

**SOUTH YORKSHIRE  
AMBULANCE SERVICE  
NHS TRUST**

**DRAFT DECLARATION AGAINST THE  
HEALTHCARE COMMISSION'S  
STANDARDS FOR BETTER HEALTH**

**SELF ASSESSMENT REPORT**

**APRIL – OCTOBER 2005**

<b>Domain:</b>	<b>Safety</b>
<b>Domain Outcome:</b>	The design of healthcare processes, working processes and systematic activities prevent or reduce the risk of harm to patients.

C1.a Identify and learn from all patient safety incidents and other reportable incidents, and make improvements in practice based on local and national experience and information derived from the analysis of incidents.

✓	Compliance
	Not Met
	Insufficient assurance

C1.b Ensure that patient safety notices, alerts and other communications concerning patient safety which require action are acted upon within required timescales.

✓	Compliance
	Not Met
	Insufficient assurance

C2. Healthcare organisations protect children by following national child protection guidelines within their own activities and in their dealings with other organisations

✓	Compliance
	Not Met
	Insufficient assurance

C3. Healthcare organisations protect patients by following National Institute for Health and Clinical Excellence (NICE) interventional procedures

✓	Compliance
	Not Met
	Insufficient assurance

C4.a The risks of healthcare acquired infection (HAI) to patients is reduced, with particular emphasis on high standards of hygiene and cleanliness, achieving year on year reductions in Methicillin-Resistant Staphylococcus Aureus (MRSA)

✓	Compliance
	Not met
	Insufficient assurance

<b>Domain:</b>	<b>Safety</b>
<b>Domain Outcome:</b>	The design of healthcare processes, working processes and systematic activities prevent or reduce the risk of harm to patients.

C4.b All risks associated with the acquisition and use of medical devices are minimised.

✓	Compliance
	Not Met
	Insufficient assurance

C4.c All reusable medical devices are properly decontaminated prior to use and that the risks associated with decontamination facilities and processes are well managed.

✓	Compliance
	Not Met
	Insufficient assurance

C4.d Medicines are handled safely and securely

✓	Compliance
	Not Met
	Insufficient assurance

C4.e the prevention, segregation, handling, transport of waste is properly managed so as to minimise the risks to the health and safety of staff, patients, and the public and the safety of the environment

✓	Compliance
	Not Met
	Insufficient assurance

\* No Significant Lapses

<b>Domain:</b>	<b>Clinical and cost effectiveness</b>
<b>Domain Outcome:</b>	Healthcare decisions and services are based on what appropriately assessed research evidence has shown provides an effective outcome for patients individual needs

C5.a They conform to NICE technology appraisals and, where it is available, take into account nationally agreed guidance when planning and delivering treatment and care.

✓	Compliance
	Not Met
	Insufficient assurance

C5.b Clinical care and treatment are carried out under supervision and leadership

✓	Compliance
	Not Met
	Insufficient assurance

C5.c Clinicians continuously update skills and techniques relevant to their clinical work

✓	Compliance
	Not Met
	Insufficient assurance

C5.d Clinicians participate in regular clinical audit and reviews of clinical services

✓	Compliance
	Not Met
	Insufficient assurance

C6 Healthcare organisations cooperate with each other and social care organisations to ensure patients' individual needs are properly managed and met

✓	Compliance
	Not met
	Insufficient assurance

\* No Significant Lapses

<b>Domain:</b>	<b>Governance</b>
<b>Domain Outcome:</b>	All providers of healthcare services have in place the managerial and clinical leadership and accountability, the organisational culture, and the systems and working practices to enable probity, quality assurance, quality improvement and patient safety to be the central components of all routines, processes and activities

C7.a Apply the principles of sound clinical and corporate governance.

✓	Compliance
	Not Met
	Insufficient assurance

C7.b Actively support all employees to promote openness, honesty, probity, accountability, and the economic, efficient and effective use of resources.

✓	Compliance
	Not Met
	Insufficient assurance

C7.c Undertake systematic risk assessments and risk management (including compliance with the controls assurance standards)

✓	Compliance
	Not Met
	Insufficient assurance

C7.d Ensure financial management achieves economy, effectiveness, efficiency, probity and accountability in the use of resources

**This standard will be measured through the use of resources assessment**

	Compliance
	Not Met
	Insufficient assurance

C7.e Challenge discrimination, promote equality and respect human rights

✓	Compliance
	Not met
	Insufficient assurance

<b>Domain:</b>	<b>Governance</b>
<b>Domain Outcome:</b>	All providers of healthcare services have in place the managerial and clinical leadership and accountability, the organisational culture, and the systems and working practices to enable probity, quality assurance, quality improvement and patient safety to be the central components of all routines, processes and activities

C7.f Meet the existing performance requirements set out in appendix 1

**This standard will be measured through the existing targets assessment.**

	Compliance
	Not Met
	Insufficient assurance

C8.a Having access to processes which permit them to raise, in confidence and without prejudicing their position, concerns over any aspect of service delivery, treatment or management that they consider to have a detrimental effect on patient care or on the delivery of services

✓	Compliance
	Not Met
	Insufficient assurance

C8.b Organisational and personal development programmes which recognise the contribution and value of staff, and address, where appropriate, under representation of minority groups

✓	Compliance
	Not Met
	Insufficient assurance

C9. Healthcare organisations have a systematic and planned approach to the management of records to ensure that, from the moment a record is created until its ultimate disposal, the organisation maintains information so that it serves the purpose it was collected for and disposes of the information appropriately when no longer required

✓	Compliance
	Not Met
	Insufficient assurance

C10.a Undertake all appropriate employment checks and ensure that all employed or contracted professionally qualified staff are registered with the appropriate bodies

