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Pwyllgor Gwasanaethau
Ambiwlans Brys
Emergency Ambulance
Services Committee

Reporting Committee	Emergency Ambulance Services Committee
Chaired by	Chris Turner
Lead Executive Directors	Health Board / Trust Chief Executives
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Date of last meeting	12 November 2019

Summary of key matters including achievements and progress considered by the Committee and any related decisions made.

An electronic link to the papers considered by the EAS Joint Committee is provided via the following link:

<http://www.wales.nhs.uk/sitesplus/documents/1134/EASC%20Meeting%20agenda%20and%20papers%2012%20November%202019.pdf>

CHAIR'S REPORT

Members **NOTED** that the Chair attended the all Wales Chairs Peer Group meetings and Ministerial meetings which took place 23 September and 29 October. A programme of visits with the Chief Ambulance Services Commissioner to all health boards is underway.

Members **NOTED** that the Chair had received, and accepted, an invitation to stay on as Interim Chair for the EASC for a further year.

CHIEF AMBULANCE SERVICES COMMISSIONER'S REPORT

Stephen Harrhy presented an update on the following areas:

- **Emergency Medical Retrieval and Transfer Service (EMRTS) Gateway review**
Now expected no later than the end of January

- **Management Group**

The schedule of meetings and the terms of reference has been shared with Members.

- **RED Performance requirements**

The update report was included in the WAST provider report received. EASC members were very concerned that, although the provider report indicated red performance continued to exceed 65%, doubts were raised about the ability to achieve this in November.

- **Non – Recurrent Slippage**

EASC has provided additional funding for extra clinical staff in the Control Centres, extra support from St Johns Ambulance Service Wales for transfer and discharges, for additional capacity for frontline emergency medical service (EMS) staffing and to support safe patient co-horting.

- **AMBER Review**

The Amber Review Implementation Programme is due to be completed at the end of November 2019. An end of programme review will be undertaken. Discussions are ongoing around the outstanding actions and the next steps.

- **Update on Mental Health Staff Clinical Desk**

The Mental Health access review, due to report in early 2020, is moving into a data collection phase in winter 2019, with three Police forces, 111, general practitioner out of hours services (GPOoH), the Welsh Ambulance Services NHS Trust (WAST), frequent attenders, I CAN (<https://awyrlas.org.uk/ican> - I CAN is a campaign to improve the support available to people with mental health problems) and emergency departments all collecting the same information for 2 months.

PROGRESS REPORT ON NON-EMERGENCY PATIENT TRANSPORT SERVICES (NEPTS)

The report outlined the good progress made and the work currently underway to transform Non-Emergency Patient Transport Services in Wales; deliver the Ministerial expectations and implement the 2015 business case "the Future of NEPTS in Wales".

PROVIDER ISSUES

The Welsh Ambulance Services NHS Trust (WAST) gave an overview of the following areas; Members **NOTED**:

- Serious Adverse incidents – being reviewed at the Serious Case Incident Forum; latest information showed that 80% of incidents were at Aneurin Bevan and Swansea Bay UHB areas
- Coroners Activity: since January 2019 a further 207 requests for information have been received
- Longest Waits: regular reviews been undertaken and a table of waits over 12 hours included; numbers are worsening although the longest waits are reducing
- Demand: increasing by 1.56% overall but in the red category by 7.5%; this needed to be further analysed
- Red Performance: maintained about the 65% national target but variation in performance in Hywel Dda and Powys health board areas
- Amber response times / Amber Review: Strong correlation between Amber waits, resource allocation and notification to handover lost hours; internal WAST Amber Delivery Group established
- Winter Planning: reported that working on its tactical winter plans over last 6 months
- Resources: working with ORH on Demand and Capacity Review to clearly identify the gap between the budgeted establishment and the number of staff to fill rosters
- Service Changes: the launch of the South Wales and South Powys Major Trauma network and its significance for the WAST service
- All Wales Transfer and Discharge Service: there remains a commitment to develop a single all Wales service and to be included in commissioning intentions
- Electronic patient clinical records: outline business case submitted to the Welsh Government in June 2019
- IMTP 2020/2023: will be submitted to the EASC at the January 2020 meeting.

DEVELOPING A NATIONAL EMERGENCY DEPARTMENT QUALITY AND DELIVERY FRAMEWORK (EDQDF) FOR THE NHS IN WALES

Dr Jo Mower gave a presentation on the development of the EDQDF and the phases undertaken to date. Members thanked Jo Mower and Julian Baker for their work to date and felt that the story board was very useful to provide a support of the work and highlight the next phase. Members were offered the opportunity of receiving health board specific sessions if required.

AMBULANCE QUALITY INDICATORS

Members **NOTED** the most recently published Ambulance Quality Indicators and received an update on progress with related work to improve and strengthen their presentation and usefulness to Health Boards and members of the public.

EASC GOVERNANCE UPDATE

Members received and **ENDORSED** the model Standing Orders for approval at the health boards.

Members **AGREED** to receive the updated risk register at the EAS Committee meeting in January 2020.

ALIGNMENT OF EASC COMMISSIONING INTENTIONS WITH INTEGRATED MEDIUM TERM PLANS (IMTPs)

The proposed approach to the Commissioning Intentions for EASC commissioned services and their alignment with Welsh Ambulance Services NHS Trust (WAST) and Health Board Integrated Medium Term Plans (IMTPs) was discussed in detail. Members **APPROVED** the proposed approach and **ENDORSED** the presentation on the 2020/2021 commissioning intentions.

It was **AGREED** that the Chief Ambulance Services Commissioner write to the Chief Executive at WAST as soon as possible clarifying the commissioning intentions of EASC for the next year.

ORH DEMAND AND CAPACITY REVIEW

Members received the initial findings of the independent emergency medical service Demand and Capacity Review in a private session. Further work would now be discussed at the Demand and Capacity Steering Group and within the Management Group to provide more analysis on the information presented and the identification of the overall efficiencies which could be made in the system.

A long discussion took place on the efficiency assumptions included within the Review. Committee members confirmed their support for safe co-horting of patients, particularly in those hospitals that are currently experiencing the highest level of lost hours. Committee members also wanted to ensure that the impact on the whole system was being measured and understood, in order to reduce overall system risk.

Reference was also made to the WAST winter plan, and the need to understand the key actions being taken by WAST and net impact of the plan for the system and ambulance performance.

Given the immediate need for red performance improvement, with the minimum expectation of achieving 65% at a national level for November the Welsh Ambulance Services NHS Trust were asked to update the Chief Ambulance Services Commissioner on ongoing initiatives and action and a wider assessment of the plans on wider system performance by the following week.

Key risks and issues/matters of concern and any mitigating actions

- Potential concern not to meet 65% target for RED performance – additional actions required by WAST to report to the CASC. The CASC would write to the WAST CEO on this matter

Matters requiring Board level consideration and/or approval

- The Model Standing Orders for **APPROVAL** by all health boards

Forward Work Programme

Considered and agreed by the Committee.

Committee minutes submitted	Yes	√	No	
Date of next meeting	28 January 2020			