

Nottinghamshire Division

HOSC Update 2022

NHS
East Midlands
Ambulance Service
NHS Trust



Greg Cox – Divisional Director

Respond | Develop | Collaborate

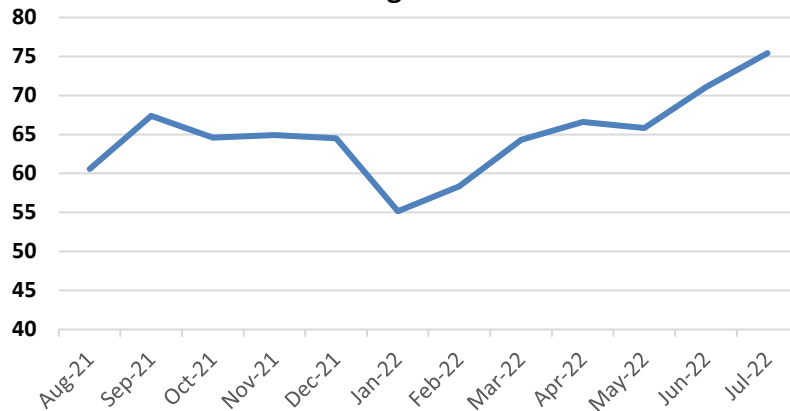
Activity and Performance:

Category 1 calls

(Immediately life threatening)



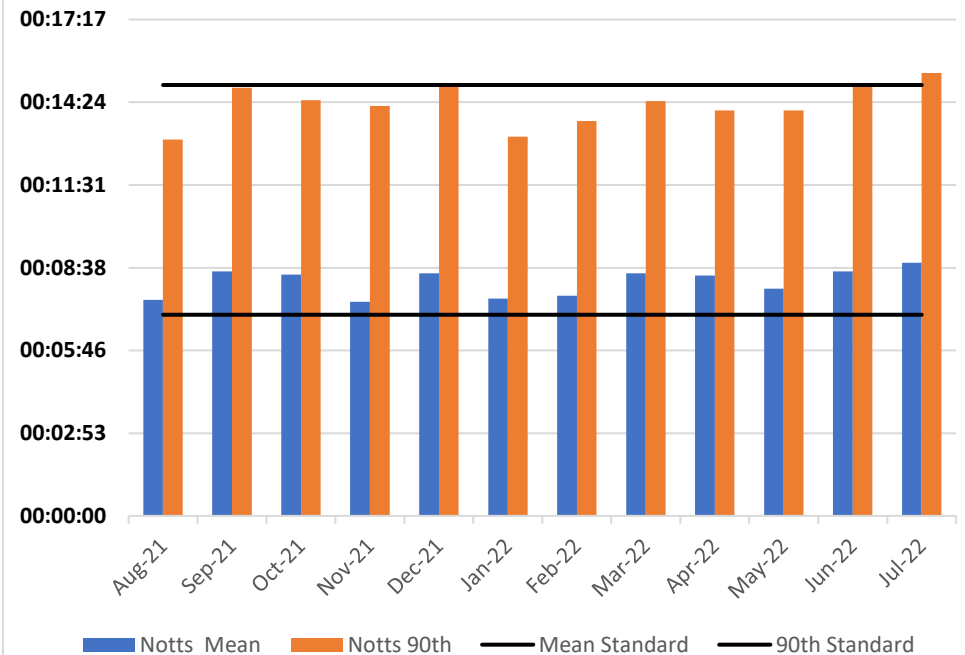
Daily average of Category 1 Incidents for Nottinghamshire



Target mean response time: 7 mins

Target 90th centile response time: 15 mins

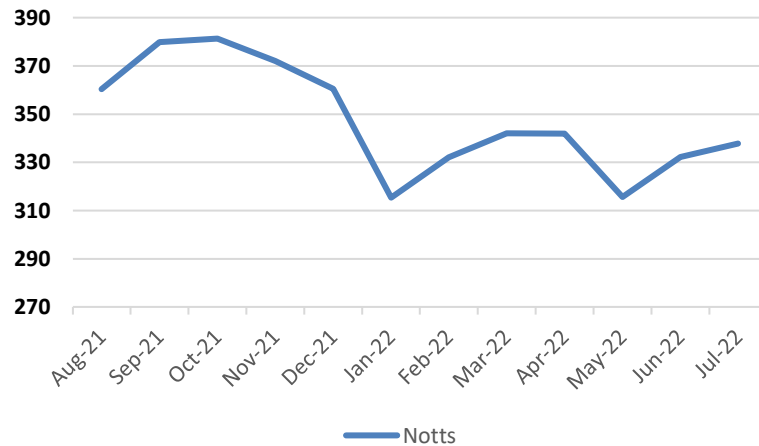
Category 1 response times for Nottinghamshire



