



LEICESTER, LEICESTERSHIRE AND RUTLAND JOINT HEALTH
SCRUTINY COMMITTEE: 18 SEPTEMBER 2023

ADDITIONAL INVESTMENT FOR CATEGORY 2 RESPONSE
PERFORMANCE IMPROVEMENT AND WORKFORCE PLAN

REPORT OF EAST MIDLANDS AMBULANCE SERVICE

Purpose of report

1. The purpose of this report is to provide the committee detail to support an introductory understanding and awareness of the additional investment made available to ambulance services to support increasing capacity and improvement in category 2 response performance.

Background

2. In January 2023 NHS England released its delivery plan for recovering urgent and emergency care services following a significantly challenged period across the whole health and care system. Those challenges were most visible across the ambulance and emergency department interface, the 'front door', through prolonged waits to hand patients over to receiving hospitals.
3. To support the recovery the delivery plan set out several key ambitions. Notably, and in supporting context to this paper, one of those key ambitions is for Ambulances to get to patients quicker, with particular focus on improved response times for category 2 incidents to 30 minutes on average over 2023/24. In 2022/23 the Leicestershire and Rutland EMAS average was 01:11:24.
4. The recovery plan sets out 5 key areas for sustained focus to support delivery the required improvement, with one of those being increasing capacity. This includes increasing ambulance capacity.

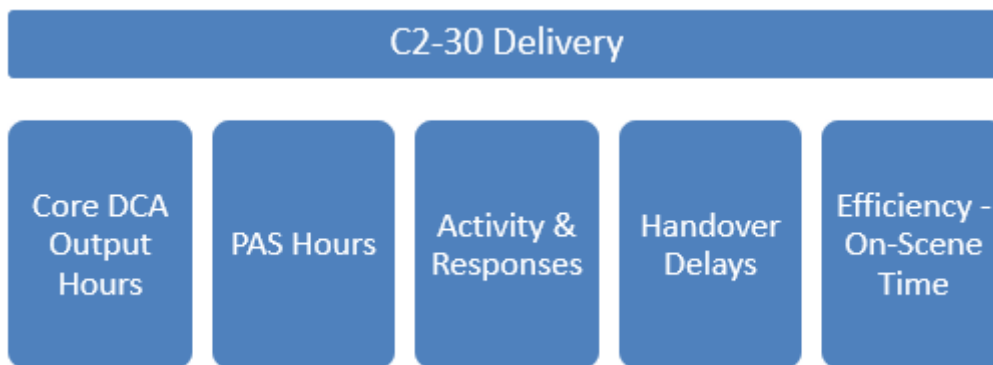
EMAS Plan

5. EMAS has received approximately £24 million from the national Ambulance Investment Fund following the development and provision of a modelled Category 2 performance recovery plan. The plan looks to deliver a 30-minute Category 2 average for 2023/24 and an expected 18-minute Category 2 average for 2024/25.
6. There are three integrated components of the plan; Increasing Capacity, Managing Demand and Supporting Staff, as identified by the below graphic. It is key to note that the plan is regional and intended to support delivery across the EMAS region, as

such not all aspects of the plan have a directly specific Leicester, Leicestershire, and Ruland input.



7. Delivery of the Category 2 30-minute average is driven by a combination of below elements that in turn align to the three components of the plan.



Core DCA Output Hours

8. A DCA is a double crewed ambulance, the traditional interpretation of an ambulance. Key to maintaining and increasing our core DCA hours is the workforce recruitment plan.
9. Aligned to the additional investment is a net increase of 135 frontline clinicians across the region. For LLR there is an intended net increase of 25 frontline clinicians. Recruitment is underway with strong applicant pools for all roles, bolstered by a wide ranging EMAS advertising and attraction campaign.

PAS Hours

10. Pas hours are the hours provided to EMAS through Private Ambulance Services supporting frontline operations and contribute additional responding resource to that of our core DCA hours.

- Aligned to the additional investment is a PAS increase of 18 crews a day across the region. The additional PAS supply to EMAS is positive and is delivering above the modelled position.

Activity and Responses

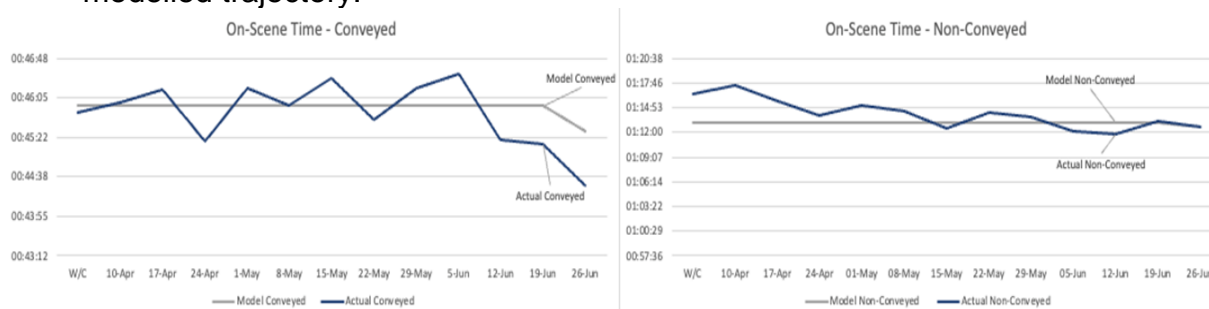
- Activity is broadly in line with the model.

Handover Delays

- Handover delays are improved against the modelled position for the trajectory.
- This is particularly the case from an LLR perspective where there has been a significant and sustained improvement in hospital handover performance.

Efficiency On Scene Time

- Key to increasing our capacity is the optimisation of existing resource availability. Appropriately reducing the time spent on scene with patients leads to improved vehicle availability, delivering more operational hours.
- The on-scene efficiency work is demonstrating positive improvement against the modelled trajectory.



NHS Pathways Migration

- NHS Pathways telephone triage system is a clinical decision support system supporting the remote assessment of callers to urgent and emergency services. It is used by NHS 111, Integrated Urgent Care Clinical Assessment Services, and some NHS ambulances services.
- NHS Pathways migration is core component part of delivering Category 2 response performance improvement and ensuring sustainability of performance in the future.
- The model is due to launch in November 2023.

Category 2 Performance Improvement

- Following commencement of the plan with the areas of focus identified in this report EMAS Category 2 performance when compared to 2022/23 is consistently improved.
- This performance improvement is replicated locally across Leicester, Leicestershire and Rutland with a Category 2 average of 00:32:37 April to August 2023, a 45% improvement on 2023/24 performance.

Conclusions

22. This report is intended to support the committee in developing an introductory understanding of the additional investment aligned to the Category 2 response improvement plan.
23. The background information provided identifies the overarching areas of focus and high-level summary of progression to date.

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