



**East Midlands
Ambulance Service**
NHS Trust



EMAS Update

Richard Henderson, Chief Executive Officer



Nottinghamshire Health Scrutiny Committee – July 2021

Respond – Develop - Collaborate

Our EMAS Update



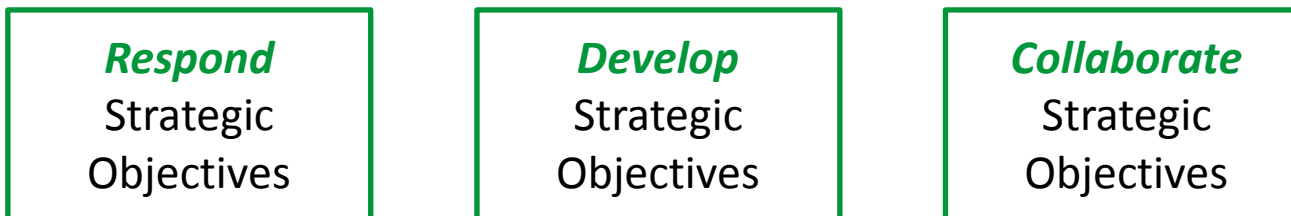
Our Vision

“Responding to patient needs in the right way, **developing** our organisation to become outstanding for patients and staff, and **collaborating** to improve wider healthcare”

