

EMAS Strategy 2023-2028

NHS
East Midlands
Ambulance Service
NHS Trust



Respond – Develop - Collaborate

Who are we?



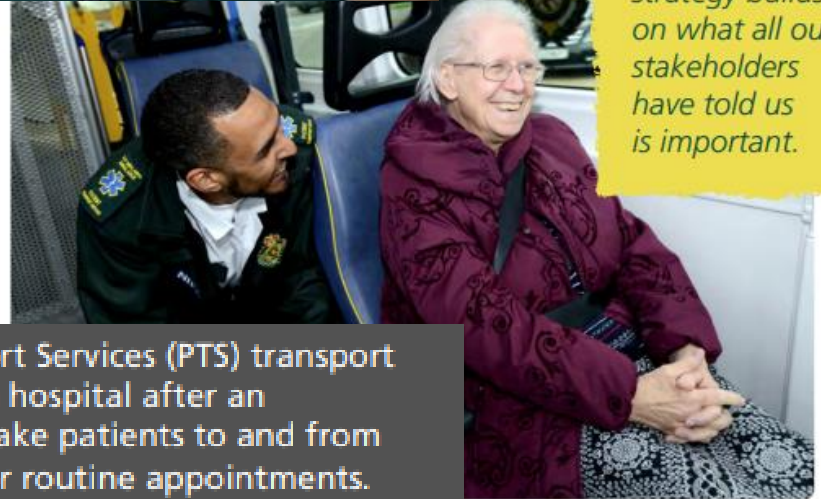
EMAS delivers care for
4.8 MILLION people
across **6,452** sq miles



We take nearly
3,500 calls a day, one every
25 seconds and
provide nearly
2000 face to
face ambulance
responses a day.



Our patients
will always be
central to all that
we do, and our
strategy builds
on what all our
stakeholders
have told us
is important.



Our Patient Transport Services (PTS) transport patients home from hospital after an inpatient stay and take patients to and from hospital or clinics for routine appointments.

OUR STRATEGY 2023-2028

OUR VISION

Responding to patient needs in the right way, **Developing** our organisation to become outstanding for patients and staff and **Collaborating** to improve wider healthcare.



OUR AMBITIONS

- 

1 We will deliver outstanding patient care by developing new, innovative clinical practices and by working in collaboration with our partners and the public.
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2 We will be an attractive employer of choice, developing and retaining highly skilled, engaged and diverse people reflective of our local communities.
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3 We will deliver improved outcomes for our patients through the most appropriate equipment, technology, vehicles and facilities.
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4 We will deliver safe, effective, compassionate care for patients, embedding a culture of compassion, continuous improvement and productivity.
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5 We will work in partnership to reduce health inequalities and improve the health of our population, and ensure sustainability.

CORE VALUES

Our core values embedded in all we do:



RESPECT



INTEGRITY



COMPASSION



TEAMWORK



CONTRIBUTION

1



We will deliver outstanding patient care by developing new, innovative clinical practices and by working in collaboration with our partners and the public.

- Ensure patients in most appropriate care- signposting- triage model and on scene
- District urgent and emergency care offers- new clinical strategy in development
- Right sizing our capacity- investment to enable delivery of response times- Cat 2 response improvement
- Connected services with partners to ensure patients get best care for their needs e.g. with 111, GPS, urgent community response, mental health crisis teams, local clinical navigation hubs
- Ability to respond to major incidents
- Support effective system flow- supporting admission avoidance and hospital discharge

2



We will be an attractive employer of choice, developing and retaining highly skilled, engaged and diverse people reflective of our local communities.

- Deliver NHS people promise. Positive and healthy workplace culture
- Attract the right number of people with the right skills
- Develop collective leadership capability
- Attract and recruit a diverse workforce representative of our populations
- Part of 'one workforce' with wider partners offering development opportunities through an integrated approach

3



We will deliver improved outcomes for our patients through the most appropriate equipment, technology, vehicles and facilities.

