



Gedling Borough Council



EMAS

- Recruit and train 200 extra frontline colleagues.
- Invest in new fleet to reduce the age of our fast response cars and ambulances.
- Work to deliver a £6.4 million Cost Improvement Programme.
- Deliver the national performance standards and improve patient services.
- Further engage with and empower colleagues to drive change through year two of Listening into Action.
- Have a robust quality assurance process, share good practice and identify learning through our Quality Everyday programme.
- Be re-inspected by the Care Quality Commission.

East Midlands Ambulance Service **NHS**
NHS Trust

Serving your community

YOUR CAREER, YOUR FUTURE

Supports Charities
that support
the NHS and its services

New recruiting full time positions. GCSE level or equivalent qualifications are all that you need to kick start your career in the ambulance service.

There are a wide variety of career opportunities within the ambulance service. For more information on job roles and vacant positions visit our recruitment website. **Make a difference in your local community.**

www.emascareers.com

Facebook: EMASNHSTrust Twitter: EMASNHSTrust YouTube: EMASNHSTrust



Recruit and train 200 extra frontline colleagues

Target initially met – 350 staff were recruited and trained to work on our frontline:

- 30 emergency care assistants.
- 258 ambulance technicians.
- 62 paramedics.
- 42 emergency medical dispatchers and clinical assessment team roles.
- 78 staff in enabling services (HR, Education, Fleet, Supplies, IM&T, etc.).

However, we experienced an 11% turnover of frontline staff, giving us an overall increase in staffing of 155.



Deliver the national performance standards (time of response)

We fell short of the national performance standards.

Please refer to our 999 call category chart for standards.

Red 1 – 69.12% Red 2 – 60.83% Red 19 – 87.39%

The number of people accessing 999 for help increased again this year at EMAS and other ambulance services.

We received 902,640 emergency and urgent 999 calls and gave a face to face response to 652,154 - 1,782 every day!

297,905 calls were for people reported to be in a life-threatening or serious condition (red calls).





Deliver the national performance standards (time of response)

Responding to your 999 calls Your at-a-glance guide



START →

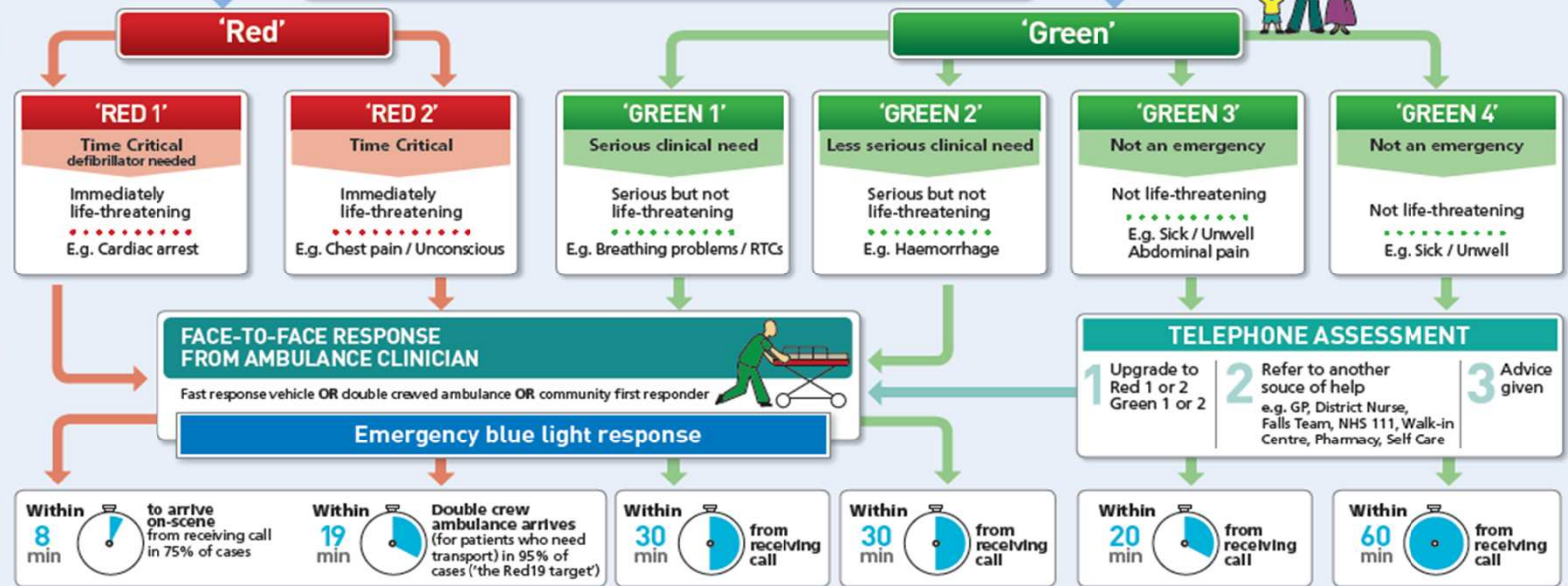
CALL CATEGORY →

Examples →

AMBULANCE SERVICE RESPONSE →

PERFORMANCE SPEED (TIME) →

Your 999 call received
we aim to pick-up calls within five seconds, and we assess the severity of the illness/injury and then allocate the call to either:



Although time is important, so is the treatment given. Our clinicians are more qualified and skilled than ever before to provide the best and most appropriate quality of care for our patients.