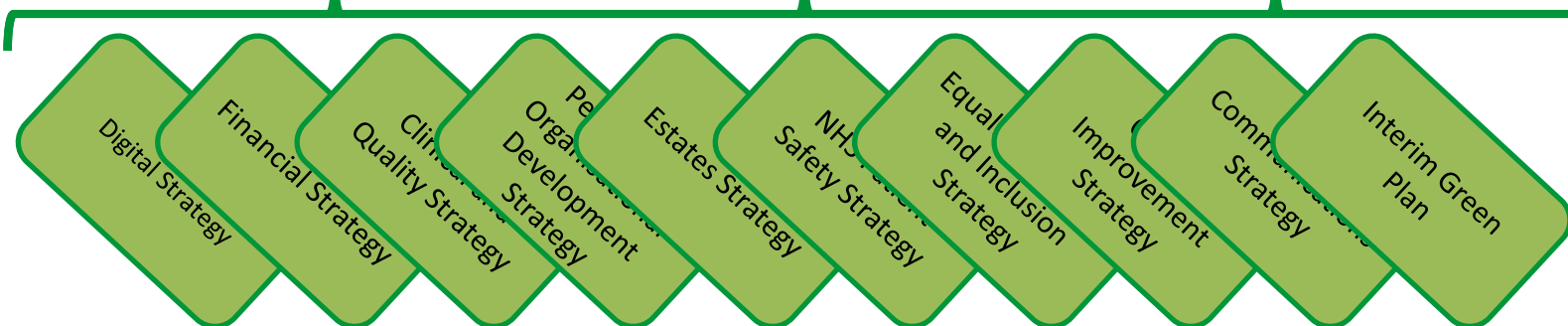
Our Strategy



Our Objectives



Our Supporting Strategies



Our Delivery Plans



Efficiency Programme

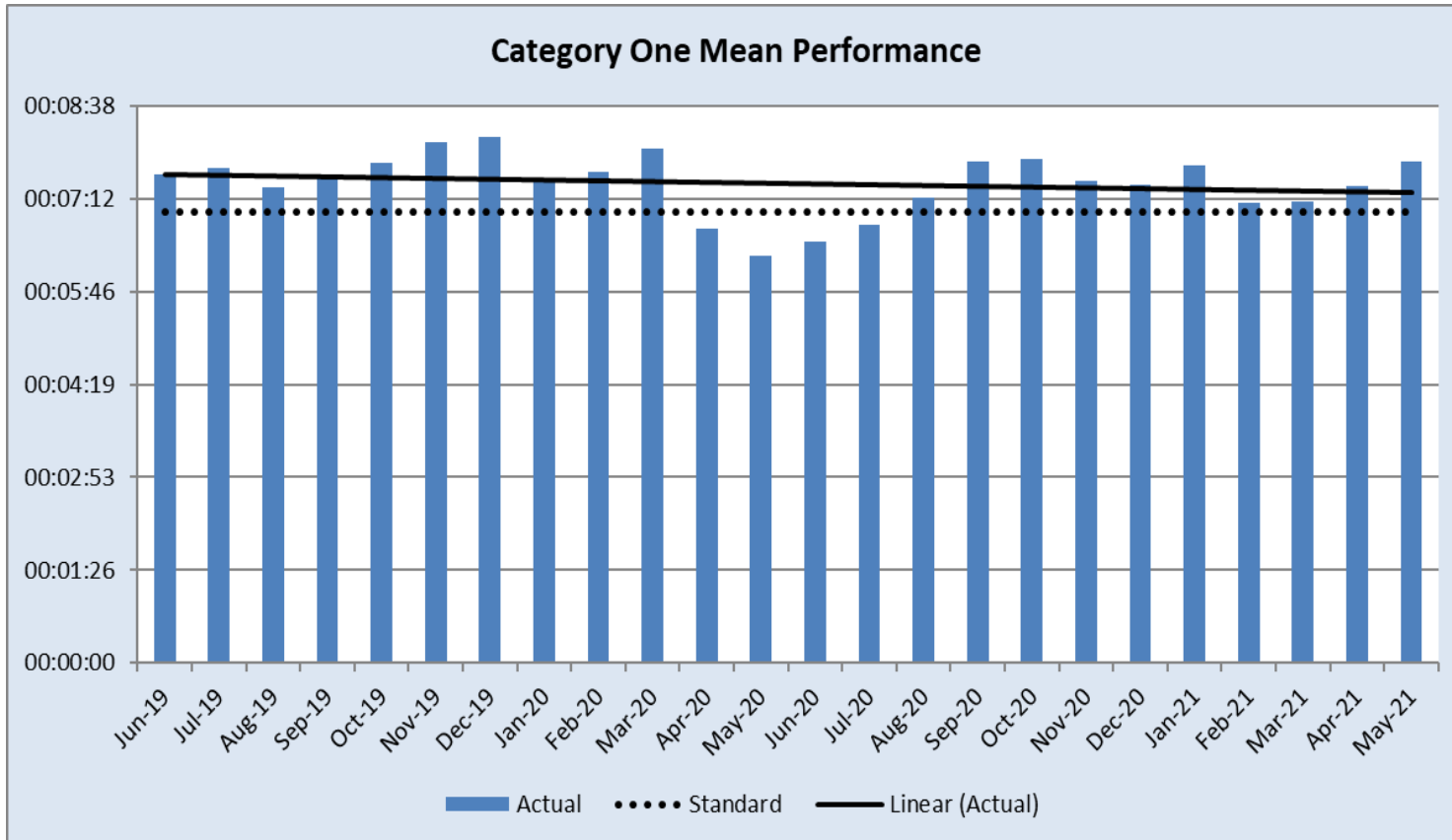
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EMAS Performance – Category 1 to 4