✓	Compliance
	Not met
	Insufficient assurance

<b>Domain:</b>	<b>Governance</b>
<b>Domain Outcome:</b>	All providers of healthcare services have in place the managerial and clinical leadership and accountability, the organisational culture, and the systems and working practices to enable probity, quality assurance, quality improvement and patient safety to be the central components of all routines, processes and activities

C10.b Require that all employed professionals abide by relevant published codes of professional practice

✓	Compliance
	Not Met
	Insufficient assurance

C11.a Are appropriately recruited, trained and qualified for the work they undertake

✓	Compliance
	Not Met
	Insufficient assurance

C11.b Participate in mandatory training programmes

✓	Compliance
	Not Met
	Insufficient assurance

C11.c Participate in further professional and occupational development commensurate with their work throughout their working lives

✓	Compliance
	Not Met
	Insufficient assurance

C12 Healthcare organisations which either lead or participate in research have systems in place to ensure that the principles and requirements of the research governance framework are consistently applied

✓	Compliance
	Not met
	Insufficient assurance

\* No Significant Lapses

<b>Domain:</b>	<b>Patient Focus</b>
<b>Domain Outcome:</b>	Healthcare is provided in partnership with patients, their carers and relatives and is designed around decisions which respect their diverse needs, preferences and choices

C13.a Staff treat patients, their relatives and carers with dignity and respect

✓	Compliance
	Not Met
	Insufficient assurance

C13.b Appropriate consent is obtained when required, for all contacts with patients and for the use of any confidential patient information

✓	Compliance
	Not Met
	Insufficient assurance

C13.c Staff treat patients information confidentially, except where authorised by legislation to the contrary

✓	Compliance
	Not Met
	Insufficient assurance

C14.a Have suitable and accessible information about, and clear access to, procedures to register formal complaints and feedback on the quality of services

✓	Compliance
	Not Met
	Insufficient assurance

C14.b Are not discriminated against when complaints are made

✓	Compliance
	Not met
	Insufficient assurance

<b>Domain:</b>	<b>Patient Focus</b>
<b>Domain Outcome:</b>	Healthcare is provided in partnership with patients, their carers and relatives and is designed around decisions which respect their diverse needs, preferences and choices

C14.c Are assured that organisations act appropriately on any concerns and, where appropriate, make changes to ensure improvements in service delivery

✓	Compliance
	Not Met
	Insufficient assurance

C15.a  
Not Applicable

	Compliance
	Not Met
	Insufficient assurance

C15.b  
Not Applicable

	Compliance
	Not Met
	Insufficient assurance

C16. Healthcare organisations make information available to patients and the public on their services, provide patients with suitable and accessible information on the care and treatment they receive and, where appropriate, inform patients on what to expect during treatment, care and after care

✓	Compliance
	Not Met
	Insufficient assurance

\* No Significant Lapses

<b>Domain:</b>	<b>Accessible and Responsive Care</b>
<b>Domain Outcome:</b>	Patients receive services as promptly as possible, have choice in access to services and treatments, and do not experience unnecessary delay in any stage of service delivery or of the care pathway

C17. The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services

✓	Compliance
	Not Met
	Insufficient assurance

C18. healthcare organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitably

✓	Compliance
	Not Met
	Insufficient assurance

C19. Healthcare organisations ensure that patients with emergency health needs are able to access care promptly and within nationally agreed timescales, and all patients are able to access services within national expectations on access to services  
**This standard will be measured under existing targets and new national targets assessments**

	Compliance
	Not Met
	Insufficient assurance

\* No Significant Lapses

<b>Domain:</b>	<b>Care Environment and Amenities</b>
<b>Domain Outcome:</b>	Care is provided in environments that provide patient wellbeing and respect for patient needs and preferences in that they are designed for the effective and safe delivery of treatment, care or a specific function (such as catering or pharmacy) accord an appropriate degree of privacy, are well maintained and are cleaned to optimise health outcomes

C20.a A safe and secure environment which protects patients, staff, visitors and their property, and the physical assets of the organisation

✓	Compliance
	Not Met
	Insufficient assurance

C20.b Supportive of patient privacy

✓	Compliance
	Not Met
	Insufficient assurance

C21. Healthcare services are provided in environments which promote effective care and optimise health outcomes by being well designed and well maintained with cleanliness levels in clinical and non-clinical areas that meet the national specification for clean NHS premises

✓	Compliance
	Not Met
	Insufficient assurance

\* No Significant Lapses

<b>Domain:</b>	<b>Public Health</b>
<b>Domain Outcome:</b>	Healthcare organisations provide leadership and collaborate with local organisations and communities to ensure the design and delivery of programmes and services which promote, protect and improve the health of the population and reduce health inequalities between different population groups and areas

C22.a Cooperating with each other and with local authorities and other organisations

✓	Compliance
	Not Met
	Insufficient assurance

C22.b Ensuring that the local Director of Public Health’s annual report informs their policies and practices

✓	Compliance
	Not Met
	Insufficient assurance

C22.c Making an appropriate and effective contribution to local partnership arrangements including local strategic partnerships and crime and disorder reduction partnerships.

✓	Compliance
	Not Met
	Insufficient assurance

C23. Healthcare organisations have systematic and managed disease prevention and health promotion programmes which meet the requirements of the national service frameworks and national plans with particular regard to reducing obesity through action on nutrition and exercise, smoking, substance misuse and sexually transmitted infections

✓	Compliance
	Not Met
	Insufficient assurance

C24. Healthcare organisations protect the public by having a planned, prepared and, where possible, practised response to incidents and emergency situations which could affect the provision of normal services

✓	Compliance
	Not met
	Insufficient assurance

\* No Significant Lapses