



meeting **EMAS SELECT COMMITTEE**

date **10 September 2007**

agenda item number

Joint report of the Chair of the EMAS Select Committee and the Head of Scrutiny

Opportunities for Partnership Working

Purpose of report

1. To provide the EMAS Select Committee with the opportunity to consider suggested areas where the County Council could assist the East Midlands Ambulance Service (EMAS) to improve the service available to residents in Nottinghamshire.

Background

2. This scrutiny review seeks to deliver an evidence based assessment of the East Midlands Ambulance Service's performance and services in rural areas and also to provide evidence based suggestions and recommendations to help improve this performance.
3. The Select Committee has previously invited the Ambulance Trust to suggest areas where local authorities could work in partnership with the Trust to improve the service it provides.

Issues

4. The East Midlands Ambulance Trust has made a number of suggestions for partnership working which are included as an appendix to this report. Representatives of the Trust have been invited to attend the meeting to discuss the suggestions with the Select Committee.
5. The Select Committee may wish to consider these suggestions and identify areas where it can be recommended that Nottinghamshire County Council should work in partnership with the Trust. It is intended that the Select Committee's final report should provide an assessment of the East Midlands Ambulance Service's performance and services in rural areas and also provide evidence based recommendations to help improve this performance. These recommendations could also be targeted at other organisations where partnership working would improve the service provided by EMAS. Recommendations of the Select Committee do not have to be considered by other local authorities but the Select Committee may wish to share its

recommendations with other authorities in the East Midlands when the final report is agreed.

6. The Select Committee may wish to identify other areas for partnership working.

Recommendations

7. It is recommended that

the EMAS Select Committee consider the evidence provided and agree

- a areas where partnership working should be pursued – for inclusion as recommendations in the final report.
- b potential areas for partnership working where Members require further information.

Councillor Chris Winterton
Chair of the EMAS Select Committee

Lynn Senior
Head of Scrutiny

Background Papers

Correspondence from the Chris Boyce Director of Business Development

Areas with direct links to response times

Management of Frequent Callers – this is an increasing and problematic issue. Last year one individual made forty-five 999 calls which required an ambulance response and there are many more such examples. Of these only 2 calls led to transport to hospital. Frequent callers affect many services and are financially challenging. We therefore need to work together to understand the reasons why and manage this. We would welcome the opportunity to work in partnership with you to do this.

Transport – transport infrastructure is a major issue, for both our services. Current proposals in both counties to reconfigure acute hospital services may lead to longer ambulance journeys which in turn will tie up crews for longer periods of time and require additional investment to maintain current performance. Sharing of transport plans for comment would be a welcome step forward in ensuring that transport is considered early on in planning processes.

Other Areas for Partnership Working

Health needs assessment – EMAS collect a wealth of valuable health information which would add benefit to Council planning processes eg on the incidence of heart attack (myocardial infarction), accidents, falls etc. We would welcome the opportunity to share this.

Intermediate Care – Our Emergency Care Practitioners and Community Paramedics are key members of local intermediate care teams but their skills are often not fully utilised or understood. We would therefore like to see our staff included in steering groups etc set up to establish services that address emergency and urgent care needs including intermediate care, management of long term conditions or other chronic disease management schemes. In this way we factor in the skills of our emergency care practitioners who are able to see and treat people in their own homes and if needed refer to other community primary care facilities.

In addition we are keen to develop and add value to patient care pathways so that when we need to access step down/up beds in community hospitals or other forms of care respite, that our staff know how and when they can access them.

Long Term Conditions (LTCs) – we would like to work in greater partnership in effective management of long term conditions and be clearly identified in a patients care plans so that they know how to contact us in an emergency/urgent situation. There are lots of opportunities for our staff to 'see and treat' in a person's own home so preventing unnecessary hospital admission. Linking our staff to local home care wardens/care staff who quickly pick up any urgent care service that will enhance the effective management of LTCs.

Older people – as LTC above

Public Involvement – health education, engagement and involvement could be further enhanced by joining forces across our organisations.

Social Care 'special' transport – Our trained staff are currently providing special transport for patients with exceptional health needs eg children with tracheostomy. We would like to explore whether there is a need to expand this service working in partnership with social care.

Local Area Agreements, Public Service Agreements, Community Safety Groups – EMAS are very keen to be seen as contributors both to agreement planning and also supporting action to achieve relevant targets. Last year we worked with local Police to deliver a late night town centre triage service which resulted in people being treated on scene and avoided hospital admission. There may be other initiatives that we could be involved in that would support achievement of public safety.

Emergency Planning

Both of our organisations have responsibilities for delivering the appropriate response in the case of major incident of chemical, biological, radiological or nuclear incident. Our staff offer awareness raising sessions/training in this area which may be of interest to you.

Training and Education – Our training and education department provide value for money first aid, basic life support and manual handling training which you may like to consider accessing in the future for your staff.