



East Midlands  
Ambulance Service  
NHS Trust



# Joint HOSC September 2019

# THE BIG 3

**RESPOND** **DEVELOP** **COLLABORATE**

Russ Smalley, Service Delivery Manager

Respond | Develop | Collaborate

# Care Quality Commission inspection rating

- We have been rated as 'Good' overall and 'Outstanding' for caring.
- We are now one of just a handful of ambulance trusts to be rated as 'outstanding' for caring.
- Previously, we were rated 'requires improvement' at the last full inspection in 2017.
- A huge amount of focussed work has taken place to improve the service.
- The CQC recognised significant improvements in every area inspected and listed several areas of 'outstanding practice'.



# CQC Report highlights

## Ratings for ambulance services

	Safe	Effective	Caring	Responsive	Well-led	Overall
Emergency and urgent care	Good ↑ Jul 2019	Good ↑ Jul 2019	Outstanding ↑ Jul 2019	Good Jul 2019	Good ↑ Jul 2019	Good ↑ Jul 2019
Patient transport services	Good Jul 2019	Requires improvement Jul 2019	Good Jul 2019	Good Jul 2019	Good Jul 2019	Good Jul 2019
Emergency operations centre	Good ↑ Jul 2019	Good ↑ Jul 2019	Good ↔ Jul 2019	Good ↔ Jul 2019	Good ↔ Jul 2019	Good ↑ Jul 2019
Resilience	Good Jul 2019	Good Jul 2019	Good Jul 2019	Good Jul 2019	Good Jul 2019	Good Jul 2019
<b>Overall</b>	Good ↑ Jul 2019	Good ↑ Jul 2019	Outstanding ↑ Jul 2019	Good ↔ Jul 2019	Good ↑ Jul 2019	Good ↑ Jul 2019

# CQC Report Highlights

- Several areas of outstanding practice recognised
- LLR specific – Dementia Friendly Ambulances
- Ambulance design/environment, twiddle muffs, music provision and ‘This is me’ leaflet/documentation
- National recognition. First pilot of its kind in the country