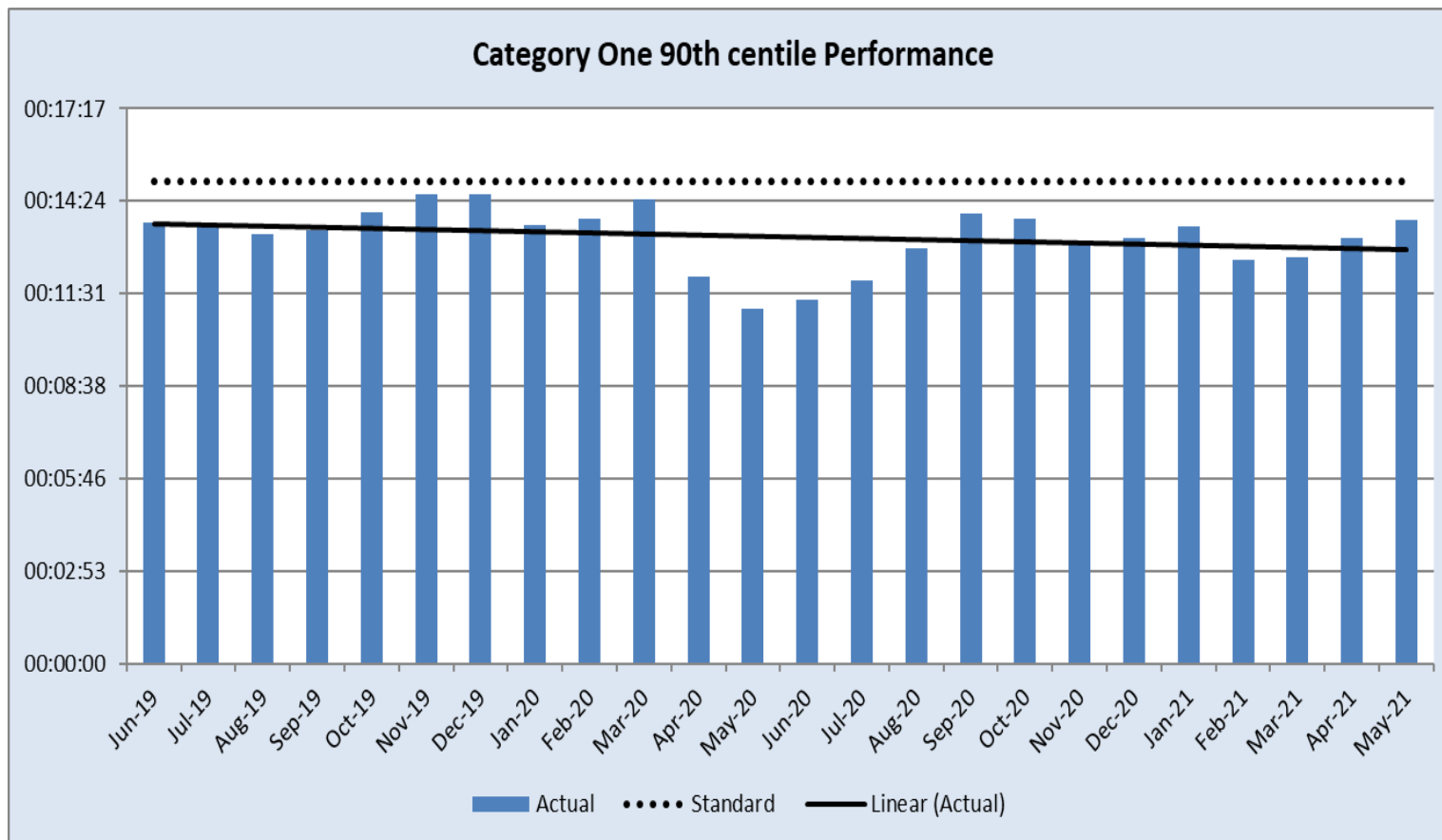
In May 2021, EMAS achieved one of the six national standards at a Trust Level, C1 90th percentile, which is consistent with the April position.

Although the trend line shows an improving trend over the last 24-months for all standards except C4, performance against all standards is starting to show a deteriorating position when compared with the previous month. The