



East Midlands
Ambulance Service
NHS Trust



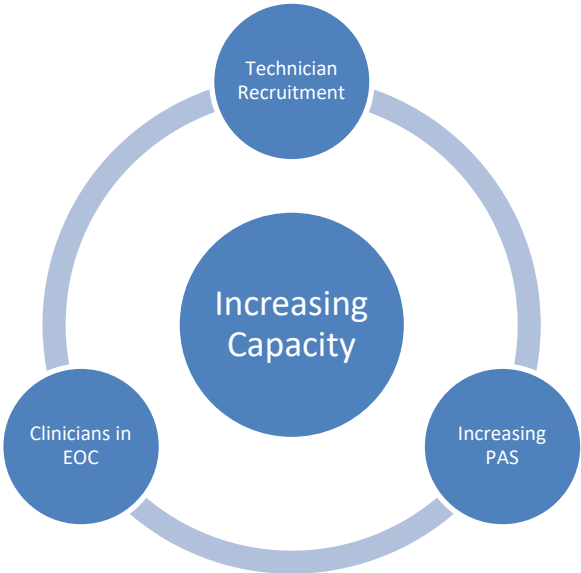
Category 2 Improvement – December 24



Craig Whyles – Divisional Director (Derbyshire)

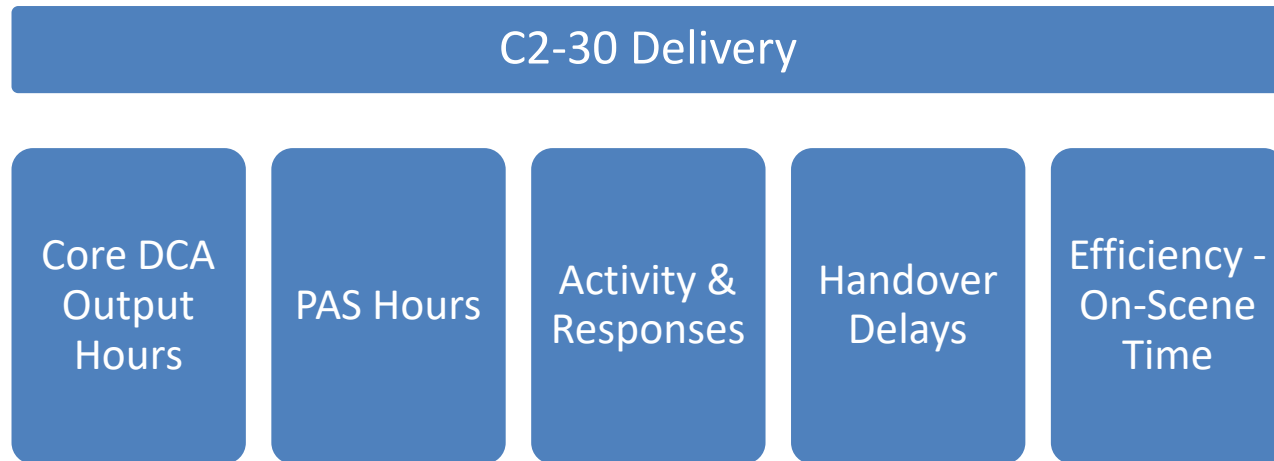
Our Over-arching C2-30 Plan

- We're committed to our plan:

