Quality and Risk Management' system Radar. In parallel to this we introduced a central function where all compliments, complaints etc are funnelled into, details and information collected, recorded and reported. There is clear oversight at all levels across the organisation that allows for additional resource, learning and development.

We have seen a significant improvement in response times, effectiveness and learning since launching the new team and Raday system.



**NATIONAL
PATIENT
EXPERIENCE
& SAFETY
TEAM**

How to get in touch...

E-zec medical

We value all feedback we receive from patients who use our service. If you have a compliment, complaint or comment, please contact us.

By post
E-zec Medical Transport Ltd.
Arthur Oakley
Gatehouse Road
Hereford
HR2 6RQ

By telephone
0300 777 8844

By e-mail
patientexperience@e-zec.co.uk



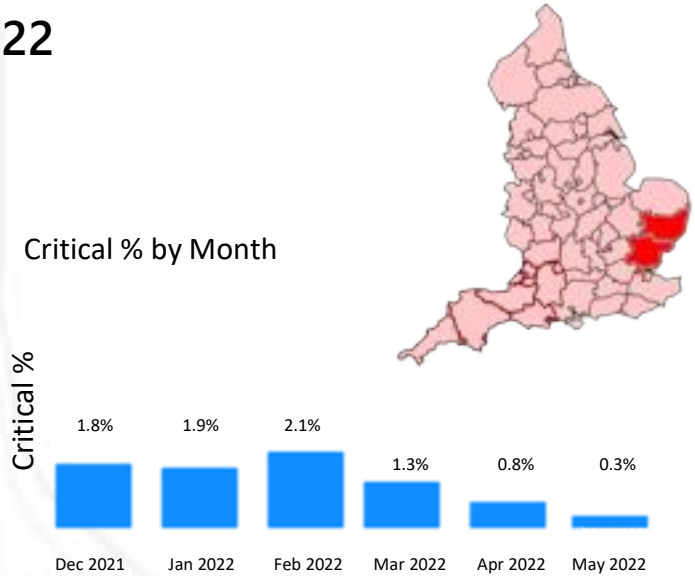
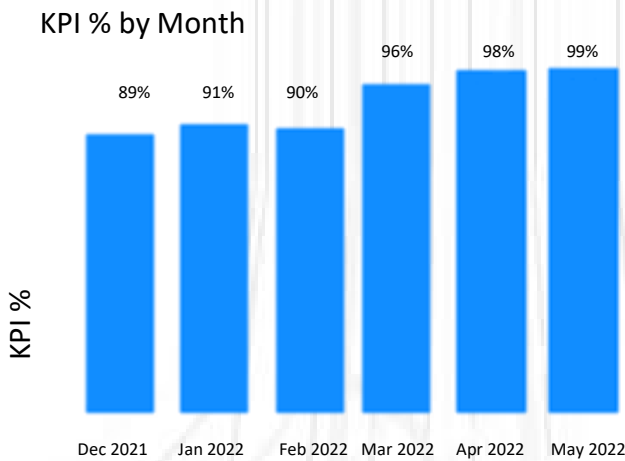
Excellent care for all
Home | Community | Hospital

Professional
Compassionate
Respectful

Suffolk, Essex & Great Yarmouth Contracts

Every Month the Regional Manager presents a Quality Report to the Senior Leadership Team. Our KPI performance figures are taken from Pbi. The following represents the performance across the region for the three contracts; GY&W, Suffolk and Essex.

Operational - Update June 2022



Contract KPI Performance
Increase month by month from Dec 21 to May 22 Achieving Benchmarked Contract Operational KPIs

Ezec Target <1% Critical Failures
Measured by Patient Group reduction from 1.8% to 0.3% in May 2022, on course for 0.1% June 2022

Benchmark Operational KPI's

Patient Group	Inward	Outward	Total
Renal	94%	99%	97%
OPD	97%	100%	98%
Discharges (less A&E)		100%	100%
Discharges (A&E)		100%	100%
End of Life		92%	92%
Total	95%	100%	98%

Critical Failures

Patient Group	Inward	Outward	Total
Renal		0.1%	0.0%
OPD	0.1%	0.1%	0.1%
Discharges (less A&E)		0.2%	0.2%
Total	0.1%	0.1%	0.1%