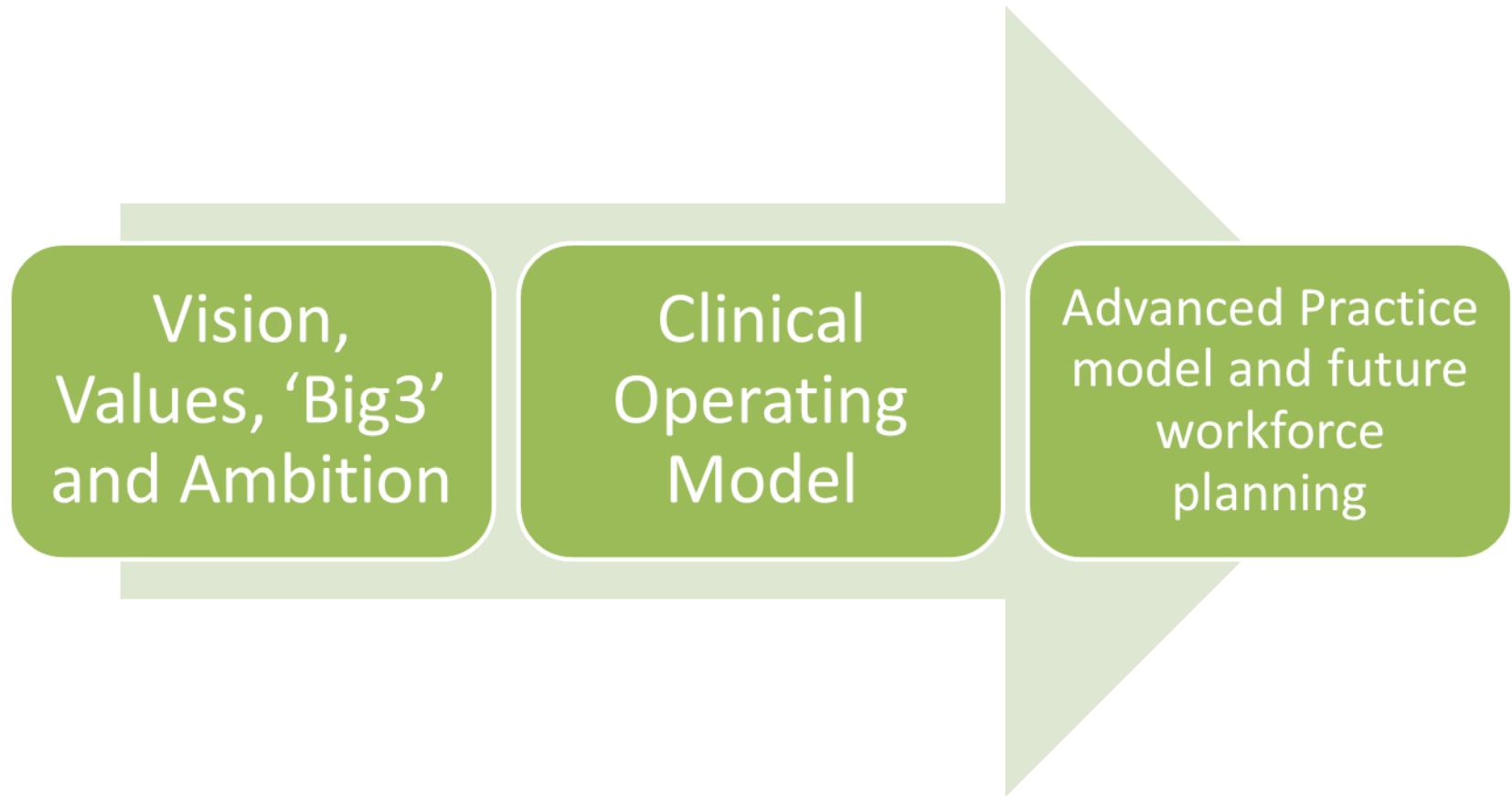
This design would provide not only avoid the problems with reflection, it would also provide a distraction and a communication tool. It also would be beneficial to children/patients with additional needs (ASD/autism)



# CQC Highlight Report

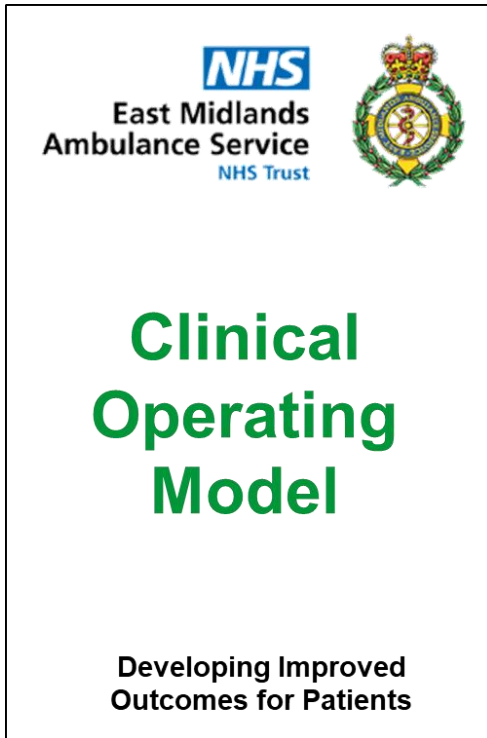
- Identified areas of improvement:
  - 25 'should do's' across the Trust
  - No 'must do's'
- 
- Next steps:
  - Identification and implementation of improvement actions

# Big 3 Update – Clinical Operating Model



# Our Clinical Operating Model

The EMAS Clinical Operating Model is a framework for development of the three core building blocks of our future response model;