C4 standard is volatile due to small numbers since the C5 category was introduced.

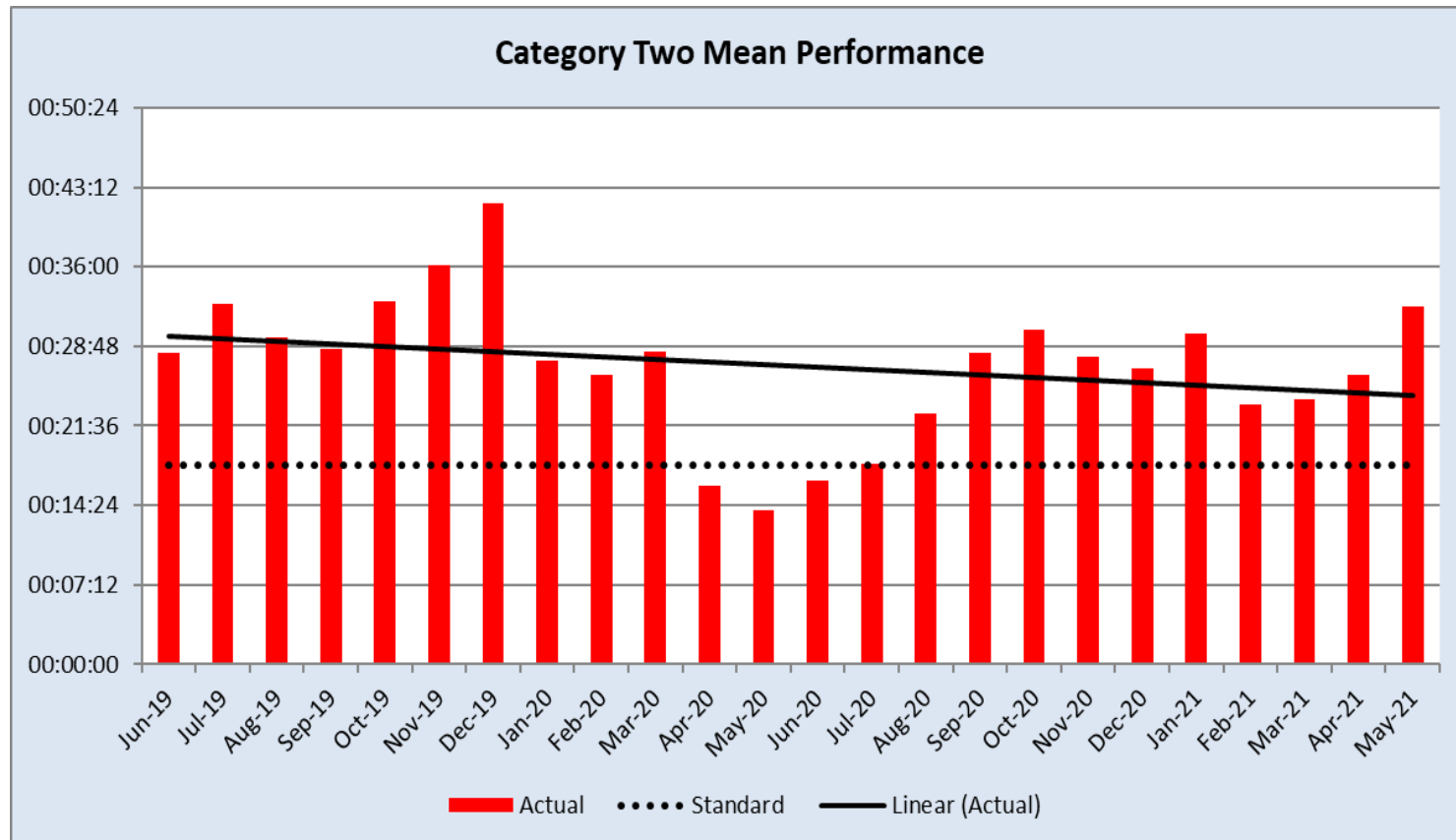
Two of the five counties bettered the regional position; Nottinghamshire and Leicestershire both achieving two national standards (C1 mean and C1 90th). Derbyshire and Northamptonshire matched the regional position and Lincolnshire did not achieve any of the national standards



