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Pwyllgor Gwasanaethau
Ambiwlans Brys
Emergency Ambulance
Services Committee

Emergency Medical Retrieval and Transfer Service (EMRTS Cymru) and the Wales Air Ambulance Charity (WAAC) Service Review

What do you think?

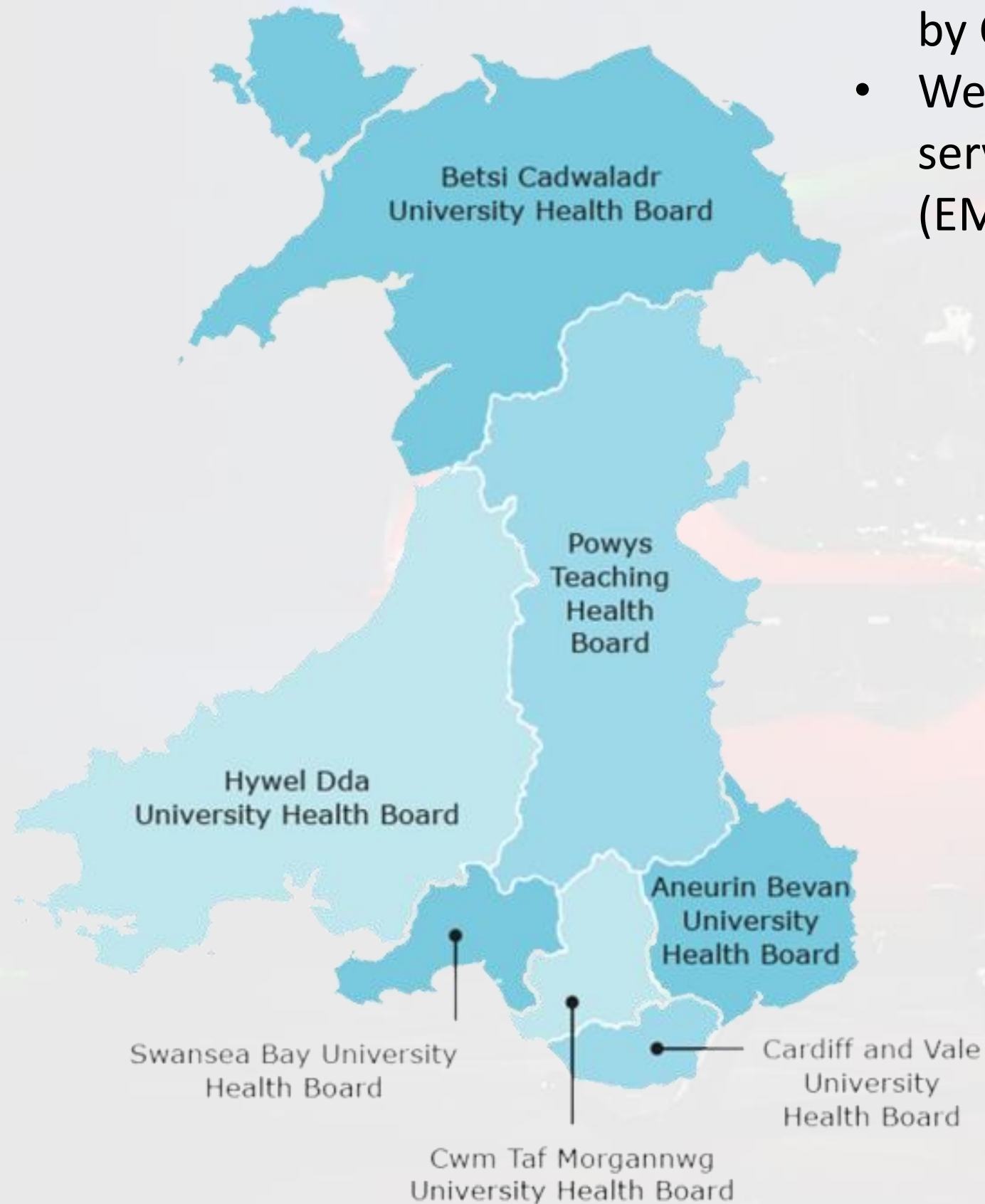
Explainer video here: <https://youtu.be/KMPoUanPaIE>

A red and green helicopter, likely a medical evacuation aircraft, is shown in motion, blurred in the background. The helicopter has "Wales Air Ambulance Charity" written on its side. The word "Background..." is overlaid in a large, dark blue, sans-serif font in the center of the image.

