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If you have any queries or comments about the Annual Report and Annual Accounts or this leaflet please contact:

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Would you like to have a say in the future of South Western Ambulance Service by becoming a Foundation Trust member?

Help us to help you by calling 01392 261526 or visit www.swast.nhs.uk/ft



Annual Report & Annual Accounts 2010/11

Our Annual Report and Annual Accounts for the year 2010/11 are now available.

Visit www.swast.nhs.uk

Introduction

The Trust is pleased to present its Annual Report and Financial Accounts for 1 April 2010 to 28 February 2011 and Annual Report and Financial Accounts for 1 March 2011 to 31 March 2011.

Producing these important documents is a statutory requirement and gives the service an opportunity to formally present its numerous outstanding achievements from the past 12 months.

Why two documents?

On 1 March 2011 the Trust was one of only two ambulance trusts to attain NHS Foundation Trust status. The Trust is proud of this remarkable achievement which marks an important milestone in ambulance history. One annual report and accounts covers the last 11 months of operating as an NHS Trust and the other covers the first month as an NHS Foundation Trust.

In order to ensure that these documents are accessible to all, both the Annual Report and Annual Accounts are available in alternative formats including large print and Braille.

Copies are also available in other languages on request. Please call 01392 261506 or visit www.swast.nhs.uk for further information.

Annual Report Contents

The Annual Reports contain the following sections:

- About Us;
- Directors' Report;
- Quality Report;
- How We Are Organised;
- Public Interest Disclosures;
- Operating and Financial Review.

Achievements for the year

The Trust had a very successful year in 2010/11. A summary of key achievements is set out below:

- Attaining NHS Foundation Trust status;
- Establishing a membership of over 11,000 including staff and members of the public;
- Forming a 31 strong Council of Governors;
- Winning three Ambulance Trust of the Year accolades;
- One of only two ambulance Trusts nationally to achieve all three response time targets:
- Care Quality Commission registration without compliance conditions;
- Care Quality Commission overall rating of 'good' for both quality of services and use of resources;
- Care Quality Commission medicines management inspection rating of compliance with essential standards of quality and safety;
- Showing above the national average for the NHS

Staff Survey 2010 in areas including:

- ▲ staff engagement;
 - ▲ fairness;
 - ▲ effectiveness of incident reporting procedures;
 - ▲ staff recommending the Trust as a place to work or receive treatment.
- Top score for NHS Litigation Authority Risk Management Standards level one;
 - Patients consistently reported over 90% of patient satisfaction levels for the Urgent Care Service (UCS);
 - Continued to meet and surpass all local Patient Transport Service performance targets;
 - Received positive outcomes from both of the financial audits carried out during the year, which focused on financial planning and financial systems;
 - Helping over 2,000 people at stroke awareness events in partnership with the Stroke Association;
 - One of the first NHS Trusts to successfully pass a new rigorous quality governance assessment by Monitor;
 - Achieving Level two for information governance;
 - Delivery of ambitious cost efficiency savings.