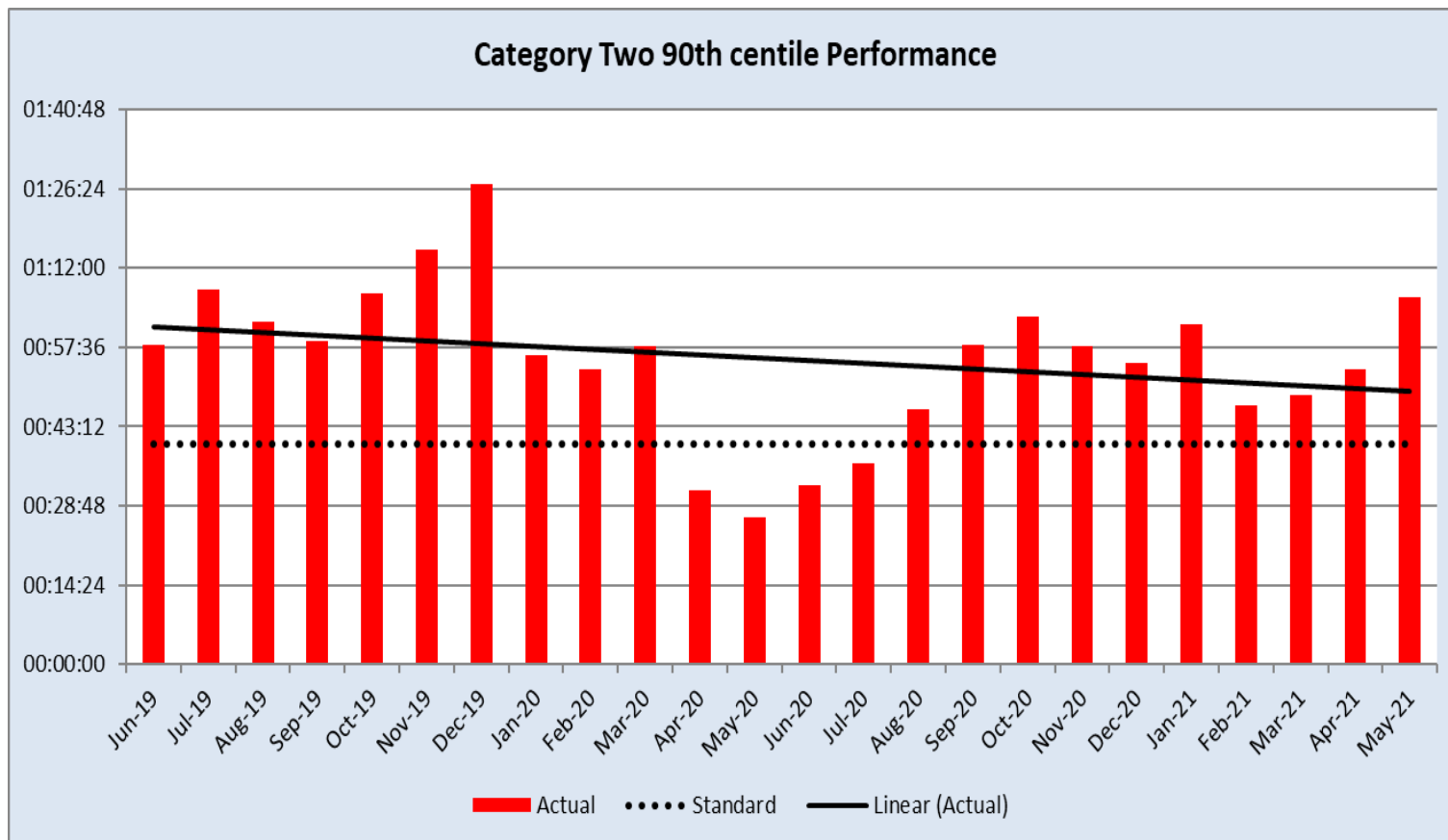
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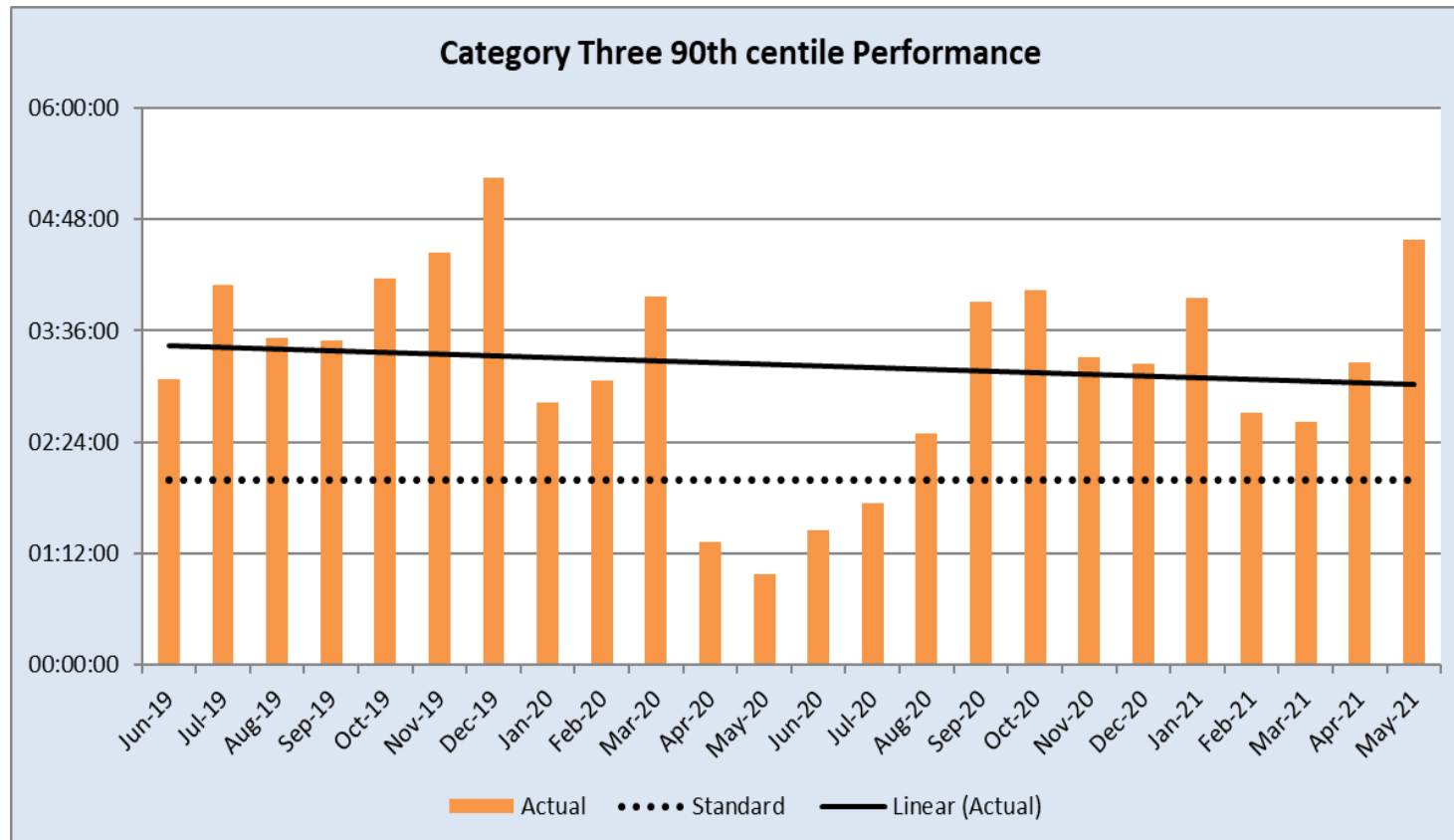
