

Message

From: [redacted] [redacted] [redacted]@scas.nhs.uk]
Sent: 23/08/2020 13:06:42
To: [redacted] [redacted] NHS ENGLAND & NHS IMPROVEMENT - X24) [redacted]@nhs.net]
CC: [redacted] [redacted] [redacted]@scas.nhs.uk]
Subject: Pause Nurse/AHP communication - went out on 14th August 2020

[redacted] - I do not have this emailed to me but have copied what went out from the HCP inbox. If you need the actual email please contact [redacted]

Following pausing nurses and allied healthcare professionals working on the CCAS in order to strengthen the training requirements for this cohort of staff, we have undertaken a further round of call audits of nurses and AHPs as agreed.

Since pausing, we have listened to a significant number of calls and so far over 60% of calls have not passed the criteria demonstrating a safe call.

Unfortunately, these call audits resulted in a number of clinical incidents having to be raised. These incidents are currently being investigated, with one escalated as a serious untoward incident with potential harm to the patient.

We have therefore taken the difficult decision to continue to pause all nurses and AHPs working on CCAS.

We are currently scoping out the additional training and support we can offer and will communicate with you as soon as this has been finalised.

As a result of this, the process for auditing to achieve sign off to resume CCAS working will not go ahead in its current format. No further shifts will be allocated at present and any confirmed shifts or audit shifts will be cancelled.

We do fully appreciate the impact this will have on you and we did not make this decision lightly, however we hope you will support us in putting our patient's safety first whilst we scope out what additional support can be offered. Patient safety is our top priority in reaching this difficult decision.

[redacted]
NR

Clinical Assurance Director
National Covid-19 Pandemic Response Service

Best Wishes

NR

Head of Operations

National Pandemic Flu Service/Covid 19 Response



NHS

South Central
Ambulance Service
NHS Foundation Trust

South Central Ambulance Service NHS Foundation

NR

@scas.nhs.uk : Mobile

I&S



Disclaimer:

Any resident of Berkshire, Buckinghamshire, Hampshire and Oxfordshire, who is aged 14 or above, can apply to become a member of our trust. To find out more, have your views heard and get involved in shaping the future of your local ambulance service, contact our Foundation Trust Office at: getinvolved@scas.nhs.uk or call: **I&S** (during office hours Mon-Fri 9am-5pm). Join us, because it's your ambulance service! Disclaimer: The information contained in this message, or any of its attachments, is privileged and confidential, and is intended exclusively for the addressee. The views expressed may not be official policy of the South Central Ambulance Service NHS Foundation Trust, but the personal views of the originator. If you are not the addressee, any use of this communication is not authorised. If you have received this message in error, please advise the sender immediately and delete. All emails received and sent by this trust are subject to the Freedom of Information Act 2000 and therefore may be disclosed Go green, Keep it on screen - think before you print.

[South Central Ambulance NHS Foundation Trust](#)