Your ambulance service is changing

'Being the Best'



Formal consultation 17 September – 17 December 2012



East Midlands Ambulance Service NHS Trust

Who are we and what do we do?

- A regional service
 - East Midlands, North and NE Lincolnshire
 - 4.8m population
- 2700 staff
- 66 stations
- 776082 calls per year one every 45 seconds
- 592639 responses
- Hazardous Area Response Team (HART)



East Midlands Ambulance Service NHS Trust

Services

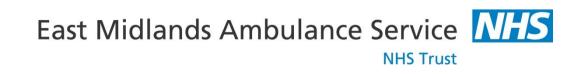
- '999' emergency care
- Patient Transport Service (N/NE Lincs)
 - Inter-hospital transfers
 - Outpatients
- 'Hear and Treat'
- 'See and Treat'
- 'See and Convey'



Our history

- 'a failing organisation'
- Not achieving national performance standards (A8 and A19)
- Struggling with money
- Focus on targets (but missing)
- Poor relationships internal and external

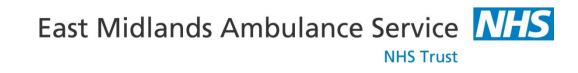




Where are we now?

- Performing A8 75.20% (75% Target)
- Nearly there A19 94.50% (95% Target)
- A plan for the future
- A Board giving strong direction and focussed on quality





Performance

MONTH: Sep 2012	<u>Performance</u>		YTD: Apr 2012 to Sep 2012	<u>Performance</u>	
	CAT A8	CAT A19		CAT A8	CAT A
Derby City PCT	89.68%	98.29%	Derby City PCT	91.24%	98.65
Derbyshire County PCT	69.31%	93.88%	Derbyshire County PCT	66.37%	94.23
DERBYSHIRE DIVISION	76.14%	95.36%	DERBYSHIRE DIVISION	74.35%	95.64
Leicester City Teaching PCT	87.15%	98.26%	Leicester City Teaching PCT	88.95%	98.97
Leicestershire County PCT	69.61%	94.96%	Leicestershire County PCT	71.40%	95.01
LEICESTERSHIRE DIVISION	77.65%	96.47%	LEICESTERSHIRE DIVISION	79.22%	96.77
Lincolnshire Teaching PCT	69.79%	84.70%	Lincolnshire Teaching PCT	71.03%	86.58
North East Lincolnshire PCT	87.33%	96.45%	North East Lincolnshire PCT	87.55%	97.56
North Lincolnshire PCT	78.57%	95.35%	North Lincolnshire PCT	79.25%	94.84
LINCOLNSHIRE DIVISION	73.89%	88.16%	LINCOLNSHIRE DIVISION	74.88%	89.53
Northamptonshire Teaching PCT	77.32%	95.80%	Northamptonshire Teaching PCT	73.66%	94.60
NORTHAMPTONSHIRE DIVISION	77.32%	95.80%	NORTHAMPTONSHIRE DIVISION	73.66%	94.60
Bassetlaw PCT	67.47%	92.53%	Bassetlaw PCT	68.57%	93.64
Nottingham City PCT	83.96%	97.82%	Nottingham City PCT	82.89%	98.42
Nottinghamshire County PCT	68.80%	95.92%	Nottinghamshire County PCT	68.43%	95.93
NOTTINGHAMSHIRE DIVISION	74.84%	96.38%	NOTTINGHAMSHIRE DIVISION	74.02%	96.68
EMAS	75.70%	94.14%	EMAS	75.23%	94.51



East Midlands Ambulance Service

'Being the Best'

- Service model
- Estate strategy
- Management Structure
- Managing resources better
 - Matching demand and capacity
- 'The EMAS Way' embedding continuous improvement



Estates

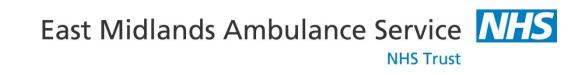
- We recognise that "one size" does not fit all areas
- The proposals are evidence based
- We want the same thing, that is to ensure patients receive the highest standard of service