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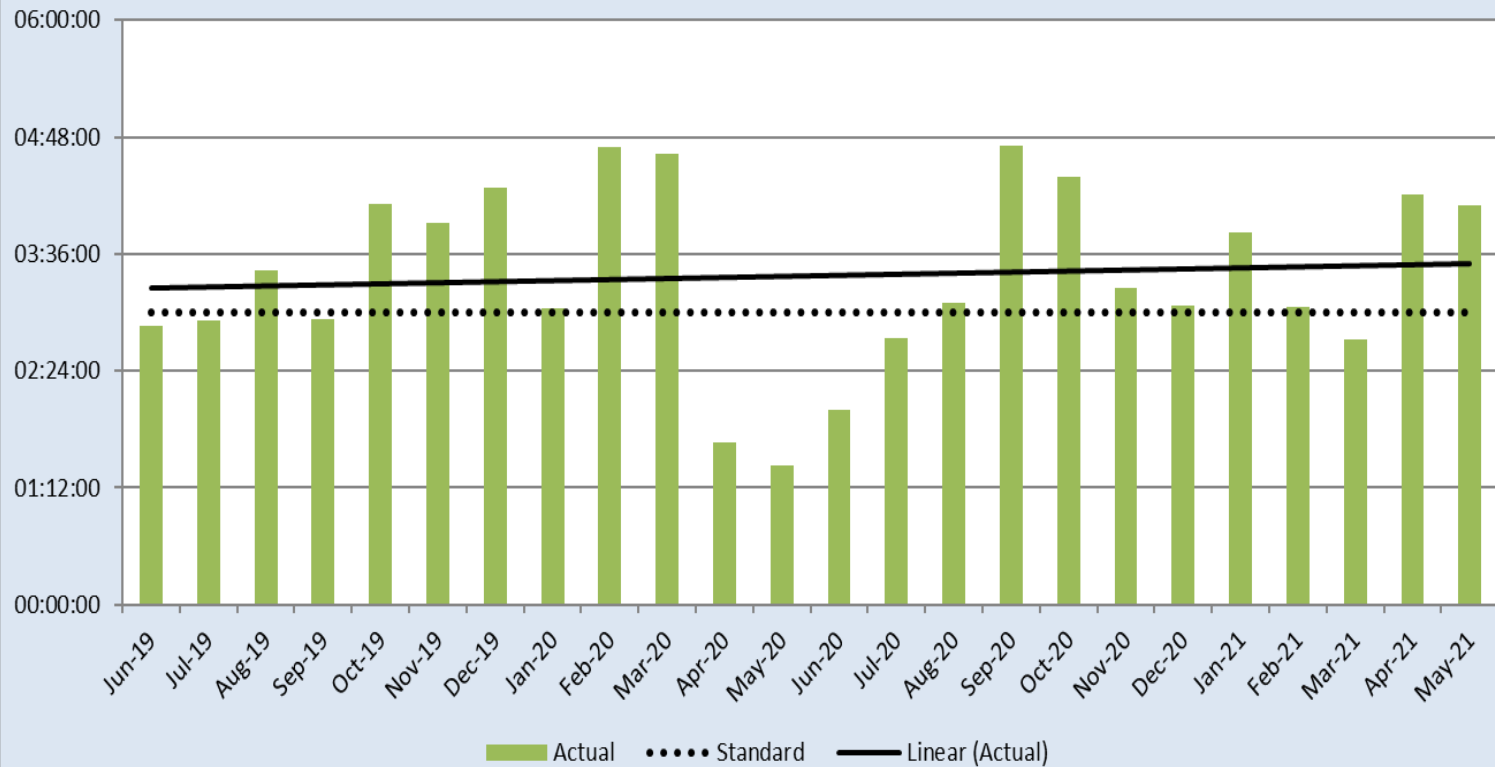


