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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?

About Us

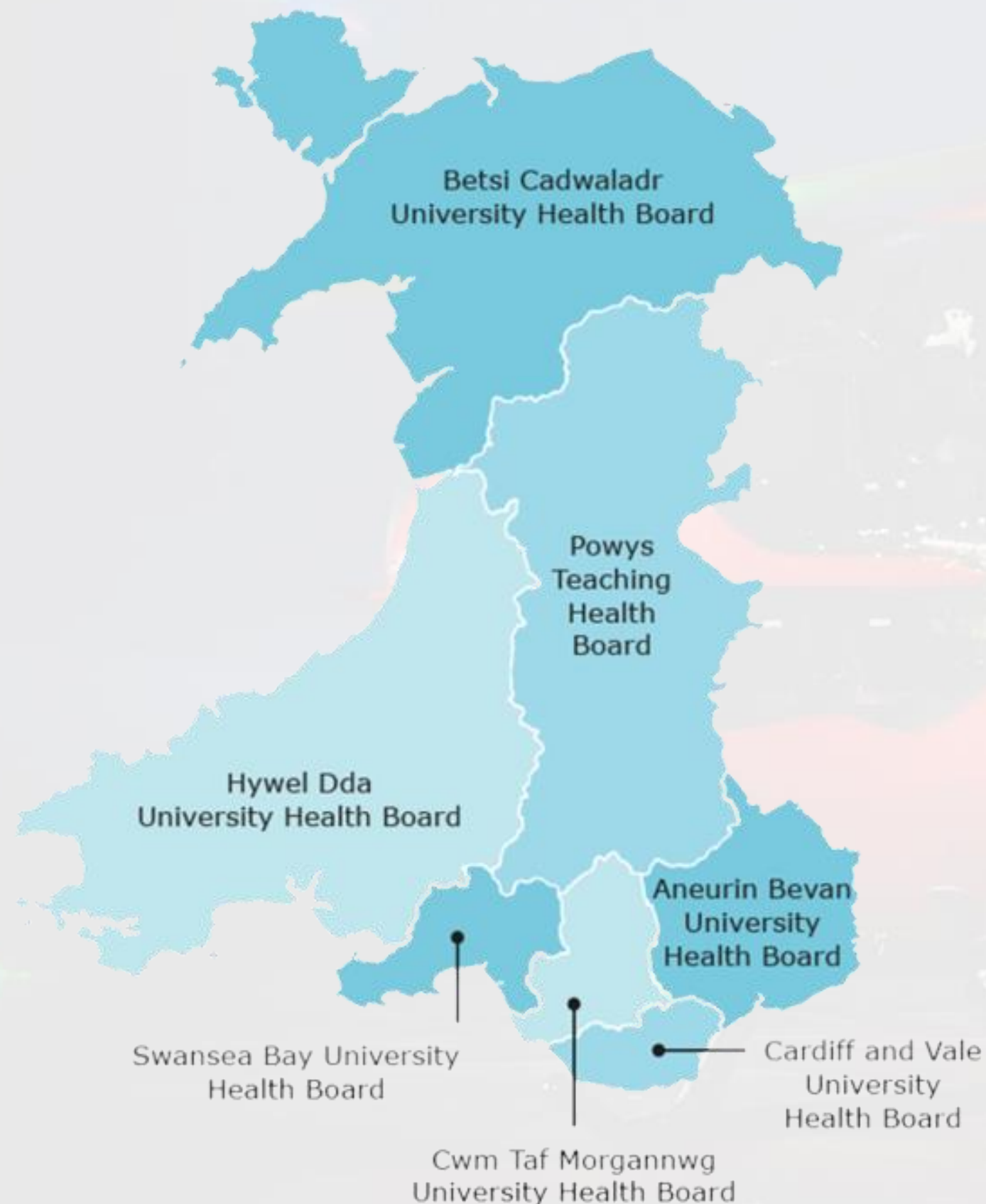
We are the Emergency Ambulance Services Committee (EASC).

A committee of all health boards in Wales.

Each health board is represented by its Chief Executive and there is an independent Chair

We are responsible for planning and securing (but not delivering) emergency ambulances, non-emergency ambulances and the Emergency Medical Retrieval and Transfer Service (EMRTS) for people in Wales.