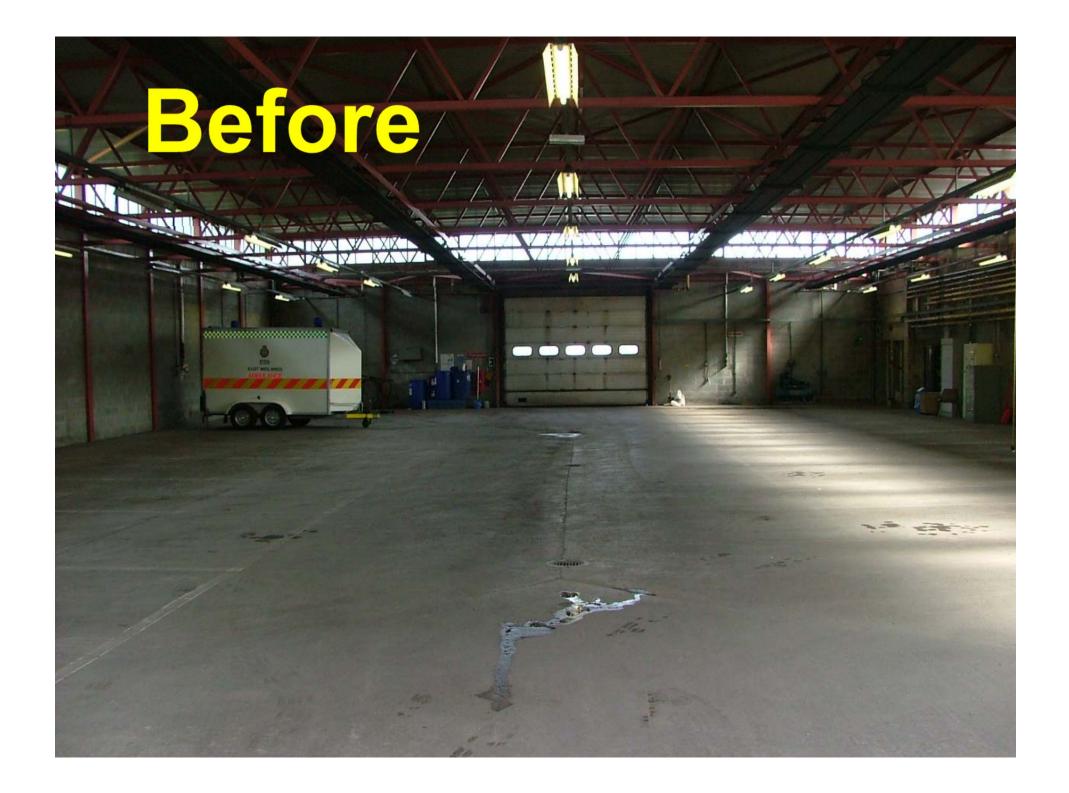


Myth busters

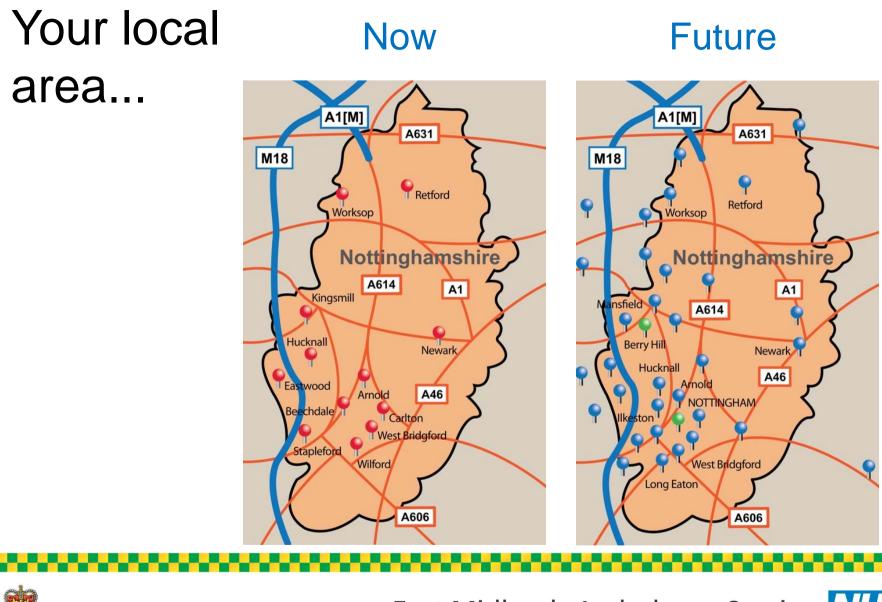
- Ambulances do not respond from the existing old stations
- Level of ambulance cover will stay the same
- Spending public money wisely
- Investment in ECPs and Urgent Care Ambulances
- Staggered shift patterns will ensure robust cover
- Other services have already moved to this model