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Category Four 90th centile Performance

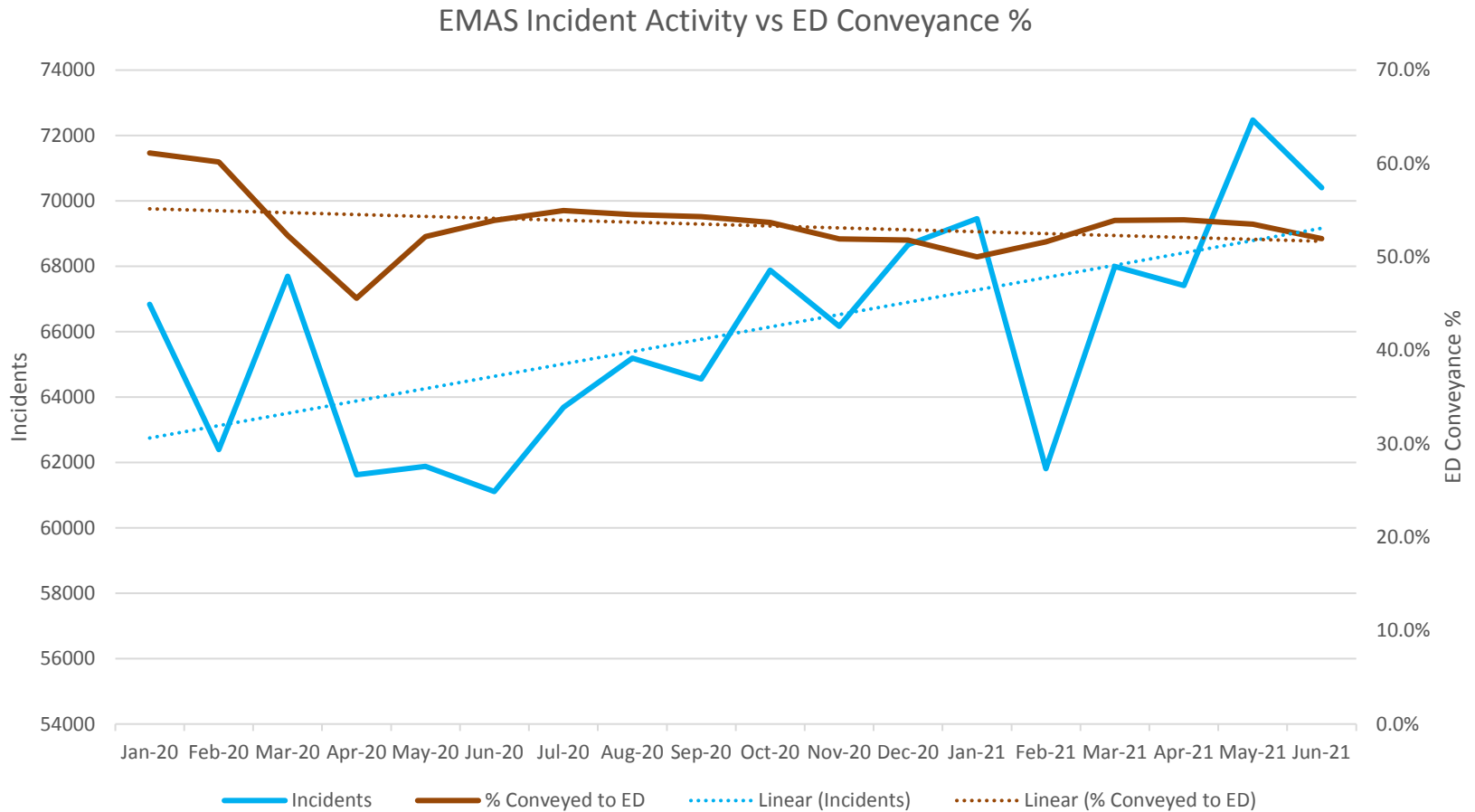


EMAS Performance – Nottinghamshire 2020/21 Year End Figures

Nottinghamshire - Full Year 2020/21

	Target	Performance
Category 1 Mean	00:07:00	00:06:34
Category 1 90th Percentile	00:15:00	00:11:21
Category 2 Mean	00:18:00	00:20:42
Category 2 90th Percentile	00:40:00	00:42:05
Category 3 90th Percentile	02:00:00	02:35:06
Category 4 90th Percentile	03:00:00	02:16:06