Background...

About Us

- We are the Emergency Ambulance Services Committee (EASC).
- A Committee of all health boards in Wales, each health board represented by CEO, an independent Chair.
- We are responsible for planning and securing emergency ambulance services, NEPTS and the Emergency Medical Retrieval and Transfer Service (EMRTS) for people in Wales.



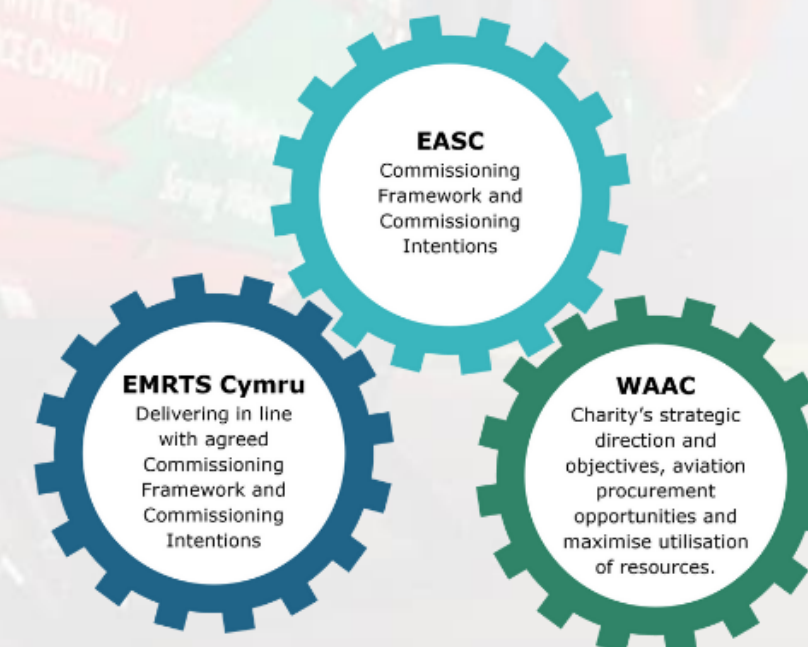
Joint Committee of all health boards in Wales, provides the Commissioner for independent oversight of EMRTS



Provides the clinical team and medical equipment



Provides the bases, fuel, engineers, pilots, helicopters and rapid response vehicles



What is EMRTS Cymru and what does it do?



GIG
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Gwasanaeth Casglu a
Throsoglwyddo Meddygol Brys
Emergency Medical
Retrieval & Transfer Service



A life or limb threatening accident or incident can change your life. It could lead to death or disability.

EMRTS works with the Wales Air Ambulance Charity to provide on-scene specialist critical care services to help you in your time of need.

This could happen to anyone, and it is important to get the right help from the right people and take you to the right place for further treatment as soon as possible.

On average across Wales, an EMRTS response takes 50 minutes by air and 40 minutes by road*.

How does it work?

Each day there are 4 teams with access to helicopters and rapid response vehicles (RRVs) based at:

- Caernarfon
- Welshpool
- Llanelli and
- Cardiff

At night, there is one team based at Cardiff with access to a helicopter and RRV.



Teams	Location
1 x Consultant Doctor & 1 x CCP or 2 x CCP Every day there is one Consultant Doctor and a Critical Care Practitioner (CCP) at one base and two CCPs at the other	Caernarfon 12-hour day
	Welshpool 12-hour day
1 x Consultant Doctor & 1 x CCP	Llanelli 12-hour day
1 x Consultant Doctor & 1 x CCP	Night Cardiff 12-hour
2 x CCP	Cardiff 12-hour day

How does it work ctd.?