- Use digital technology and information to improve clinical triage, advice and decision making and reduce inequity of care.
- Develop IT systems that enable sharing of data across the whole patient pathway within EMAS and wider sharing with GPs and other clinicians.
- Maximise our estates including the opportunities of shared premises with other NHS providers and one public estate/ blue light collaboration.
- Continue to develop our fleet to ensure best design to maximise patient outcomes in line with our clinical strategy and most sustainable configuration.
- Continue to review new technologies for use in our vehicles to deliver better on scene care

4



We will deliver safe, effective, compassionate care for patients, embedding a culture of compassion, continuous improvement and productivity.

- Ensure a culture of compassion for staff and for patients.
- Deliver clinically effective care that is evidence based, responsive to the needs of our populations and delivers the intended outcomes for patients.
- Embed a quality culture of continuous learning, improvement and innovation so staff feel empowered to identify/ implement improvements
- Deliver safe care through learning from both where things go wrong and where they go well, maximising learning across EMAS and with partner organisations.
- Maximise productivity opportunities to make the best use of NHS resources.

5



We will work in partnership to reduce health inequalities and improve the health of our population, and ensure sustainability.

- Promote an organisational culture that champions reducing health inequalities and preventative healthcare as core business.-MECC, prioritise needs of vulnerable
- Work in partnership with our local health and care systems to better understand the needs of our communities through improved engagement, in-sight and patient experience.
- Develop our role as an anchor institution
- Become net zero by 2040 by educating and informing our staff and reducing the carbon footprint of our estates and vehicles.

OUR KEY MEASURES

↓ Response times 

↑ Safe, effective and compassionate care



↑ **Staff wellbeing**



↑ **Patient experience and involvement**

↑ Diverse workforce

↑ **On scene care**



↑ Staff training and progression



↑ **Efficiency**

↑ Continuity of care



↑ Staff satisfaction

☆ **Outstanding CQC** ☆

Improved partnerships

Improved **patient outcomes**



Integrated IT



Integrated delivery



↓ Health inequalities



↓ **Carbon footprint**



↓ Variation across the region



What does our strategy mean for our patients

OUR PATIENTS

- ✓ I will be able to access the appropriate urgent, emergency and patient transport services and be supported to access other services based on my needs; and will be **supported to access the right care in the right place at the right time.**
- ✓ I will receive the care that I need in a **timely way** to ensure the best possible outcome.
- ✓ I will receive safe, effective and compassionate care centred around my **individual needs and choices.**
- ✓ I will only have to **tell my story once**, as services will work together to support my care.
- ✓ I will receive my care in the **most appropriate setting**, as close to home as possible.
- ✓ I will be able to **share my views and experiences** of EMAS services to inform improvements.



OUR PARTNER ORGANISATIONS

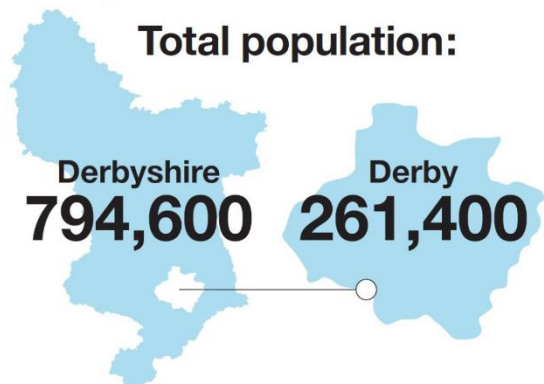
- ✓ We will have good relationships with EMAS and feel like we are **all part of a single team** working to make best use of our shared resources and support patients' needs in the right setting to improve patient outcomes.
- ✓ We will **better understand each other**, recognising and valuing the role of ambulance services in keeping patients at home as well as delivering and supporting them to access emergency care.
- ✓ We will be able to work together with EMAS and other health and care partners to **solve shared problems and identify new opportunities**.
- ✓ We will be able to **better share information, resources, and expertise** as part of an integrated system.
- ✓ Our services will be **more resilient** because of more joined up care, people, systems and processes with EMAS and other providers.