Deliver the national performance standards (number of response)

Gedling Borough Council

	July	August	Sept	October
R1	19	22	21	29
R2	499	475	498	585
Green1	195	186	221	228
Green2	297	333	236	217

Nottinghamshire Division

	July	August	Sept	October
R1	297	246	297	332
R2	6,171	5,545	6,010	6,581
Green1	1,893	1,777	1,780	2,001
Green2	3,574	3,834	3,033	2,827

East Midlands Ambulance Service

	July	August	Sept	October
R1	1,280	1,185	1,257	1,367
R2	26,553	24,274	25,565	27,750
Green1	9,349	8,187	7,622	8,609
Green2	14,459	16,233	14,070	12,984



Improve patient services

We've improved our patient services, including:

- Recruited mental health specialist staff and developed staff awareness training.
- Developed 'pit stop' training for cardiac arrest management and improved Return of Spontaneous Circulation.
- Developed Paramedic Pathfinder algorithms supporting clinical decision making for end of life care, and patients who have fallen, are frail or have social care situations, or have Chronic Obstructive Airways Disease.
- Introduced Frail Elderly Liaison Officer in Northamptonshire preventing inappropriate hospital admission.
- Enrolled on Sign Up to Safety campaign to reduce avoidable harm.
- Launched Patient Voice representation group.

Reputation Audit 2015 results: responses from 4,969 public and staff

- 89% of responders were very satisfied or satisfied with the care they received.
- 91% felt staff were knowledgeable about their work.
- 90% of staff who responded were proud to work for EMAS.



Seek opportunities for additional services including PTS, NHS111

We successfully won back the contract to provide Patient Transport Services in Derbyshire – service launched 1 August 2016.

We're also working with Lincolnshire Community Health Services, providing a new Clinical Assessment Service (CAS) to deliver 24/7 urgent care to people that need medical help fast for a non life-threatening situation. The CAS is the first phase of four which will see integrated services aligned with 111 alongside EMAS and LCHS to support the wider community of Lincolnshire.





Inspection by the Care Quality Commission (CQC)

We were inspected during a week in November 2015 by over 50 CQC inspectors. Re-inspecting early 2017.

	Safe	Effective	Caring	Responsive	Well-led	Overall
Emergency and urgent care	Inadequate	Requires improvement	Good	Good	Requires improvement	Requires improvement
Patient transport services	Requires improvement	Good	Good	Good	Requires improvement	Requires improvement
Emergency operations centre	Requires improvement	Good	Good	Good	Good	Good
Overall	Inadequate	Requires improvement	Good	Good	Requires improvement	Requires improvement



Key themes from CQC report

Same themes as those proactively highlighted to inspectors at the start of the visit, and which we were already working to improve:

- Frontline staffing, support, leadership and training.
- Vehicles and equipment.
- Medicines management and record keeping.
- Serious incident reporting and learning.
- Complaints reporting and learning.
- Hospital handover delays.



2016/17 improvements

2016/17 Contract settlement

- Block contract – driving innovation and change.
- Tariff agreed for hospital handover delays 1 hour+.
- Penalty reinvestment.
- Contract does not fund us to deliver national response targets.
- Strategic Demand, Capacity and Price Review: *three year review to 'design and deliver a clinically and financially safe and sustainable service for the patients of the East Midlands region, whilst recognising and adapting to the changing urgent and emergency care landscape'.*



2016/17 improvements

- Continue to recruit to the frontline - achieve 2,193 whole time equivalent (wte) for frontline services, and 334 wte for Emergency Operations Centre.
- We've added 24 ambulances and 12 cars. 30 more ambulances and replacement of 15 cars by 31 March 2017.
- Purchase 292 new defibrillators during 2016/17 to replace old equipment.
- Implement programme of education and awareness raising for staff to identify and report an incident appropriately.
- NHS Improvement Finance Improvement Programme and Turnaround Board.
- Expansion of Emergency Fire Responders in Nottinghamshire
- Review of priorities for 2017 – 2019



In summary

We are taking action and improvements are being delivered.

With support from commissioner and regulators we are committed to making further improvements.



Thank you for joining us today. Any questions?