

APMS Ambulance Service

Statement of Purpose

APMS AND OUR REGISTRATION WITH THE CARE QUALITY COMMISSION

APMS Ambulance Service Ltd is an independent privately-owned ambulance service, who Under the Health and Social Care Act 2008 (The ACT), provide regulated activities as defined by the Care Quality Commission (CQC) and the (The ACT). As an independent ambulance services provider this means APMS must be registered by the Care Quality Commission.

APMS recognises its responsibilities under The CQC who is the independent regulator of health and adult social care services in England, Monitoring standards of care delivery whether this be provided by the NHS, local authorities, private companies or voluntary organisations.

The CQC include protecting the interests of people whose rights are restricted under the Mental Health Act, ensuring ALL people receiving care under the regulated activities are provided with excellence in care delivery, which is monitored to ensure compliance with registration and regulation. The CQC do this by setting "out what good and outstanding care looks like and we make sure services meet fundamental standards below which care must never fall. We monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and we publish what we find, including performance ratings"

APMS COMPANY OVERVIEW

APMS Ambulance Service Limited provides Patient Transport Service and event medical cover service to its clients and supports those temporary events with staff from first aiders to paramedics. As a company we aim to meet and exceed current industry & NHS objectives and guidelines, we aim to ensure that we are always operationally ready whilst at all times ensuring that we follow our own core values, objectives and strategic direction. This will ensure that both we grow as a business and maintain a safe environment for our clients and staff.



APMS OUR REGISTERED LOCATION AND COMPANY DETAILS

APMS Ambulance Service Ltd
Unit 8 Stapledon Road,
Orton Southgate,
Peterborough
PE2 6TB
Tel: 01733 567222 Fax: 01733 557070
Email : info@apmsambulance.co.uk
Web : www.apmsambulance.co.uk

Limited company, Company Registration number: 7632185

APMS SERVICE PROVISION

- **Non-Emergency Ambulance:** Non- Emergency Patient Transport Services (PTS) providing routine patient transport between; homes, clinics and hospitals
- **Event Medical Cover:** Providing first aid cover and/or ambulance cover at planned events

APMS REGULATED ACTIVITIES

1. Transport services, triage and medical advice provided remotely
2. Treatment of disease, disorder or injury

Service Provider number: 1-153032749

INSURANCE

APMS is adequately insured to meet the requirements of Employers, Public Liability, Lawful representation and all driving insurances

ORGANISATION OF APMS AMBULANCE SERVICE

Job Title	Member of the Senior Management Team (SMT)	Name
Managing Director	✓	Trevor Barker
Operations Manager Care Quality Commission (CQC) Registered Manager	✓	Daryl Ward
Clinical Lead	✓	Dr Nicky Wallace-King
Safeguarding Leads	✓	Trevor Barker / Daryl Ward
Accounts Manager Named person – Data Protection	✓	Mrs Debbie Meiklejohn
Administration Assistant	✓	Miss Maria Jones
Shareholders		Paul Goodchild – 20% Trevor Barker – 80%

ROLES & RESPONSIBILITIES

ACTIVE DIRECTORS

All policy decisions will be made at a full board meeting, and will be in accordance with the article of incorporation of June 2008. Reflect the health and social care act of 2008 and 2012 while reflecting any associated updates to the act to ensure the lawful operation of APMS

The Managing Director has been appointed with overall responsibility for medical, diagnostic and therapeutic equipment. APMS Ambulance Service has clear lines of accountability throughout the Company from the Board of Directors to the operational staff, patient transport, emergency ambulance attendants, first aiders, paramedics and other staff.

MANAGING DIRECTOR

The Managing Director has overall accountability for having an effective risk management system in place within the company and for meeting all statutory requirements and adhering to guidance issued from governing and assessment bodies and manufacturer instructions.

The Managing Director devolves responsibility to the CQC Manager to lead, co-ordinate and report recommendations, evaluate the benefits, compatibility and costs of vehicles, equipment, medical devices and medical consumables proposed to be used by the APMS Ambulance Service.