More information is available here: <https://easc.nhs.wales/>



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

- The EMRTS works in partnership with the Wales Air Ambulance Charity
- The EMRTS team (clinical and medical team) are employed by Swansea Bay University Health Board (SBUHB) for NHS Wales and work with the Charity
- NHS Wales pays for EMRTS staff and medical equipment
- EMRTS have highly skilled and trained medical staff, critical care doctors and critical care practitioners (paramedics and nurses)
- All staff have undertaken enhanced specialist training, so they bring additional, life-saving skills to the people of Wales, over and above the level of care provided by the ambulance service
- The Wales Air Ambulance Charity supplies the helicopters, bases, rapid response vehicles, pilots, fuel and engineers whilst EMRTS supplies the clinical / medical teams

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.

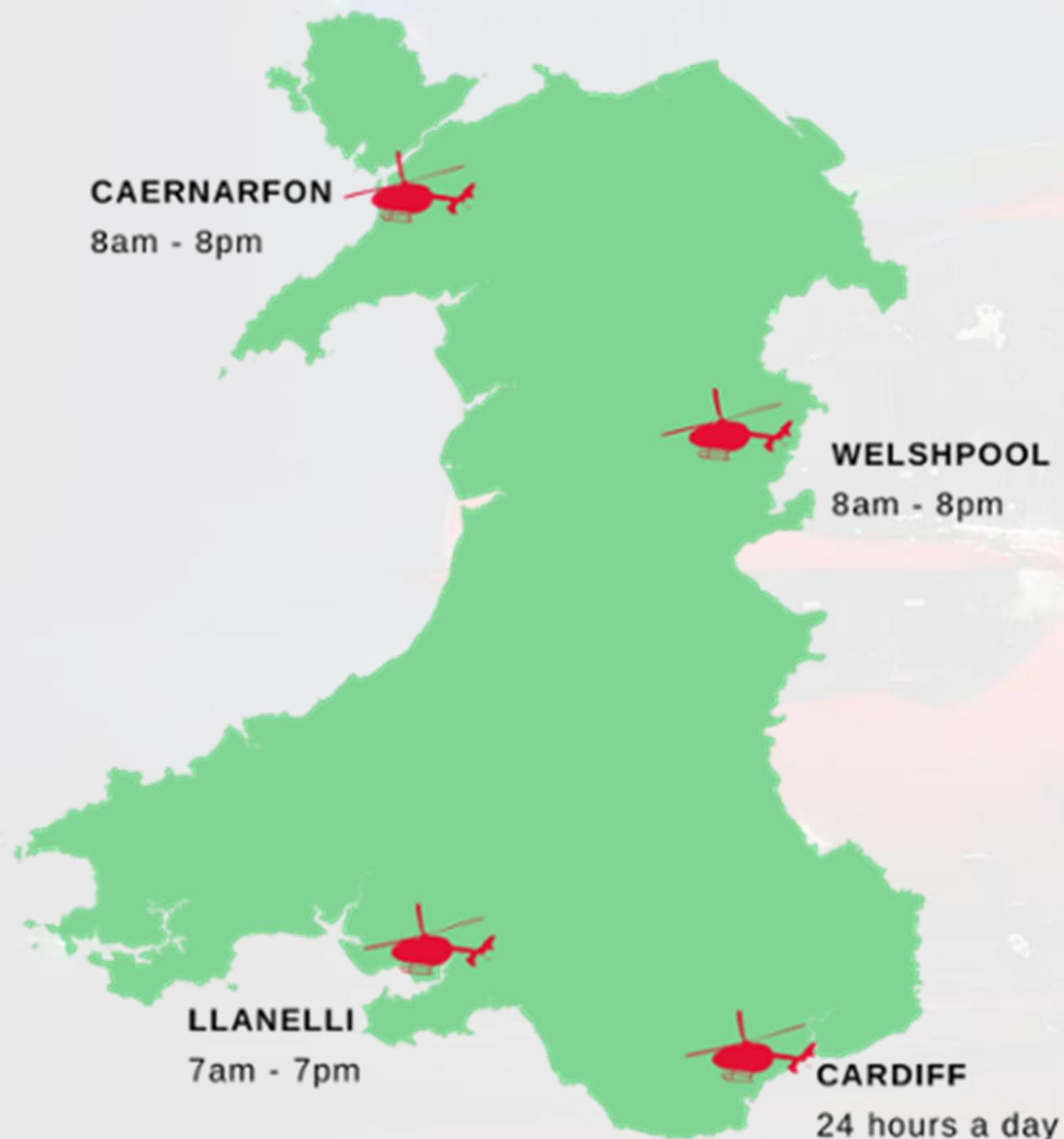
On average across Wales, an EMRTS response takes 50 minutes by air and 40 minutes by road.