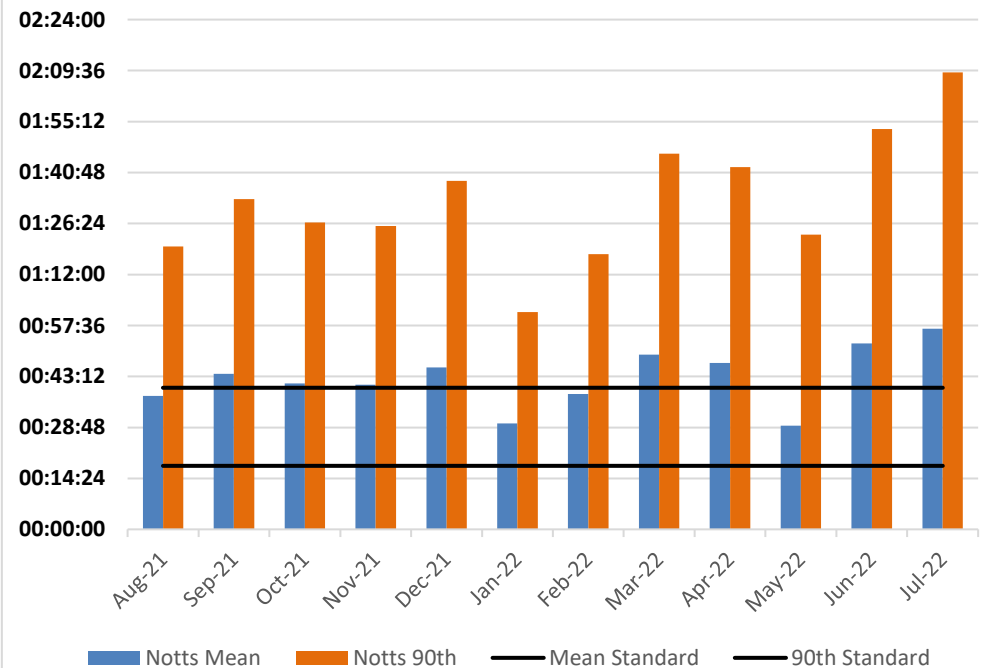
Activity and Performance: Category 2 calls



Daily average of Category 2 Incidents for Nottinghamshire



Category 2 Response Times for Nottinghamshire



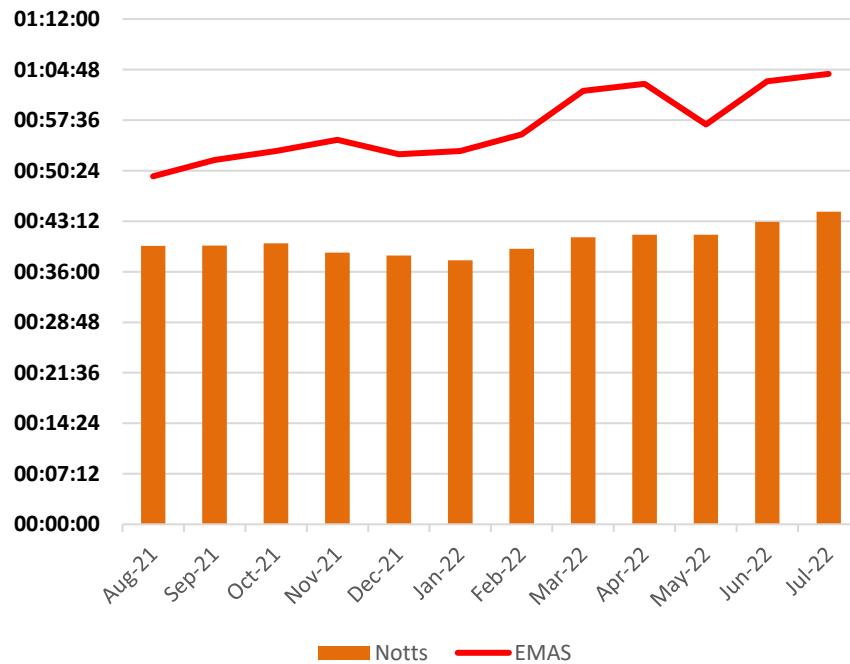
Target mean response time: 18 mins

Target 90th centile response time: 40 mins

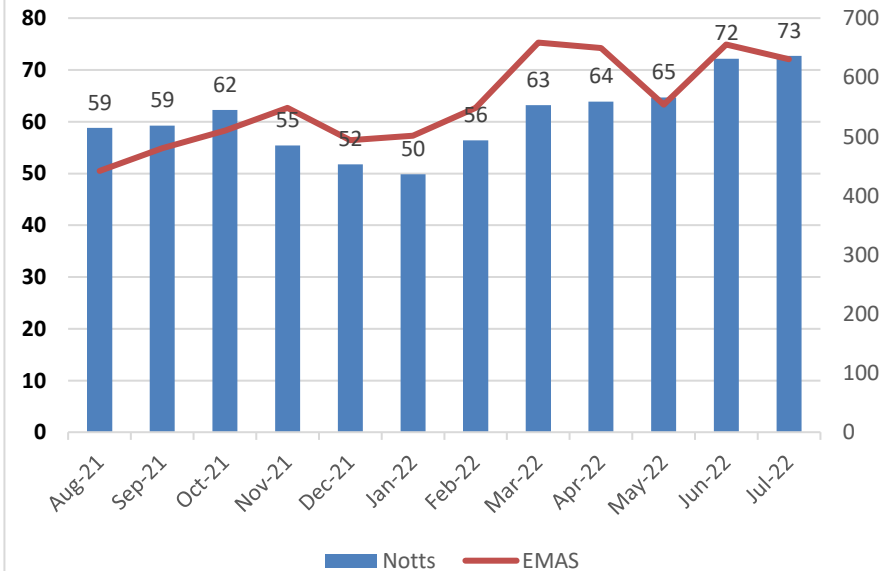
Activity and Performance: Turnaround times