CQC REGISTERED MANAGER

The CQC Manager is responsible for ensuring that all medical devices are available, serviceable and safe for patient use, that each piece of equipment has been registered, calibrated prior to being placed in the operational field.

Our manager ensures the company meets its obligations in respect of all requested and pre-booked services, ensuring that adequately trained staff are deployed to events and to assist with medical transportation, staff are provided in accordance with the requesting company's risk assessment programme, however where questionable re-evaluated by APMS to ensure the most appropriate selection of staff and variance in skill mix is available to safely undertake any requests to utilise our service.

The CQC manager (in conjunction with the director) is responsible for ensuring continuous staff development, supervisions and appraisals. This extends to generalised staff management across the company. Our manager retains the responsibility of ensuring ALL staff continue to perform and uphold all of the expected core values expressed by APMS, encouraging further/future development to secure the company's place at the forefront of ambulance service delivery.

Our managers are also responsible for ensuring reliable and auditable documentation via the coding system to demonstrate compliance and the reporting of adverse trends which require the removal of equipment from operational use.

The CQC Manager is responsible for the decontamination of medical devices prior to them being made available to contractors for maintenance, repair and servicing. This task will be devolved to an appropriate manager/team leader. The CQC Manager will also support the use of single use medical consumables to prevent and control the risk of cross infection. Enforce strict procedural expectations and standards of cleanliness across our whole fleet of vehicles and equipment.

EMPLOYEES

All staff have an individual responsibility to promote the best interests of APms Ambulance Service at all times and to provide the best possible standards of service and patient care, commensurate with their level of training, identify their own training needs and request where identified any subsequent or additional training they may require or have been noted to require as part of their induction, appraisal and supervision process. Staff are reminded that they are required to attend all allocated training courses.

Health Care Professionals are to ensure that they maintain the highest standards of postgraduate education and retain membership of their professional body. Clinical staff are required to fully understand and act in accordance with all guidance issued by the board of APms Ambulance Service. Maintain their duty of candour, ensure all concerns are reported immediately to the on-call manager.

AIMS AND OBJECTIVES FOR OUR CLIENTS

- Welcome you, listen and adapt to your specific needs.
- Ensure we make you aware of what you can expect in relation to your expressed needs.
- To actively listen and give you our full attention and answer any questions in an open, honest and transparent way.
- Treat you with respect, courtesy and compassion.
- APMS is non-discriminatory we shall serve all Service Users regardless of race, nationality, religion or beliefs, age, sex or sexual orientation, or social standing.
- We aim to safeguard the privacy, dignity and confidentiality for all who use our Service
- In the event of special needs and preferences of ethnic, cultural and religious group's we shall seek advice directly from you and/or your guardian in order to meet your individual needs.
- Ensure all our data is processed in a clear and transparent manner, adhering to the general data protection regulations 2018 and the data protection act 1998.
- Ensure emphasis and clear guidelines are reinforced within the realms of adapting change, erasure and clear sustainable protection for all data held within APMS.
- Advise you of your rights regarding obtaining and processing your data, and the needs for such requests to ensure you receive high quality personable care and treatment.
- Ensure when you utilise our vehicles, you can request associated documentation of proof and actively see our fleet are clean, safe, comfortable and fit for purpose
- Make it our challenge to prevent delays and explain the reasons if delays occur
- Challenge and change practice that falls below acceptable standards
- Actively involve you in the future development of our company by giving you easy access to feedback forms and surveys.
- Ensure the provision of a high quality professional care and treatment that is in the Service Users own interests.

