



GIG
CYMRU
NHS
WALES

Pwyllgor Gwasanaethau
Ambiwlans Brys

Emergency Ambulance
Services Committee



The Chief Ambulance Services Commissioner's Report for the Emergency Medical Retrieval and Transfer Service and the Wales Air Ambulance Charity Service Review - Phase 2

We want to know what you think about what you told us in Phase 1

October 2023

This document was written by the Emergency Ambulance Services Committee. It is a plain language version of 'The Chief Ambulance Services Commissioner's Report for the Emergency Medical Retrieval and Transfer Service and the Wales Air Ambulance Charity Service Review - Phase 2'.



**Plain
Language
Version**

Introduction

- We are the **Emergency Ambulance Services Committee (EASC)**.
- We are a committee of all health boards in Wales.
- We work to plan and support emergency ambulances, non emergency ambulances and the Emergency Medical Retrieval and Transfer Service for people in Wales.
- You can find out more about us on our website here: <https://easc.nhs.wales>



About the Emergency Medical Retrieval and Transfer Service

- The **EMRTS** works with the **Wales Air Ambulance Charity** to provide specialist critical care services for patients.



- They are employed by Swansea Bay University Health Board for NHS Wales.



- NHS Wales pays for **EMRTS** staff and medical equipment.



About the Wales Air Ambulance Charity

- The **Wales Air Ambulance Charity** provides the helicopters, bases, **Rapid Response Vehicles**, pilots, fuel and engineers.
- **Rapid Response Vehicles** are designed to reach the patient as soon as possible.



Why we need to review the EMRTS

The **Emergency Medical Retrieval and Transfer Service** is also called **EMRTS** for short. These are the medical teams provided by NHS Wales to deliver **critical care** to patients outside of hospitals.

Please read the Easy Read document on our website that explains how the air ambulance service works.

- A **review** is when we check a plan or how something is working to make sure we are working in the best way.



We want to review the service to:

- make sure patients have access to our service no matter where they live in Wales or when they need it
- be able to treat more patients by looking at how the service is given
- spend the money we have to make things better.



How you gave us your views

- Many people shared their views on our website.
- We have met with some groups to find out what they think.
- People spoke to us at meetings face-to-face and online.
- People wrote to us.
- People completed a questionnaire.
- People left us messages on an answerphone.



The things you told us

It is a good service

- You told us it is really important because it saves lives.



You are worried about

- If changes happen that you may not get help when you need it.
- Looking after the different needs of people living in villages and cities.



You wanted us to look at some important things

You told us you wanted **more information** about the things that affect how the service runs.



You wanted to know about how **weather** and **more people visiting areas**, affected how the service can help people in **different seasons**.

You also wanted to know **where in Wales people need help but can't get** that help currently.



The things you told us about how we should decide

You agreed with how we will make decisions

- You told us you agreed with the things we needed to use to help us decide.
- You agreed that these were:



Health benefits

- We want to make sure more patients benefit from being treated by EMRTS. We need a plan for EMRTS before any change happens.



Equal access to service

- Everyone in Wales should have fair and equal access to the service.
- It is important to have a better road response when helicopters cannot fly and to provide a service when it's dark.
- We should have more aircraft that can land wherever needed when it is dark.



Skills

- Staff should have good training to make the best use of their life saving skills.



Value for Money

- Changes we make to the services should be well worth the money spent on it.



Affordability

- We should spend the same as we do now.



We gave a score for the things we will think about to develop the service. The highest score is for the most important.

But you told us you thought we should change two of these scores.

	We suggested this score:	You told us the score should be:
Health Benefits	25	25
Equal access to service	25	25
Skills	15	20
Value for Money	20	15
Affordability	15	15
Total	100	100

- You told us **Skills** should have a **higher** score.
- You told us **Value for Money** should have a **lower** score.

You gave us ideas of different options we should look at

We have looked at different options and you told us more ideas or options that we should look at.

This includes:

1. Keeping these are as they are now
2. Keeping existing bases and making changes to shift times
3. Having a new base in the centre of North Wales by combining two bases into one and trying different shift times
4. Having a new base in the centre of North Wales by combining two bases into one and adding extra car crew in a different location and trying different shift times
5. Adding extra crew to some bases and trying different shift times
6. Keeping existing bases and adding extra crew in a different location and a trying different shift times.

Some of the options will cost more and some will cost the same but we will spend the money differently.



What we have done

We asked for your ideas to make sure we are looking at the right things to make the right changes. And to understand what you think.

We have listened to you and done the things you asked us to do.

We have:

- Made **more information** available on our website about the service.



- Looked at **weather** and how it affects service at different bases.



- Looked at **geography** and how it could affect service across Wales.



- Looked at **people visiting areas in different seasons** and how it could affect service across Wales.



- Looked at your ideas for **different options**.



What happens now?

- **We asked for your ideas to make sure** we are looking at the right things to make the right changes. And to understand what you think.
- Now we want you to tell us if we have **listened to your ideas.**
- You may have **more you want to say** on the work we have done.
- It is important that we **check what you told us** and that we have done the right things.
- This will help us **understand how to choose** a best option to make the service better.



Tell us what you think

Please read this document before you **tell us what you think** about how we have listened to what you wanted. It will **help us decide** what to do next.

- **You can** fill out the form by visiting the website:
<https://easc.nhs.wales/engagement/sdp>



You can send your comments to us by:

- **Email:**
EASCServiceReviewQueries@wales.nhs.uk



- **Call and record your answer on:**
01443 471520

- **Take part in meetings** either in person or online.



- **Contact us** if you have any questions or need information in a **different language** or format:
EASCServiceReviewQueries@wales.nhs.uk



How we will decide

- We we **listen to your views** again.
- We will also **use the table** on page 11 to help us choose the **best option** to make the service better.
- The final decision will be made by the **Committee.**
- We will **tell you what the Committee decides** to do.



Thank you for reading this document



GIG
CYMRU
NHS
WALES

Pwyllgor Gwasanaethau
Ambiwlans Brys

Emergency Ambulance
Services Committee



Emergency Ambulance Services Committee
Unit 1, Charnwood Court
Billingsley Road
Parc Nantgarw
Cardiff
CT15 7QZ

www.easc.nhs.wales



Uned Gomisiynu Gydweithredol Genedlaethol

GWASANAETHAU DIGIDOL
DIGITAL SERVICES

National Collaborative Commissioning Unit