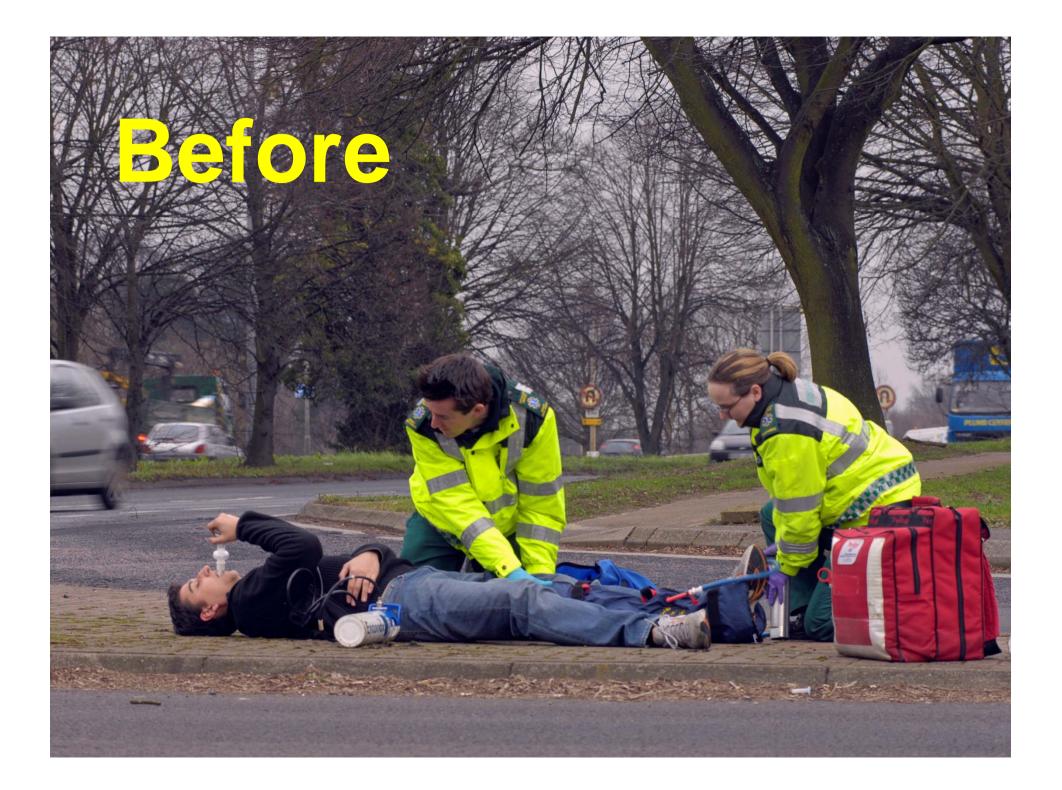
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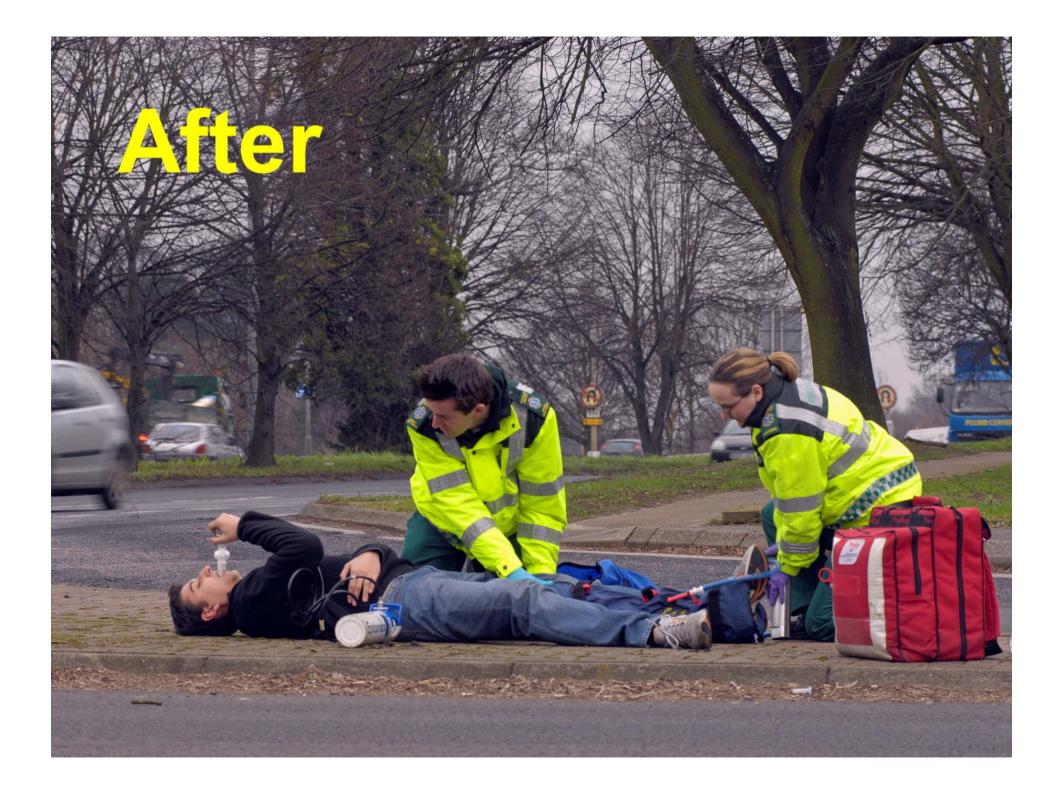




But some things stay the same!



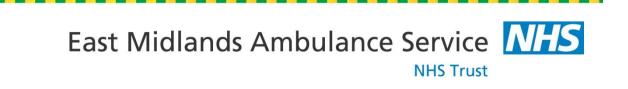




What happens next?

- Consultation closes on Monday, 17 December 2012
- •Co-ordinate all the responses and analyse any themes
- EMAS Board will receive a report on the views of the public and our staff before a decision is made in January 2013
- •Changes made between April 2013 and April 2018





Thank you

Questions?