Respond – Develop - Collaborate

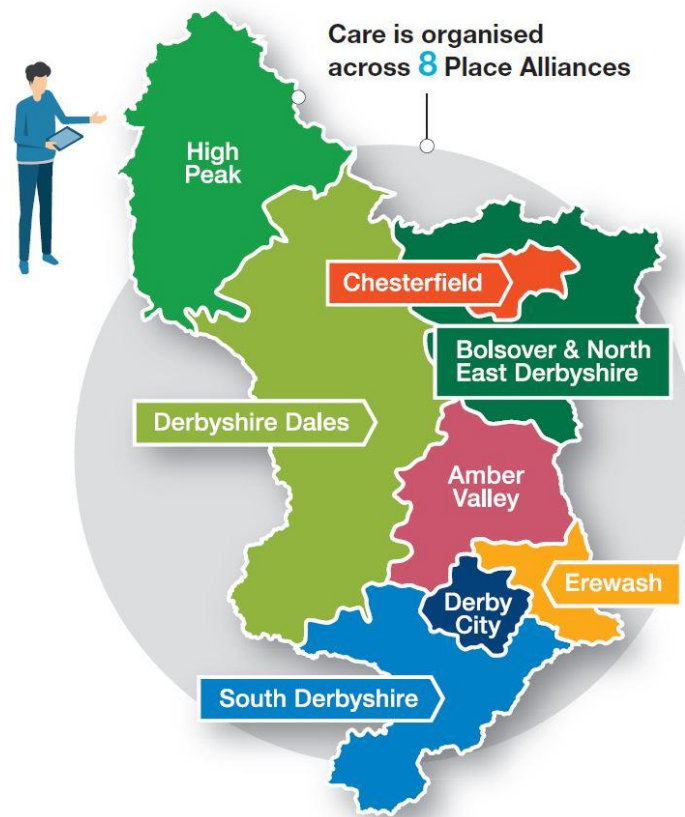
EMAS and the Derbyshire Division

Population size

Total population:



● 90,900	High Peak
● 71,500	Derbyshire Dales
● 182,300	Bolsover & North East Derbyshire
● 103,600	Chesterfield
● 126,200	Amber Valley
● 112,900	Erewash
● 261,400	Derby City
● 107,200	South Derbyshire



Derbyshire Division in numbers

- Urgent & Emergency Care
 - Operate from 17 sites/ambulance stations (including co-locations)
 - Over 500 staff including frontline, leadership and support
 - 112 vehicles including ambulances, cars and specialist vehicles
 - In 2022/23, EMAS Derbyshire received on average 537 (via 999) and 140 (via 111) calls per day
- Non Emergency Patient Transport Service (NEPTS)
 - Share sites/ambulance stations throughout Derbyshire
 - Nearly 200 staff, supported by central EMAS PTS team
 - 87 vehicles including stretcher and seating capability and 17 EV cars
 - In 2022/23, undertook 208501 journeys of which 14189 were patient discharges and 82526 were for patients travelling for renal dialysis

EMAS and The Air Ambulance Service (TAAS)

- EMAS work closely with all air ambulance in our region
- TAAS operate the Derbyshire, Leicestershire and Rutland Air Ambulance
- Have a Deed (SLA) in place with regular joint reviews
- The D,L&R aircraft is currently based at Nottingham Heliport (not East Midlands Airport) – not affected deployment in to Derbyshire
- The local air ambulance service gives people the very best chance of survival and recovery. The helicopter can fly at top speeds of 185mph and carries the very latest lifesaving equipment necessary for the missions we attend
- Operations team is supported by Critical Care Cars, which provide valuable backup for incidents close to the helicopter base, when the weather makes it too dangerous to fly. They also enable our Doctors and Critical Care Paramedics to run a night car service to reach those in need 24 hours a day, seven days a week, 365 days a year.

To access our full strategy and more information on our developing sub strategies please go to

[New EMAS ambitions | East Midlands Ambulance Service NHS Trust](#)



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