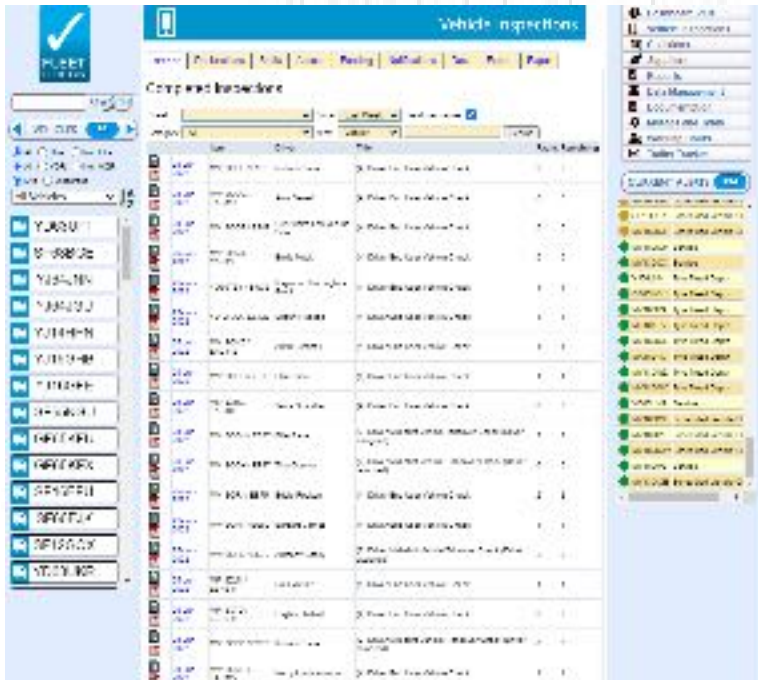
Suffolk, Essex & Great Yarmouth Contracts

Fleet Check - Driver App Roll-Out

Fleet Check & Teletrac NavMan Director collaboration

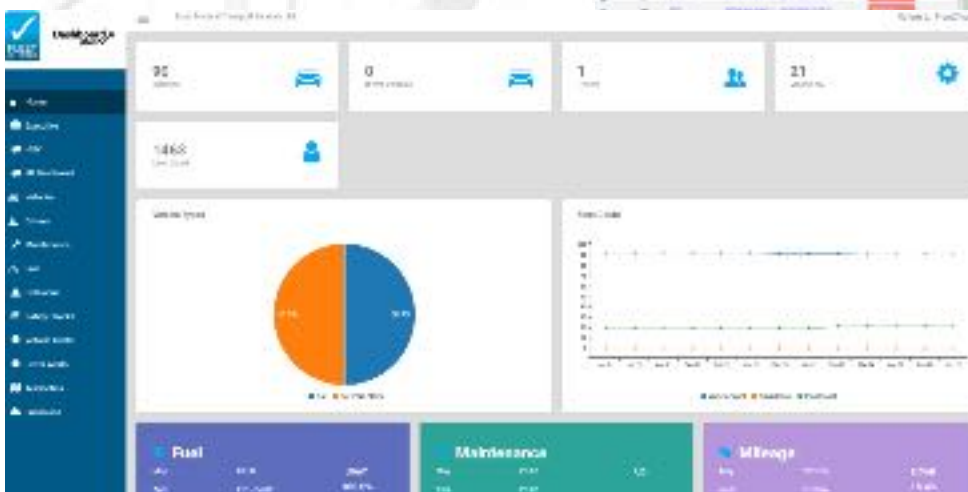
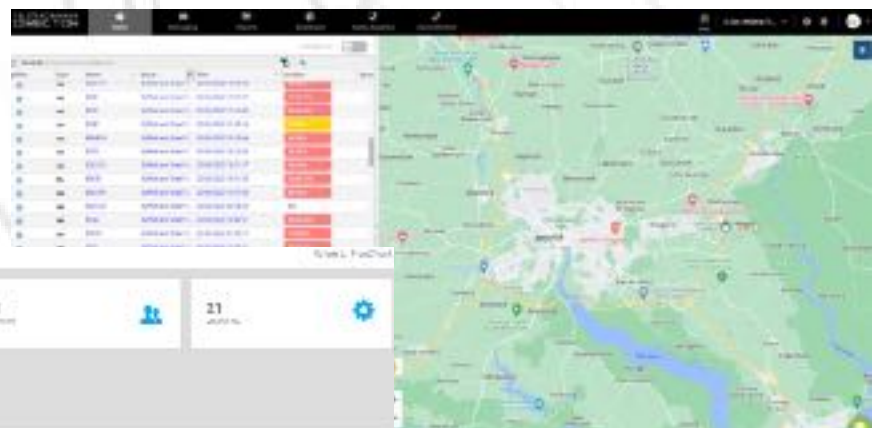


Provides management with a database with everything related to vehicles - an accurate and timely reporting mechanism of our Fleet Utilisation, Cost and Compliance
Previously undervalued and used only as a tracking tool for Eze Fleet