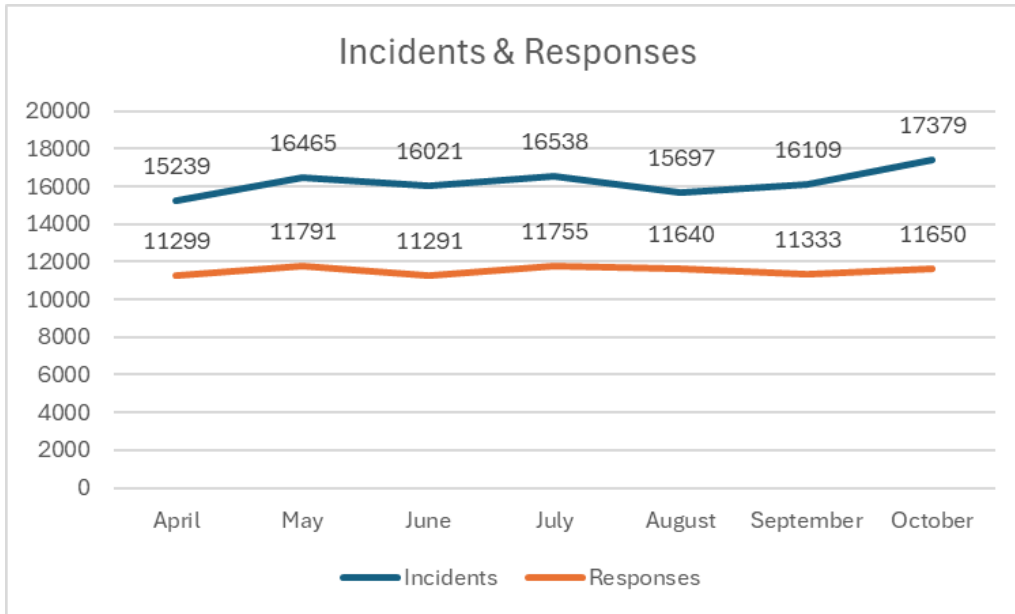


C2-30 Delivery

- Delivery of the core C2-30 performance is driven by the combination of:

