

17 May 2019

## **Briefing for Nottinghamshire Health Overview and Scrutiny Committee**

Meeting: Tuesday, 18 June, 2019

East Midlands Ambulance Service provides emergency 999 care and telephone clinical assessment services for a population of 4.8 million people.

On average we receive a new 999 call every 32 seconds – around 2,710 calls a day.

### **Recruitment**

As discussed at the last meeting, in May 2018, it was announced that we have agreed new contract terms with Hardwick Clinical Commissioning Group (CCG).

Hardwick CCG – which manages the EMAS contract on behalf of 22 CCGs across the region – has signed off the terms, which will see £9m extra funding for clinical staff, ambulances and other resources being provided in the first year, potentially rising to approximately £19m next year, dependent on performance targets being met and other financial agreements made as part of the contract terms.

The additional funding has been agreed following a jointly commissioned, independent ‘demand and capacity review’. The review identified a gap between the resources presently available, and what is needed to deliver national performance standards for ambulance services.

The new funding will directly address this gap, and is expected to result in a stepped improvement in EMAS ambulance response times and consistency of response across all areas of the East Midlands region.

We also introduced our new Urgent Care Service on 2 April 2018. These ambulance crews are specifically mobilised to provide care and transport for patients requiring urgent admission to hospital as determined by their GP or Health Care Professional (HCP). They can also transport patients requiring hospital admission but who do not need ongoing emergency medical treatment, as determined by our Clinical Assessment Team.

In Nottinghamshire, we are in the process of recruiting additional frontline colleagues.

We successfully achieved our recruitment target of 104 frontline colleagues for 2018/2019 financial year. We will be continuing our recruitment Programme and plan to recruit an additional 49 frontline staff 2019/2020.

As a Trust, we have so far recruited 373 new frontline colleagues in the East Midlands, of 484 new frontline colleagues. Of these 373 colleagues, 42 of them are Urgent Care Assistants.

We are also in the process of taking delivery of 4 additional ambulance vehicles in Nottinghamshire.

### Current performance against targets

Following the demand and capacity review, a set of performance trajectories were set for each division. This was based on six standards.

Quarter 4–

6 Standards				
Categories	Mean Trajectories	Mean Actual	90 <sup>th</sup> Percentile Trajectories	90 <sup>th</sup> Percentile Actual
Cat 1	00:07:39	00:06:58	00:15:00	00:11:56
Cat 2	00:24:16	00:23:51	00:49:50	00:48:14
Cat 3	Not Included	Not Included	02:48:58	02:33:25
Cat 4	Not Included	Not Included	03:04:39	02:21:42

In Quarter Four, Nottinghamshire division has seen an increase in our response activity of around 6.5% from Quarter Four 2018. Which equates to around 17 additional responses per day and still managed to achieve all six trajectories set by the Commissioner's and achieving the national standards in Category 1, 3 and 4. Category 1 being our highest priority patients.

Overall we have seen improvements in all our standards in 2018/19 from 2017/18.

### Issues around transportation of children following closure of A3 ward

This is a matter that concerns Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust, rather than EMAS.

We have not had any involvement in the closure of the A3 ward or the transportation of children from the ward.