Vehicle Inspections and data Benefits

- System of configured Alerts – RAG
- PDA based replacing paper
- Using latest Tech E.g. Vehicle QR Codes
- Robust auditing of vehicle roadworthiness
- Compliance
- Accident management:-
 - damage reporting via PDA
 - immediate photos uploaded
- Help prevent Fuel Fraud
- Used for financial reporting and forecasting
- Maintenance and safety data CQC Regulations
- Fuel cost/usage analysis by unit, depot and region including our green footprint, CO2 Emissions
- Vehicle utilisation and efficiency



Excellent care for all
Home | Community | Hospital

Professional
Compassionate
Respectful

Lightfoot, E-zec's new vehicle telematics solution

As a business one of our values is being **Committed to Care** and consistently aiming to deliver exceptional levels of support to our patients, colleagues, clients and planet. To support this, we recently launched our environmental strategy, with one of the key aspects to reduce our carbon footprint.

To support us to achieve this, and to support an improved patient experience when traveling with us, E-zec are pleased to confirm that we have **introducing a new fleet telematics system – Lightfoot**

Why is telematics important for the business?

Having an effective telematics system is really important to the business and will allow us to -

- Achieve fuel savings and reduce CO2 emissions – Our target is 11%
- Improve the patient experience by providing better journey quality
- Improve our safety record by reducing accidents
- Supporting our crews to confirm accident accountability if 3rd party providers are involved
- Provide focused training and development for those crew members who need it

What is Lightfoot and why it's different?

- Following a period of market analysis it became clear that our current telematics provider was not at the forefront of the market. Lightfoot stood out as a provider due to a number of reasons;
- In-cab prompts to drivers that provide an immediate feedback system
- Innovative incentives for good driving habits - drivers achieve a monthly score, based on performance and those in the top categories are automatically entered into a range of prize draws.
- Great analytics for managers
- Ability to interact with Cleric to support geo-fencing and interact with Fleet Check for data capture
- Ability to interact with our existing camera solution



New ambulances introduced throughout the Contacts



Excellent care for all
Home | Community | Hospital

Professional
Compassionate
Respectful

Overall Objectives



Embedding our approach to quality, safety and improvement

We will further embed our values in our services quality improvement approach across our UK Operations. Our Quality team will work with services to raise their awareness of the approach and more importantly, to help teams use data and insight to drive action. We will do this through: - active attendance at relevant service meetings - providing reports - additional resources to train staff across UK Operations to identify, manage and escalate risk more effectively - the sharing and use of case studies and scenarios. We intend to bring teams together to learn more about our values in UK Services and to agree the actions they can take to embed it within their own practice.

Ensuring services improve

Our initial focus on our upskilling, ensuring that themes and learning from recent internal audits and serious incidents are owned and actioned appropriately. We will improve the way we track actions that emerge from serious incident investigations. We will improve systems to ensure actions are prioritised and completed in good time. We will explore the possibilities that new software and technology may provide to ensure that necessary learning is communicated and improvements are enacted. Better use of technology will also facilitate improved reporting on action completion and escalation.

Sharing learning and best practice

We will create and publish case studies drawn from significant events such as CQC inspections and serious incidents. We plan to engage staff and volunteers across E-zec Medical in discussions of these case studies and the learning that emerges from them. We will also produce 'gold standard documentation' examples, so that our people know what 'good'

looks like when completing or receiving service user-related documents. As per Better and Better in UK Services, our drive is to ensure that learning and best practice do not remain within specific services but are applied wherever improvement opportunities exist.

Better use of technology

We plan to use technology to further improve the quality of our service user record keeping. We will explore ways we can use our electronic patient-transport platform to increase the accuracy and security of the clinical records we generate during our Ambulance transport activity. Working with electronic records will also allow us to improve our clinical audit programme, enhancing our ability to deliver safe, high quality care and identify opportunities for improvement. We also plan to explore the potential improvements the system could bring to our social care activities.

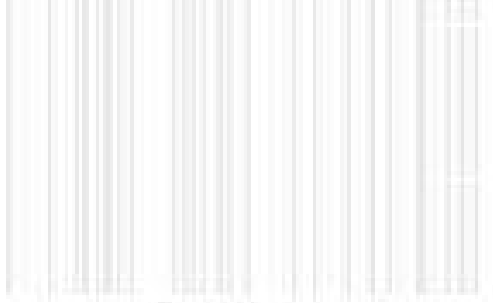
Targeting our activity

Through our Data records we will develop digital, layered 'risk maps' to identify the most vulnerable groups in our communities and their transport needs by continuing with MECC we anticipate trialing other delivery methods, such as telephone and digital to reach those most in need.

