



Our reference : SPF/03

Date: 14 March 2016

Headquarters
Melbourn Ambulance Station
Whiting Way
Melbourn
Cambridgeshire
SG8 6NA

Tel: 0845 6013733

UNISON
By Email

Colleagues,

Our organisation is under tremendous pressure to ensure we deliver safe and effective services to our patients. In particular the manifestation of a growing risk is evident through the pattern of tail breaches. While our assurance mechanisms indicate that no harm to patients has occurred, we have had to increase the escalatory nature of our response to ensure this remains the case.

At this stage you will have seen the Executive Update that we released last Wednesday related to this matter. Some of the actions set out in that update are potentially unpalatable, specifically from the perspective of our acute hospital colleagues. These measures have been discussed verbally with many of our acute colleagues and in addition were communicated last week in writing to Acutes, CCGs and the TDA.

We also took the opportunity at our recent regular MP briefing to outline these difficult measures and the reasons for them. At this early stage we have had a varied degree of reaction from acute colleagues, however the consensus view from those MPs present at the briefing was that they were supportive.

We must now turn our attention to the impact of the service delivery pressures we are experiencing amongst all of our colleagues including some actions within our existing staff processes that may be a contributory factor

In this regard, the Executive Team has considered the impact of these processes on patient safety, what impact would occur for colleagues if they were changed and how we can improve the balance and tension that must exist between supporting the wellbeing of staff and safe guarding the safety of patients.

To this end, there are two documents attached to this correspondence. The first (**Appendix I**) is a **Briefing Paper** on the steps we are taking to improve our capacity while the second (**Appendix II**) is a **Proposal** for staff side consideration at the SPF meeting due to occur on the 15th March 2016.

We recognise that not all EEAST colleagues are members of a trade union, recognised or otherwise. Hence, in the interests of transparency, we will be releasing this documentation to all internal staff but will be advising that these matters will be discussed through our SPF process.

We look forward to your continued support as we strive to improve the safety of our services to patients and improve the working environment of our colleagues.

Best regards,

East of England Ambulance Service NHS Trust (EEAST)

Chair: Sarah Boulton
Chief Executive: Robert Morton