



Hampshire HOSP

9th September 2009

John Divall, Director of Corporate Affairs
Neil Cook, Head of Operations





Agenda



- **SCAS – General Overview**
- **Emergency Performance**
 - SCAS
 - Hampshire Division
 - Portsmouth
- **A&E Delays**
- **Questions**

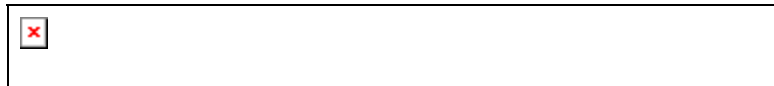




Our Vision



**Toward excellence,
saving lives and taking
healthcare to our patients**





Key Business Principles



- Improving patient care
- Driving efficiency
- Delivering system wide solutions





Our patients want:



- **Speed of response**
- **Good clinical care**
- **Reassurance**

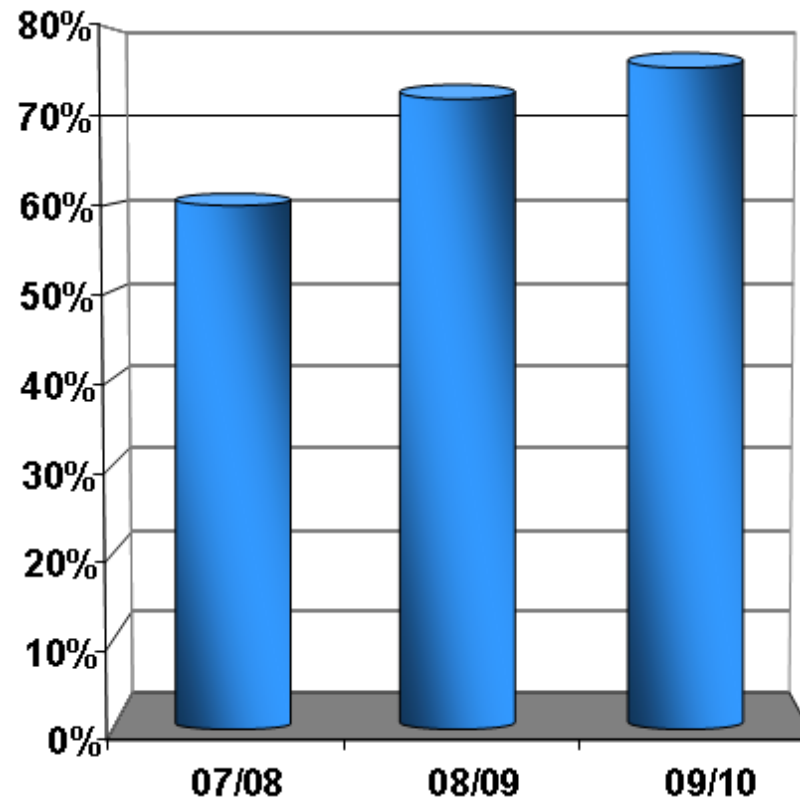




We are strong on cat A but need to improve on cat B

