



By email

Your reference:
AP7234 and AP7235

Hazel Roberts
Care Quality
Commission

3rd January 2025

Dear Hazel

Re: CQC Inspection of East of England Ambulance NHS Trust

Thank you for the letter dated 29th November 2024, confirming the verbal feedback from the recent site inspections undertaken by your inspection team. I acknowledge and appreciate the kind words around how the arrangements we provided supported the inspection teams and I am pleased to hear that the cooperation and support offered was received well.

I understand that the focus groups have now been arranged for week commencing 20th January 2025 and I am sure that the support and cooperation will continue, I look forward to receiving the draft report. Since joining the Trust, I have witnessed the positive steps the Trust is undertaking to address the improvements from the last inspection; by focusing on improving the culture, increasing the workforce, tackling the rising demand for 999 and urgent care services, whilst connecting with staff and stakeholders in the future vision of the Trust.

I also acknowledge, through both the feedback you have offered from the inspection and the actions that remain open from our Trust strategic directives, and listening to staff, further work is still required and I remain committed, along with my fellow Executives and staff, to continue to improve

Chief Executive: Neill Moloney
Chair: Mrunal Sisodia OBE
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the Trust and have the ambition to deliver on its agreed commissioned targets, whilst delivering on the quality of patient care offered to the people within the East of England.

Regarding the feedback you have provided, I have attached further correspondence to help highlight the work we are undertaking to address the areas of improvement, along with directing you to the information we have already provided through the inspection information request. I hope that you find this useful as I am confident it will help identify the work that has been completed or is underway to address those areas your inspection team highlighted requiring improvement.

Our next public board meeting is scheduled for 12th February 2025, and I will ensure that your letter, along with this response and attached correspondence is shared with the Board members to discuss.

I look forward to speaking with the Inspection team in the future and please do not hesitate to contact me or my office if I can be of further assistance,

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Neill Moloney', written in a cursive style.

Neill Moloney

Chief Executive Officer

c.c. Mrunal Sisodia (Trust Chair)

Louise Ashley (NHS England)

Jennifer Fung (CQC regional communications manager)