



EMRTS and the Wales Air Ambulance Charity Service Review

We want to know what you think



This document was written by the **Emergency Ambulance Services Committee**. It is an easy read version of ‘**Emergency Medical Retrieval and Transfer Service and the Wales Air Ambulance Charity Service Review**’.

March 2023

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>

Why we want to review the EMRTS

The **Emergency Medical Retrieval and Transfer Service** is also called **EMRTS** for short.



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.

Why we want to review the Wales Air Ambulance Charity service



The Charity and Trustees want to make best use of donations received from the public.

For things like:

- helicopters
- bases
- rapid response vehicles
- pilots
- fuel
- engineers.



The **Wales Air Ambulance Charity** has a new aviation contract with Gama Aviation Plc which will start on 1 January 2024.



The **Wales Air Ambulance Charity** and **EMRTS Cymru** have an opportunity to look at their current service. And how to make things better with the help of donations.

We need to know what you think

We want to **review** how the services are currently working to:



- make sure more patients get treatment from **EMRTS** without changing bases



- look at other options so more patients benefit from **EMRTS**. Even if this means changing the location of bases.



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



It will help us decide what to do next.

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.



EMRTS have trained medical staff, doctors and **Critical Care Practitioners**.

Critical Care Practitioners are paramedics and nurses who check patients who are in a serious condition. This may include taking a history of the patient or doing a medical procedure if needed.



All staff have specialised training to save lives.



The **EMRTS** provides the medical teams.

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.



How does EMRTS work

Each day there are 4 teams with access to helicopters and **Rapid Response Vehicles** based at:

- Caernarfon
- Welshpool
- Llanelli and
- Cardiff

At night, there is 1 team based at Cardiff with access to a helicopter and **rapid response vehicles**.



The **EMRTS Critical Care Hub** coordinate everything. The hub is made of a **Critical Care Practitioner** and a **Dispatcher**.



They check your emergency 999 calls to see if you need **EMRTS**.



For more information you can watch a video here:
<https://youtu.be/KMPoUanPalE>

What happens if someone has an accident or incident:



1. A 999 call is made.



2. The **Welsh Ambulance Services NHS Trust** will answer your call and arrange a response.



3. The **EMRTS Critical Care Hub** will check to see if you need **EMRTS**.



4. If the **EMRTS** is needed and available, a team is sent from the most appropriate base.



5. **EMRTS** decide if they are going to get there by helicopter or **rapid response vehicle**. And if more than 1 team is needed.



6. The helicopter will land as close as possible to the patient.



7. **EMRTS** will treat the people and give **specialist critical care** if needed.



8. **EMRTS** will take you directly to the right hospital for your treatment.

Things we will think about to develop the EMRTS service



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

Health benefits	25
Equal access to service	25
Value for money	20
Skills	15
Affordability	15
Total	100

Looking at different options

We will look at different options. This includes:

- Existing bases and changes to these.
- Having a new base in the centre of North Wales by closing other bases.
- More ideas or options we may get from people.



4 key areas to improve the service:



1. **Treating more patients** - We want to treat more patients than we are able to right now.



2. **Using Rapid Response Vehicle** when:

- it might be quicker to do so,
- the weather is bad or in night
- the helicopter cannot fly.



3. **Using the service to cover all of Wales** - Making sure all 4 teams are used equally to cover all of Wales.



4. **Looking after people's needs** - Patients who are treated by **EMRTS** recover better and quicker, so we want to treat more patients.

What people think



Many people shared their views on our website.



We have met with some groups to find out what they think.

People said it was important to:



- Have public engagement - an event or meeting to find out about people's views.



- Be fair and open.



- Think of other options.

People were worried about:



- Changing where our bases are.



- Taking a longer time to respond.



- Looking after the different needs of people living in villages and cities.

People said we should think about:



- weather at all bases
- seasons and how it will affect the service.

What will happen next



We want everyone in Wales to have a say about the **critical care service**.

You can:



- Take part in an online feedback session.



- Take part in face to face meetings across Wales.



- Fill out a feedback form on our website here:
<https://easc.nhs.wales/engagement/sdp/>

Response form



Please read this document before you answer the questions.



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



You can send your answers to us by:

Email: EASCSERVICEReviewQueries@wales.nhs.uk

or



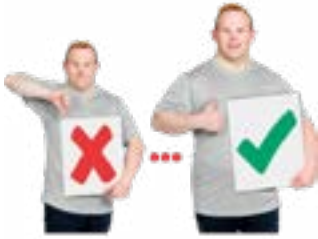
Call and record your answer on: 01443 471520



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

Questions

Please read **page 3**.



Question 1: Have we explained well enough why we want to **review** the EMRTS?



Please read pages 12 to 15 of the document.

Question 2: Have we thought about the right ways to make the EMRTS better?



If you do not agree, tell us why?



Please read page 12 of the document.

Question 3: Do you have any comments about the things we will look at to develop the service?



Do you think there are other things we should think about to develop the service?



Please read page 13.

Question 4: Do you agree with the scores?

Yes

No

Please read pages 14 and 15 of the document.



Question 5: Do you have any comments on the options that we will look at:

- Existing bases and changes to these.
- Having a new base in the centre of North Wales by closing other bases.
- More ideas or options we may get from people.



Do you think there are any other options we can use?



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