

Joint City and County Health Scrutiny Committee

Briefing

East Midlands Ambulance Service NHS Trust is currently in a consultation process for being the best programme. This is covered by three elements.

- Service Review
- Estates Review
- Management review

Our vision

A leading provider of high quality and best value clinical assessment and mobile healthcare

Service Review

This is to develop a three tier service which provides the best resources for patient care. The three levels are fast response vehicles, crewed by paramedics and emergency care practitioners with advanced assessment skills that will be able to respond quickly, assess and treat/refer appropriately to the needs of the patient. Double crewed emergency ambulances, crewed by a paramedic and emergency care assistant mix, they will be able to assess, treat and convey if necessary to appropriate receiving units. The third layer will be urgent care crews. The urgent care crews will be an emergency care assistant crew and will be able to assist with general practitioner/emergency care practitioner referrals and inter hospital transfers. These urgent crews will be able to free up emergency crews for higher priority incidents.

As part of this there will be a rota review to ensure that capacity matches demand and that the correct resources are available at the right time. This is being carried out using historical data and projections to ensure that the rotas are robust and reviewed regularly. The projection is based on a 5% uplift in demand year on year, however, locally we have been experiencing a 6% increase on demand, so this will have to be factored this in.

This model will ensure that patients receive the 'right care, right place, first time'

Estates Review

Our current estates are no longer fit for purpose, many of our stations are 50 years old and were built to a very different model and require a great deal of updating. Our proposal is to close the current 66 site and replace them with new modern fit for purpose hubs. These will house crew facilities, deep clean, Mechanics, education and management support. We then have Community Ambulance Points, which will be physical buildings either stand alone or shared that crews will be able to use to standby in outlying locations.

This will provide better support for staff, better coverage, ensuring we are responding in the fastest possible time with more response points. The scheme will also be self-funding, using the funds from the sale of the old sites to fund the new builds.

The role out of the estates review is 2013-2018

Management Review

Development of a new management structure that will have embedded clinical leadership and provide operational support to the Staff, patients and the Trust. The new structure will be focused on delivering the best possible clinical care. That this care is delivered in a timely manner and the patient receives the most appropriate referral for further care.

Consultation

We have now held public and staff consultations in all main areas across the whole of the county. We have met with Links, Fire and Police service and have planned meetings with CCG's and Emergency Care Networks.

We are also receiving request from smaller stakeholder groups that we are looking to plan in the near future.

Summary

The being the best programme has been designed to:

- Ensure patients get the right clinical care
- Improve response times
- To be the best we can be
- Provide a modern service fit for the future
- Increase support for staff

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