## Right Response to the Right Patient

- Specialist and Advanced Practice Roles

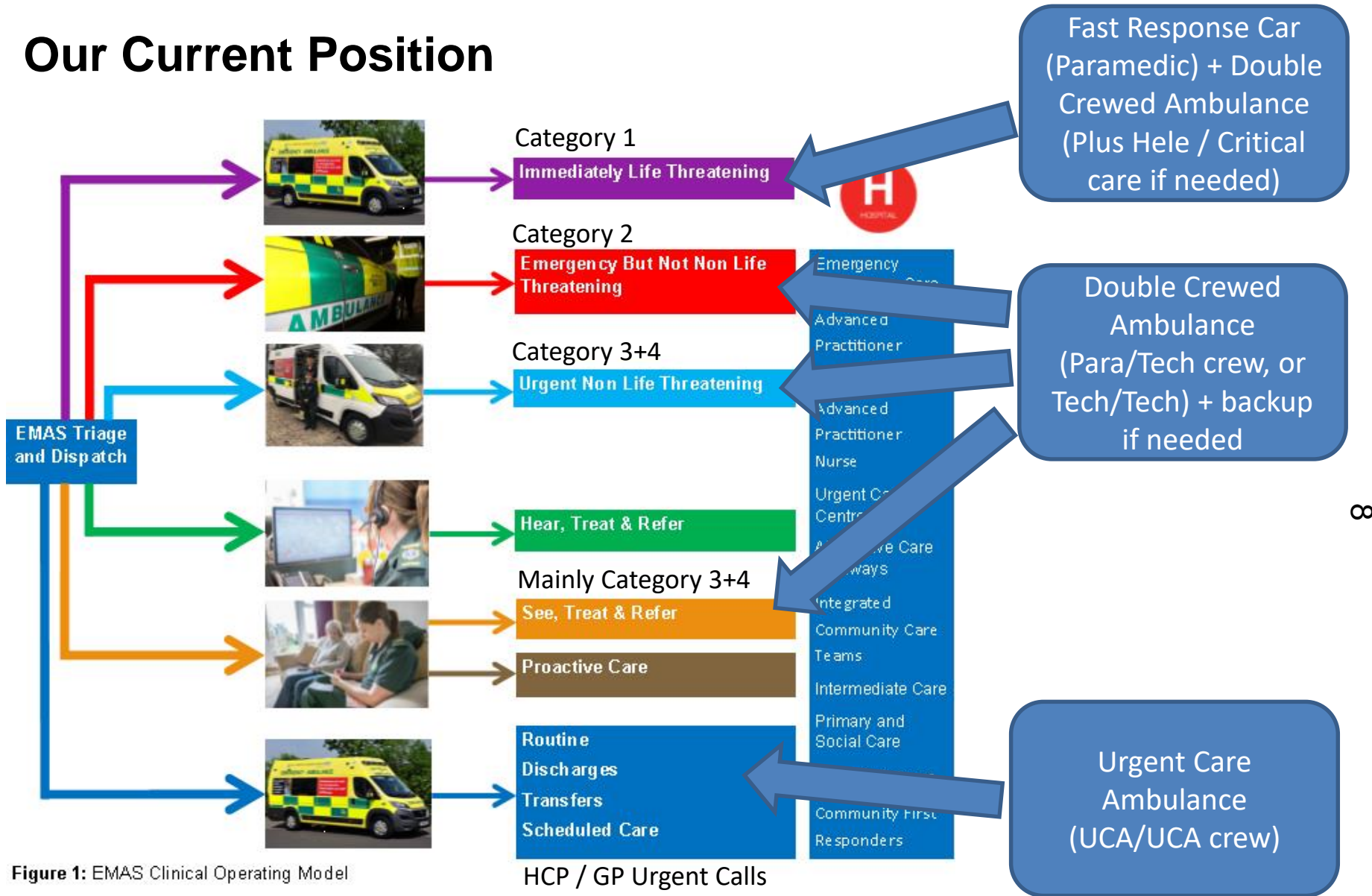
## Intelligent Clinical Support and Oversight