APMS AMBULANCE SERVICE VALUES

- Wholeheartedly providing focus on Patient centered care delivery.
- Ensuring our staff are trained above and beyond to help APMS achieve a fully committed, knowledgeable and Competent workforce.
- Emphasise and train our staff in the importance of Effective communication in whichever means this may take.
- Encouraging our staff to be, and feel connected despite the logistical difficulties. Emphasising the importance of teamwork through the provision of safe, secure and active communication between staff.
- Ensure all communication remains lawful and within the remit of all data protection acts/regulations. Advise where necessary the ability to obtain/change and/or erase data where possible
- Reinforce the importance of dignity and respect for patients, clients and staff
- APMS' over-arching strategy is to be a provider of comprehensive first aid and event services, building on our existing expertise in the NHS and the Military.
- We aim to be a patient focused service that understands the needs of its patients, delivers high standards of care, provides rewarding careers for its staff, value for money for its clients and remains financially strong.
- To co-operate with other services and professionals to help to maximise each Service Users overall personal and healthcare needs and preferences, and promote their active participation whenever we can.
- APMS aim to provide quality services we remain wholeheartedly committed to providing top quality services and continuous improvement by monitoring our standards through client and Staff feedback and ensuring staff are fully trained in occupational standards for the care and ambulance transport industry.
- To ensure that the care and support provided have the flexibility to respond to changing needs or requirements.
- We will ensure that this wider service provision is developed in conjunction with CQC, is patient led, reflects the needs of local health economies and our clients, and operates to national frameworks and standards.

QUALITY

APMS shall endeavour to ensure that all criteria relating to the company's policies, procedures and Standards are satisfied. Continue to maintain and update all policies and procedures within the company on an annual basis or where there is a significant change in/the introduction of any new laws and/or legislations affecting the operation of the company.

APMS promote a culture of honesty and transparency across our workforce, we endeavour to encourage and support ALL service users from personal to corporate to provide us with their feedback on our service. APMS shall achieve this by offering 24hour access to service user and staff feedback forms, which can be submitted anonymously to the service if so chosen. Encourage our corporate users to provide us with their opinions of our service, and in all circumstances allow clients to withdraw, amend and/or erase any person identifiable information where APMS can remain lawfully abiding.

APMS carry's out regular audits of the key elements of the service to enable quick and decisive action should any key element continuously be falling below the expected standards of the company. All internal audits are carried out on a monthly basis by the company director and CQC registered manager. All outcomes across all spectrums of the internal auditing process are firstly discussed among the APMS senior team and filtered though to our core staff through multiple routes.

APMS encourage staff to communicate and share experiences, we have developed an interactive staff portal to assist staff with communication due to the logistical difficulties staff face due to their roles. The portal (EWOK) not only encourages staff communication but, aids learning and development, helps staff to raise safeguarding concerns, raise general concerns, submit staff feedback forms and aides them in their preparation for their personalised development programmes through appraisals and supervisions.

Our vision for our staff portal is to create a virtual (staff room) and (training room) where ordinarily a staff group based permanently within a building would have the advantage of continuous access to these resources, however APMS recognise that due to the nature of our staffs work APMS as a company would need to develop a safe and secure way for staff to access such material and to be able to interact with each other, should they wish to do so.

APMS employs specific policies and procedures to assist staff with all aspects of their training and development, supervisions and appraisals. APMS recognises that the quality of our service relies on our staff development and close monitoring of our service through regular auditing and associated action planning, identified similarly within the APMS quality assurance policy.

APMS STRATEGIC OBJECTIVES

1. Meet all CQC standards and appropriate NHS Quality Standards and performance targets
2. To ensure sound financial management, delivering in-year/recurrent financial balance, economy, effectiveness, efficiency, probity and accountability in the use of resources as well as other financial duties.
3. Deliver the recommendations from the CQC, our professional associations and awarding bodies aimed at improving the speed and quality of service thereby improving patient satisfaction levels across all of its services.
4. Work towards successful expansion and development and become a comprehensive healthcare provider and work with our partners in the Private Ambulance, NHS and Voluntary Aid Societies sectors.