Overall Average Hospital Turnaround Times



Average Daily Lost Hours due to > 30 Min hospital turnaround time (pre and post handover)



Winter Preparations



Our priorities in preparing for winter

- Maximise resourcing
- Demand management
- Working with system partners
- Staff welfare



Quality and Safety



Our priority in Nottingham is to deliver a caring, responsive, well led, effective and safe service to the community of Nottinghamshire by providing:

- Annual statutory and mandatory training for all clinical staff.
- Robust risk and safety incident reporting for issues arising regarding potential patient harm events, staff health and safety and equipment issues etc.
- Adult and Children's safeguarding processes where staff can raise immediate emergency or care concerns.
- Alternative care pathway ambassadors.
- Clinical and infection prevention control audits for staff, premises and vehicles.
- Incident review group to identify root causes, contributory factors and prevention of recurrence from incidents reported and enquiries to division.



Supporting our staff



- Responding to staff opinion survey with listening events
- Procurement of a new Occupational health provider incorporating wellbeing, physiotherapy and specialist advice
- New management structure in place to identify one to one consistent support and ensure leadership visibility.
- Station voice, providing a monthly arena for staff to raise
- Introduction of a mental health development lead, to provide vital mental health learning to our staff.
- Commitment to supporting flexible working arrangements and opportunities.
- Supporting apprentices and trainees through dedicated mentors.
- Through education and CPD workshops
- Signposting to supportive therapies
- Relocation of Newark ambulance station.



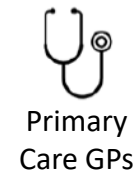
Reducing Conveyances: Right place, first time



3 priority areas of focus:

1. Transfer more calls from our call centres to the community providers
2. Develop pathways as alternatives to ED and ensure our crews have the skills and knowledge to safely leave patients at home.
3. Ensure if we are taking a patient to hospital they go to the right department for their care needs first time.

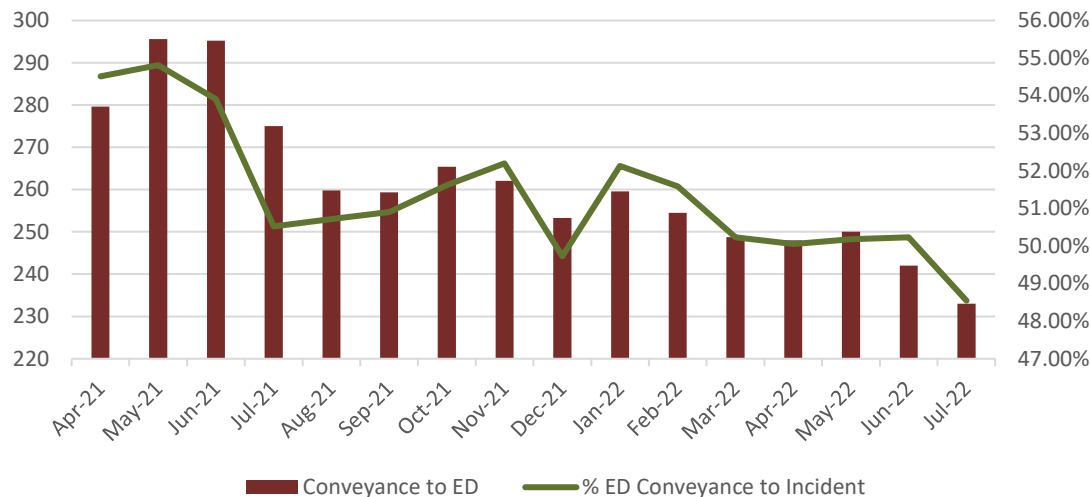
Collaborating with system partners across Nottinghamshire is key to the delivery of the programme.



Reducing Conveyances: Progress to date



Ambulance Conveyance to Emergency Departments
Nottinghamshire - October 2019 to July 2022



Reduction of 60
patients/day

The programme has received excellent feedback

Crews are regularly heard discussing pathways with colleagues, actively using alternative pathways and seeking further opportunities to improve the care for their patients.

"The collaborative approach that EMAS have taken has led to a number of mutually beneficial developments through working together better"



Mark Simmonds,
Divisional director for medicine,
Nottingham University Hospitals