- Enhanced Clinical Hub and Dispatch Intelligence

## Developing our People and Skills

- Revised Clinical Leadership Model

# Our Current Position





# Our Future State

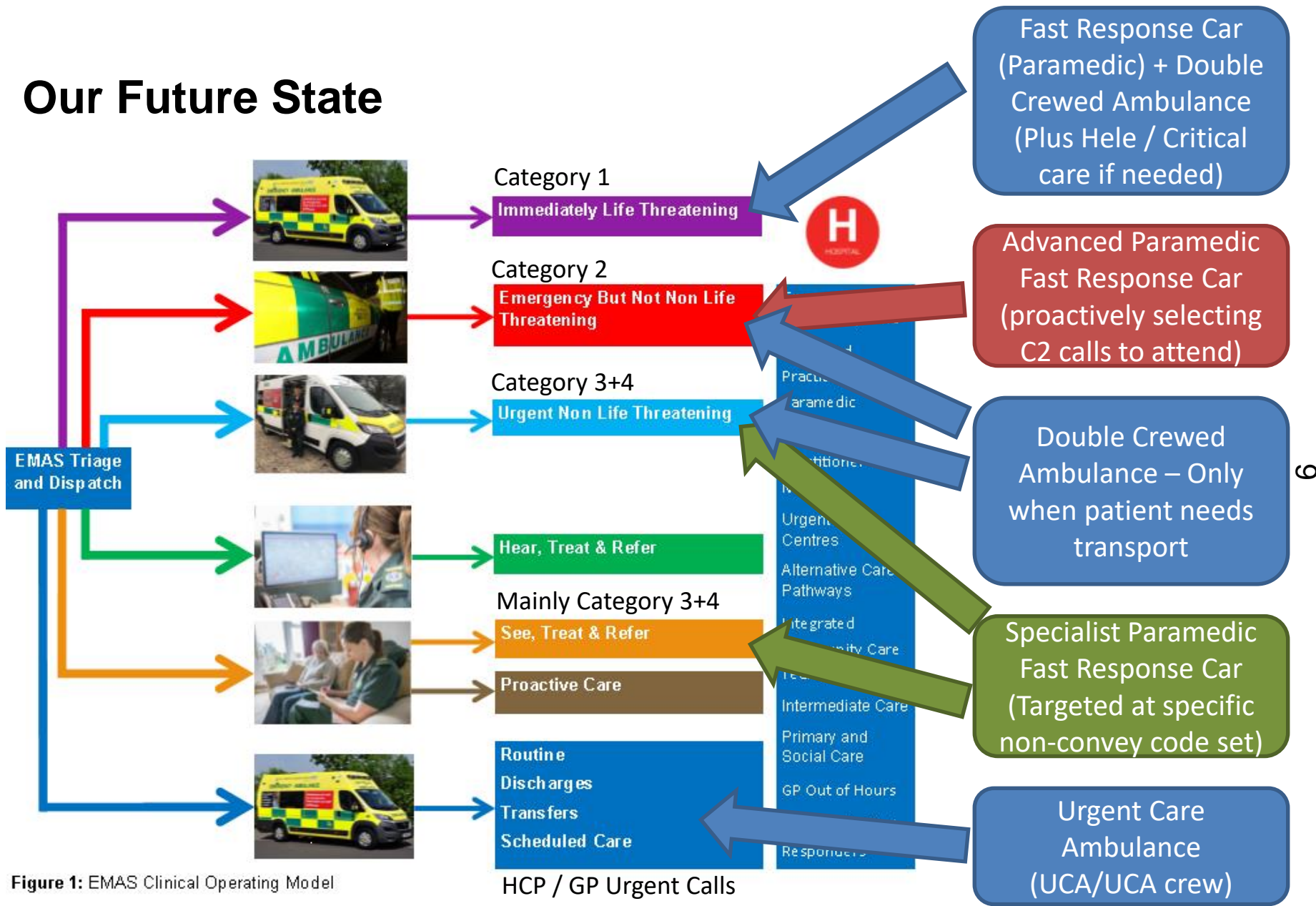


Figure 1: EMAS Clinical Operating Model

# So what's next?

Finalising modelling  
and business case for  
change – July to  
September 2019

Trust Board October  
2019 public paper  
with business case  
for change

Q3 2019/20 launch  
pilots of  
implementation of  
new advanced and  
specialist practice,  
starting the 'do' of  
the PDSA cycle