APMS'S STRATEGIC DIRECTION

APMS Ambulance Service is striving to become a robust and forward-thinking company. Our vision is "to deliver world class patient services through a skilled and committed workforce" which embraces our strategic direction to: -

- Continue to provide a high-quality service by achieving performance and financial targets whilst maintaining excellent clinical and quality care.
- Develop our services, where they are financially viable, and integrating them with our other service and service partner's activities.
- Provide excellent clinical patient care through developing, educating and training our staff;
- Ensure our patients and clients have a say in our services and encourage them to give us good and bad feedback equally using our feedback system to ensure all users have an impact on our service.
- Be the event medical cover & training provider of choice in the region

Our strategic direction has used national industry standards & guidelines, the CQC and the vast experience of its directors to build a strategy that aims for equitable access to modern, value for money, high quality and responsive services provided in the most appropriate setting by highly skilled and competent staff. It reflects our intentions and has the support of all directors and current staff members. Our strategic direction supports our intention to improve client and patient access to high quality services across APMS Ambulance Service.

COMPLAINTS AND COMPLIMENTS

APMS Ambulance Services Ltd welcomes feedback on its services, especially from Service Users, their relatives and their careers, whether these are compliments, complaints or suggestions as to how you think we can improve our service.

All Service users whether / personal / private / non-private clients are invited to complete our feedback forms which are available directly through our website, details can be submitted with or without your personal details, however, please bear in mind any anonymised correspondence will inhibit any reply from APMS. Therefore, should you require to submit a complaint we would request you supply us with contact details to allow a full investigation and feedback, however should you choose not to supply this, we will endeavour to investigate any complaint utilising the information provided.

APMS would like to remind you that (where personal information is included) you are entitled to withdraw complaints and/or compliments at any time under the general data protection regulations, (providing the information you have provided does not inhibit any other laws and/or regulations to which it may be governed).

If you are a regular customer of APMS utilising our patient transport and/or other personal services, we may send you service feedback forms, you will be able to actively opt-in/out of this request from your initial booking with our service, you are also free to change your mind at any time by informing our admin team of your preferred wishes.

If you are an active corporate user of our service we may send you service evaluation forms, these forms are designed specifically for our corporate clients, with the aim of continuously monitoring and evaluating our service, to help APMS introduce and/or remedy potential beneficiary changes. you will be able to actively opt-in/out of this request from your initial booking with our service

(for existing clients / patients and corporate customers pre 25/05/2018, you are able to advise APMS of your additional contact preferences at any time, and/or should we send you a feedback request, this will allow us to reinforce your preferences against your original contracts/contact details. For customers post 25/05/2018 contact preferences will be standardised within your initial contact form).

Compliments and Complaints can be made at any time by accessing our website and filling in the appropriate form, our complaints procedure is explained in full through our webpage. Additional consent forms may be required in some circumstances, but your overall consent will be requested in all cases and the reasoning for this explained within our documents. If at any point you change your preferences, wish to withdraw a complaint and/or request any information we may hold about you, this can be managed by emailing our admin team for assistance admin@apmsambulance.co.uk.

APMS will always endeavour to fully investigate all complaints within the scope of consent you have provided, we will always answer any complaints in writing within a 28 working day period, where a complaint requires a more detailed form of investigating, APMS will employ our investigatory policies and documentation; the aim is to ensure that we are able to

provide you with outcomes, justified by evidence and a full account of any actions and remedies we intend to take. APMS will always provide you with a copy of our investigation outcome, although please note that due to changes in data management, some person identifiable data may be exchanged to terminology accepted under these new regulations.

However If you feel at any point we have not taken seriously or acted on your concerns, you have the right to complain to the Commission for Social Care Inspection, which regulates our service at:-

CARE QUALITY COMMISSION,
NATIONAL CUSTOMER SERVICE CENTRE
CITYGATE
GALLOWGATE
NEWCASTLE UPON TYNE
NE1 4PA

Policy Authorisation and Renewal			
Designation	Name	Date	Sign
Approved by managing director	Trevor Barker	15/01/2018	T Barker
CQC/Operations Manager	Daryl Ward	15/01/2018	D Ward
Renewal Date:			
Due	Actual	By	Sign
15/01/2019	25/05/2018		

