

Your ambulance service is changing

‘Being the Best’



**Formal consultation
17 September – 17 December 2012**



East Midlands Ambulance Service



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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)



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Services

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



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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



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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



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Performance

MONTH: Sep 2012	Performance	
	CAT A8	CAT A19
Derby City PCT	89.68%	98.29%
Derbyshire County PCT	69.31%	93.88%
DERBYSHIRE DIVISION	76.14%	95.36%
Leicester City Teaching PCT	87.15%	98.26%
Leicestershire County PCT	69.61%	94.96%
LEICESTERSHIRE DIVISION	77.65%	96.47%
Lincolnshire Teaching PCT	69.79%	84.70%
North East Lincolnshire PCT	87.33%	96.45%
North Lincolnshire PCT	78.57%	95.35%
LINCOLNSHIRE DIVISION	73.89%	88.16%
Northamptonshire Teaching PCT	77.32%	95.80%
NORTHAMPTONSHIRE DIVISION	77.32%	95.80%
Bassetlaw PCT	67.47%	92.53%
Nottingham City PCT	83.96%	97.82%
Nottinghamshire County PCT	68.80%	95.92%
NOTTINGHAMSHIRE DIVISION	74.84%	96.38%
EMAS	75.70%	94.14%

YTD: Apr 2012 to Sep 2012	Performance	
	CAT A8	CAT A19
Derby City PCT	91.24%	98.65%
Derbyshire County PCT	66.37%	94.23%
DERBYSHIRE DIVISION	74.35%	95.64%
Leicester City Teaching PCT	88.95%	98.97%
Leicestershire County PCT	71.40%	95.01%
LEICESTERSHIRE DIVISION	79.22%	96.77%
Lincolnshire Teaching PCT	71.03%	86.58%
North East Lincolnshire PCT	87.55%	97.56%
North Lincolnshire PCT	79.25%	94.84%
LINCOLNSHIRE DIVISION	74.88%	89.53%
Northamptonshire Teaching PCT	73.66%	94.60%
NORTHAMPTONSHIRE DIVISION	73.66%	94.60%
Bassetlaw PCT	68.57%	93.64%
Nottingham City PCT	82.89%	98.42%
Nottinghamshire County PCT	68.43%	95.93%
NOTTINGHAMSHIRE DIVISION	74.02%	96.68%
EMAS	75.23%	94.51%



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‘Being the Best’

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



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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



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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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Before



Before



Your local area...

Now



Future



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After



After



But some things stay the same!



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Before



After



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



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Thank you

Questions?



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