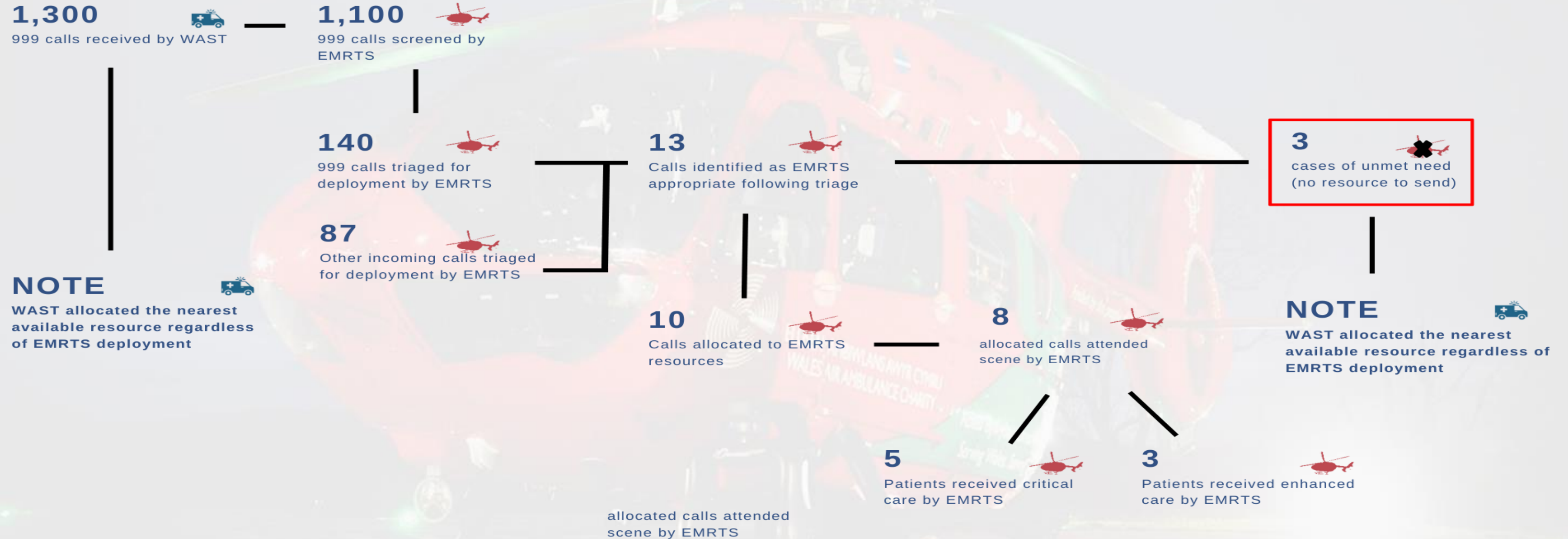


An EMRTS Critical Care Practitioner (CCP) and a Dispatcher are based in the ambulance call centre 24-hours a day to review your 999 call to see if you need EMRTS.

If needed they can send a team from anywhere in Wales and they can send more than one team by road (RRV) or air (helicopter).

They are known as the EMRTS Critical Care Hub (ECCH) and they coordinate everything.

What is an average day for EMRTS?



Not enough EMRTS to treat approximately 3 patients every day

We want to increase the number of patients who can benefit from being treated by EMRTS



What's happened to date...

Why is EASC reviewing the service now?

We want to make sure that the patients who need it can have access to a service no matter where they live in Wales or when they need it

- We know that EMRTS saves lives, so we want to treat as many as possible
- We know that patients who are treated by EMRTS recover better and quicker
- We have four highly skilled teams in four bases covering the whole of Wales, but some teams are busier than others
- We want to make sure that the money that we have available to us is spent in the best way possible
- We might be able to increase the number of patients that get a service by looking at how the service is given and make sure we give the best possible service
- We know every day that there are patients who would have been better off if they had received EMRTS team care
- As an all Wales Service, EMRTS will be provided to patients wherever they are – how the service is provided to patients will not change

What about the Wales Air Ambulance Charity?

The Charity and Trustees want to make best use of donations received from the public for the helicopters, bases, rapid response vehicles, pilots, fuel and engineers.

- This is in line with the rules of the Charity Commission.
- A new aviation contract with Gama Aviation Plc will begin on 1 January 2024. The aviation procurement process has provided the Charity (and EMRTS Cymru) with a unique opportunity to look at their current service structure and analyse whether they could make better use of the public's generous donations by looking at the service differently.





Purpose of engagement...

Why is EASC asking for your ideas?

EASC needs your help to make sure that when we are undertaking this service review, that we are looking at the right things and that we understand what you think

- This will help EASC decide what to do next
- EASC has agreed to review how the services are currently run to:
 - increase the number of patients that do receive EMRTS service without changing bases
 - explore what other options could increase the number of patients who will benefit from being treated by EMRTS, even if this means changing the location of bases.
- To make decisions, EASC needs the best available information and needs to consider carefully if any changes are to be made. The information used includes the air ambulance missions from previous years, weather predictions and difference in the population of Wales particularly during the summer months.