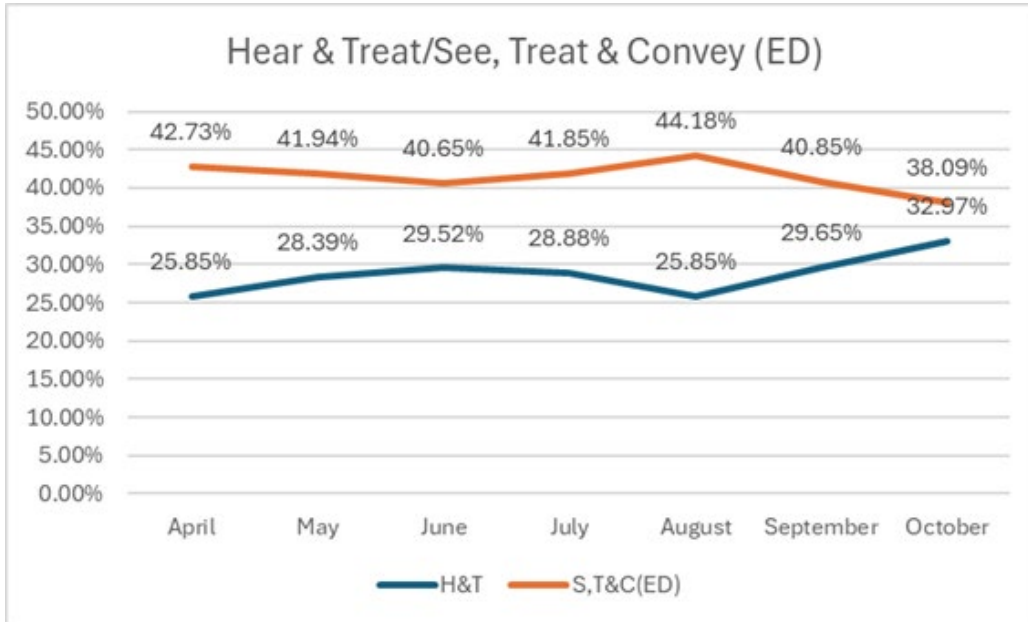


Activity & Responses



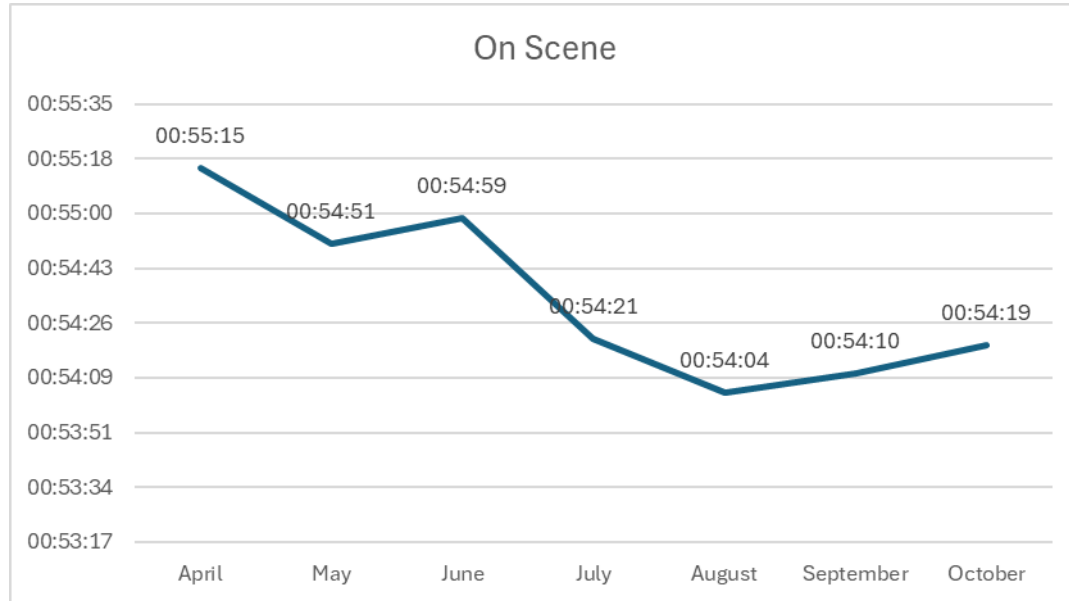
- Incidents starting to increase as we head into winter
- Responses continue to remain static due to vehicle availability
- Acuity of patients starting to increase
- REAP 4 declared Monday 25th November 1800 (highest level of escalation)
 - REAP actions reviewed

Hear & Treat/See, Treat & Convey



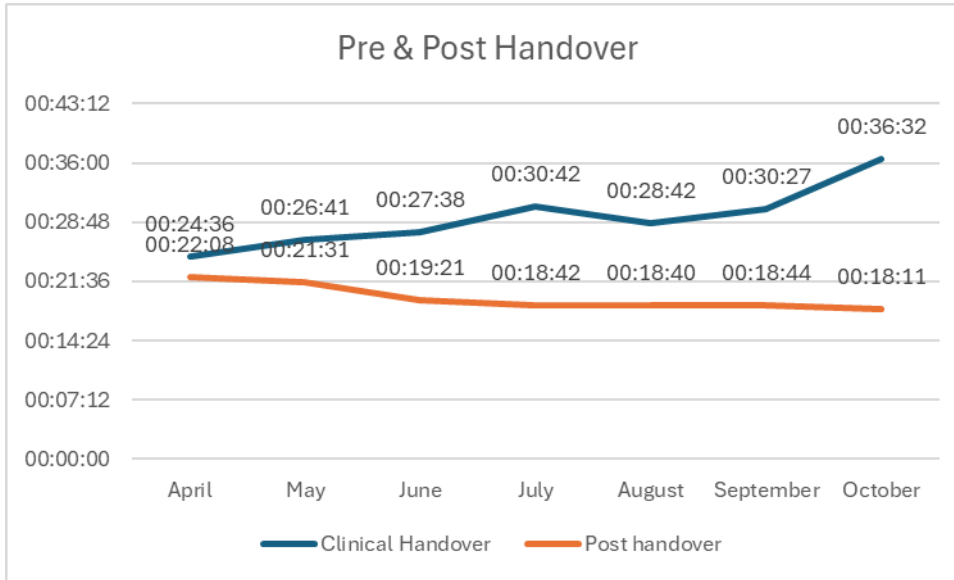
- Conveying less patients to ED than last year
- Missed opportunities audit confirms correct patients are conveyed to ED
- Clinicians on scene accessing support when required
- Central Navigation Hub & Call before convey having positive impact on Conveyance
- NHS pathways implementation and Automated C3 transfer to CNH supporting H&T