EMAS Performance – Activity Trends and Conveyance Rates



- EMAS continues to drive lower rates of non-conveyance when compared to pre-pandemic activity, supporting the local health care system capacity
- Demand increases into EMAS since COVID-19 lockdown easing at substantial levels, impacting upon response times

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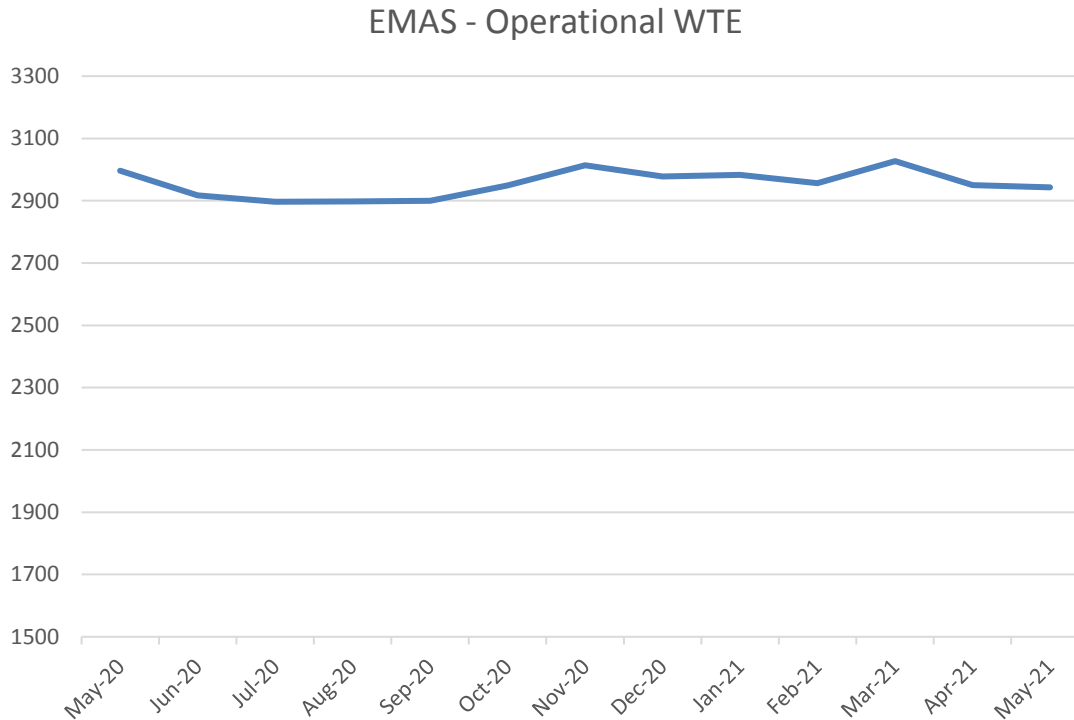
EMAS Performance – Activity Comparisons

EMAS Incident Breakdown and Variation

	HAT	SAT	STC ED	STC Non-ED	Total	Of Which.... Auto 111 Calls
May-19	5091	16354	39978	2824	64247	13411
May-21	7562	22139	38783	3987	72471	21728
% change	+48.5%	+35.4%	-3.0%	+41.2%	+12.8%	+62.0%

	HAT	SAT	STC ED	STC Non-ED	Total	Auto 111 Calls
1st - 23rd June 19	4166	12034	29484	2075	47759	10434
1st - 23rd June 21	6329	16852	28267	2929	54377	14493
% change	+51.9%	+40.0%	-4.1%	+41.2%	+13.9%	+38.9%

EMAS Performance – Operational Resources



- EMAS operational WTE has remained strong throughout response to COVID-19
- EMAS has avoided large fluctuations in operational staffing
- July 20 – October 20 saw small numbers of staff self-isolating and shielding
- EMAS continues to utilise third-party ambulance support

EMAS Service Improvement

EMAS Service Improvement

Clinical Improvement

- Introduction of Specialist Practitioners
- Refreshed Cardiac Arrest Strategy
- Primary Care Crew Information Lookup
- Non-Conveyance Pathways
- Primary Care Network Offer

Operational Improvement

- Focus on operational efficiency, including overall job-cycle time
- Operational leadership restructure
- Management of hospital handover times
- Post-COVID19 recovery and winter planning

Organisational Improvement

- Remodelled Headquarters
- Enabling and Corporate Staff Flexible Working (embedded)
- Digital Strategy investments
- ICS Development and 111/999 further collaboration