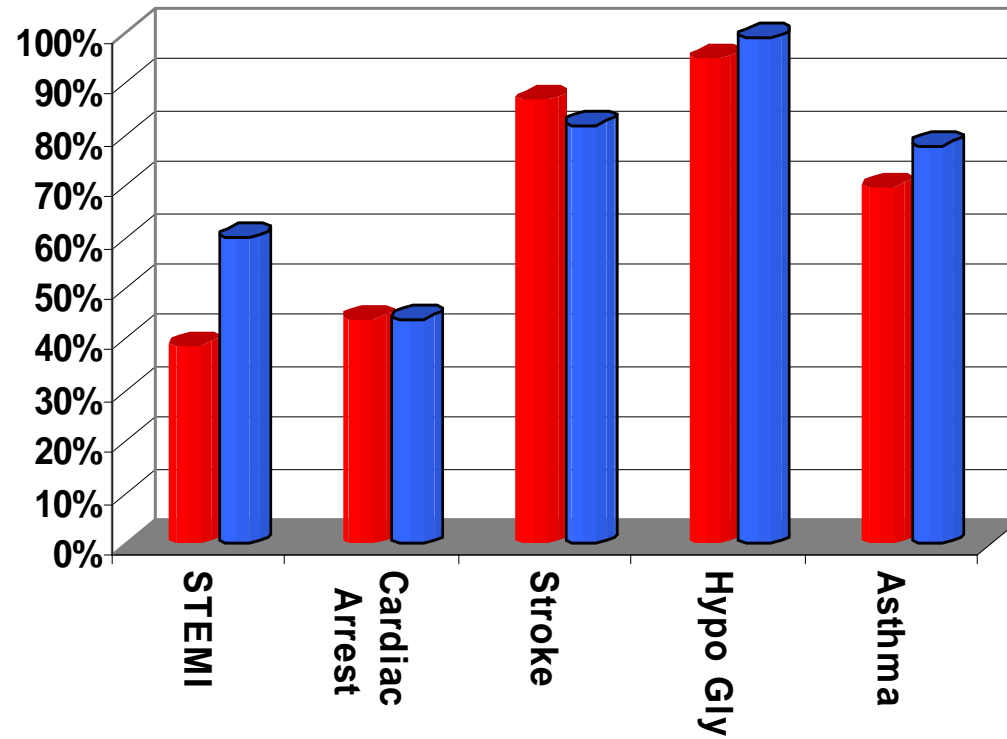


A8 Performance





Our clinical quality is measurable, above average and improving

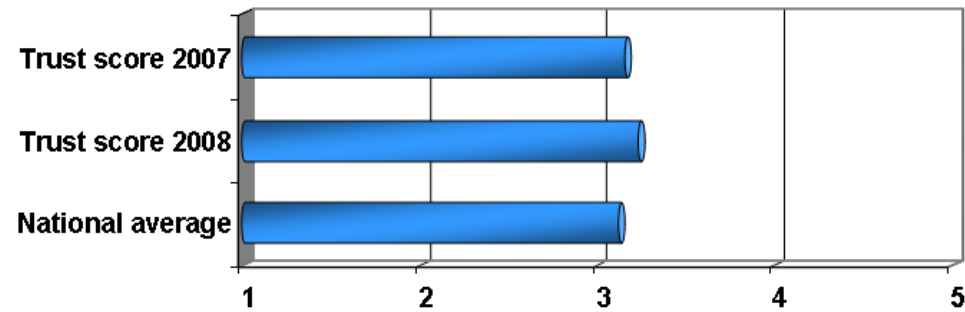
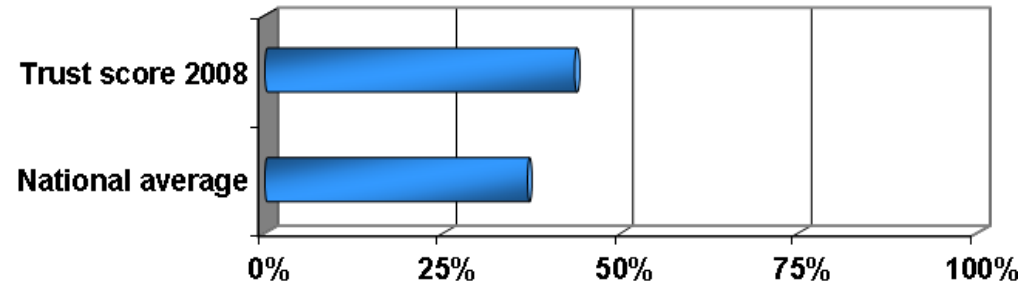




We have a long way to go but our staff engagement and satisfaction is improving



Contributing improvements at work?





We are showing high levels of patient satisfaction with our services



Patient survey

✓	Control room reassuring	100%
✓	Control room courtesy	91%
✓	Given enough advice	98%
✓	Road staff reassuring	99%
✓	Confidence in road staff	99%
✓	Treated with dignity & respect	98%
✓	Call dealt with satisfactorily	98%
✓	Overall care	93%