On scene time



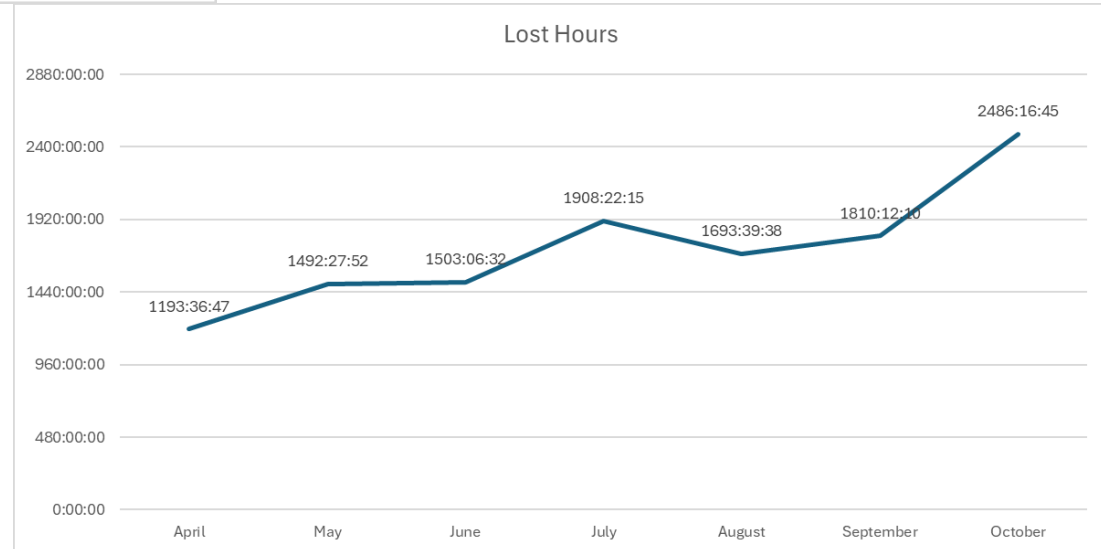
- Continue to work on our on scene efficiency
- Increased on scene time when not conveyed
 - Safe Discharge
 - Care Plan
- Options to support decision making
 - Specialist Practitioners
 - Central Navigation Hub
 - Clinical Assessment Teams
 - Mental Health Response Vehicle

Handover Delays & Lost Hours

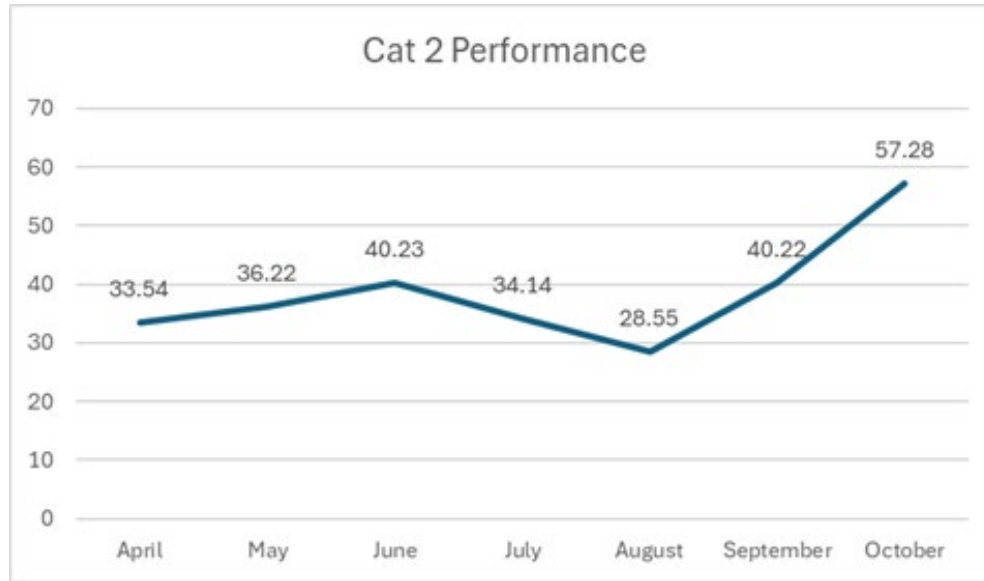


- Hospital handover delays continue to increase
- Patients waiting longer for an ambulance response
- Reflected in C2 performance
- Statistical correlation between handover delays and C2 performance
- Improvements made to post handover

- 12087 hours lost April – October 24
- Equivalent to
 - 1007 12 hour DCA shifts
 - 4.7 additional 12 hour DCA shifts each day



Derbyshire C2 Performance



- C2 performance in a challenged position
- Measure of patients waiting
- Patient safety is priority
 - Clinical Safety Plan (EOC)
 - Rapid Handover
 - 45 min Handover
 - Internal efficiency
- Continue to work with system partners daily

Other Actions

- Communication plan to influence patient behaviour
- Clinical Strategy to improve response through collaboration (e.g. falls & frailty)
- Build our H&T offer with system partners (CNH & 111)
- Review our resourcing profile with ORH
- Continue to recruit subject to contract negotiations

Thank You

Any Questions?