What we have been told so far...

We have asked people to give us comments and to ask us questions, many have commented on the website:

<https://easc.nhs.wales/engagement/sdp/> We have met with some groups to hear what they think to ensure public, patients, staff and stakeholders can have their say on this matter

The key things that have been raised as important to the process are:

- Formal public engagement
- Fairness and transparency
- A range of options

Concerns have also been raised, these include:

- If base locations are changed
- Perception of longer response times
- Meeting the different needs of rural and urban populations
- Suggestions that longer timescales to be used for data and seasonal differences
- That modelling should take account of weather at all bases



How decisions will be made...

Factors EASC will use to develop options for EMRTS

EASC have used the following reasons before and want to know if you agree with these factors as a way to help decide what to do next:

Health Gain

EMRTS should be as efficient and effective as possible and as many people as possible should get a service

Before any change happens, there must be a plan for EMRTS to be able to carry on as now

Equity

Everyone in Wales should have fair / same (equitable) access to the service to benefit from its outcomes

An effective road response is important especially when the helicopters can't fly and to provide improved cover during the hours of darkness.

We should have more aircraft able to land wherever needed when it is dark.

Clinical Skills and Sustainability

It is very important that we look after the staff and make sure there is good training available for staff to make the best use of their advanced skills

Value for Money

If we want to develop services, we must make sure they provide value for money

Affordability

As a minimum, we should spend the same as we do now

Which of these 5 factors are the most important?

Factor	Weighting
Health Gain	25
Equity	25
Value for Money	20
Clinical Skills and Sustainability	15
Affordability	15
Total	100

* Previously agreed with stakeholders as part of the EMRTS 24/7 Service Expansion Review 2018

We need to model options...

The proposed model options that we will look at include:

- Existing bases and changes to these
- Having a new base in the centre of north Wales (by closing other bases)
- Additional ideas or scenarios (to be informed by engagement process)

Scenarios to maximise the 4 key areas related to base activity these are:

- **Population coverage** (this is an all-Wales service, we know that EMRTS saves lives, so we want to treat more patients than we are able to right now)
- **Rapid Response Vehicle (RRV)** usage (for times when it might be quicker to do so, can work in poor weather/night or when the helicopter cannot fly and has 4x4 capability)
- **Utilisation** (we have four highly skilled teams covering the whole of Wales, but some teams are busier than others)
- **Unmet need** (we know that patients who are treated by EMRTS recover better and quicker, so we want to treat more patients)

Have your say...

We want everyone in Wales to have a say about this important critical care service

- Any change made will not affect how patients receive EMRTS team care
- There will be chances for you to take part in
 - Online feedback sessions
 - In person (public) meetings across Wales
 - Completing a questionnaire
 - Representative sample focus groups
- EASC will listen to everything people say in the engagement process, consider all of the factors (Health Gain, Equity, Clinical Skills and Sustainability, Value for Money, and Affordability and using the weightings), to maximise Population Coverage, RRV Usage, Utilisation, and Unmet Need.
- **Then, EASC will decide about the future of the EMRTS**



Open Floor Q&A Session

A red and green helicopter, identified as belonging to the Wales Air Ambulance Charity, is shown landing on a grassy field. The helicopter's main rotor blades are blurred, indicating motion. The text 'Wales Air Ambulance Charity' is visible on the side of the fuselage. The background is a soft-focus landscape with trees and a bright sky.

What happens next...

How to respond...

You can see the full technical document, summary document, and Easy Read version on the EASC website, then tell us what you think by using one of the methods listed below:

- Completing a questionnaire online
- Returning hard copy questionnaire to the FREEPOST address
- Emailing us at: EASCServiceReviewQueries@wales.nhs.uk
- Leaving us your feedback by calling our recorded answer service on: **01443 471520**
- You can read the full information in Welsh and English on the [EASC website](#)
- If you need the information in another language or printed, please e-mail us at: EASCServiceReviewQueries@wales.nhs.uk

Please let us know how we did today...thank you!

EMRTS Service Review - Session
Feedback Form



Adolygiad Gwasanaeth GCTMB –
Ffurflen Adborth Sesiwn