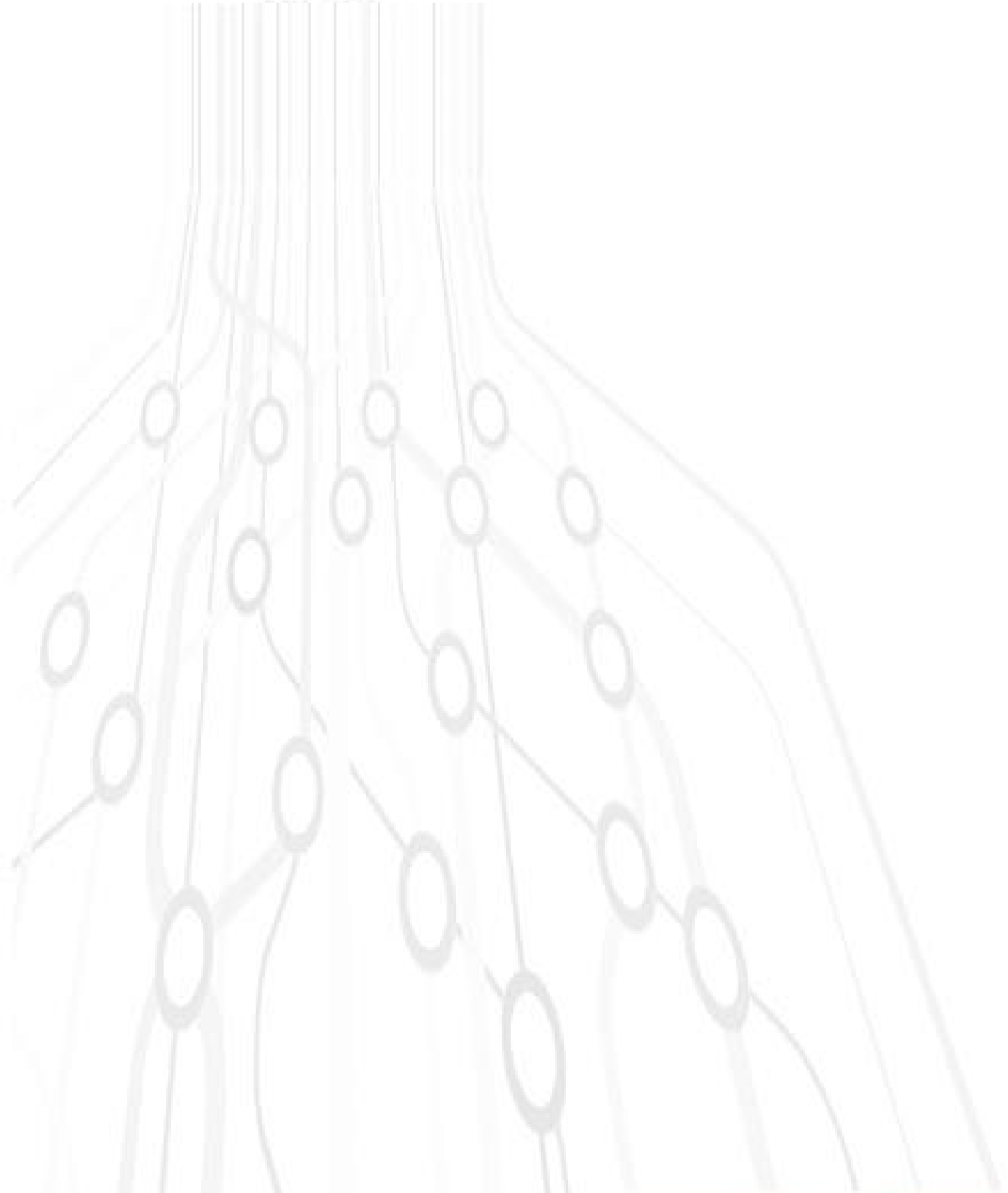
Supporting incident reviewers

We plan to improve the support available to our operational Radar incident reviewers. Our established procedure for the identification, escalation and investigation of serious incidents – our Incident (Including Serious Incident) Reporting and Investigation Procedure – gives clear instruction in this area. Next year we intend to further increase the support available to those who review less critical incidents. That way, we intend to maximise the safety and improvement potential of our incident reporting system and encourage reporting through visible action and constructive feedback to front-end reporters





Edis Uae



Excellent care for all
Home | Community | Hospital

Professional
Compassionate
Respectful