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 Cardiff 12-hour |
| 1 x Consultant Doctor & 1 x CCP | Night Cardiff 12-hour |
| 2 x CCP | Cardiff 12-hour day |

How does it work?



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.

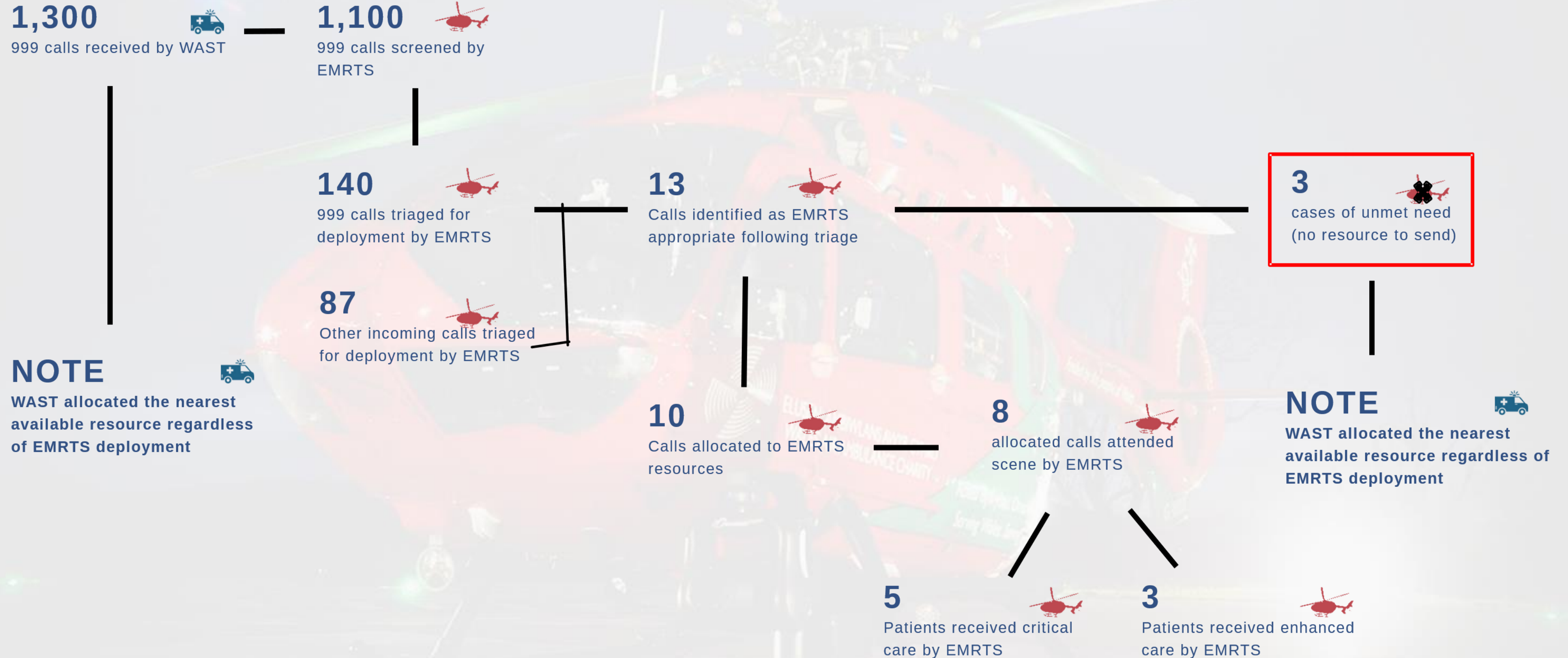
Short explainer video (1m58s) here:
<https://youtu.be/KMPoUanPalE>

If I am a patient, how does EMRTS come to me?

If someone has an accident or incident:

- A 999 call is made
- The Welsh Ambulance Services NHS Trust will answer your call and arrange a response
- Your call will be reviewed by the EMRTS Critical Care Hub to see if the incident needs EMRTS
- If needed and available, an EMRTS team is sent from the most appropriate base
- EMRTS decide to attend by helicopter or RRV and whether more than one team is needed
- EMRTS are sent from any base in Wales or from anywhere they are already flying to/from
- Air ambulance services in Wales and England support each other when needed
- The helicopter will land as close as possible to the patient
- EMRTS will treat the patient/s, including supplying specialist critical care services.
- EMRTS will take you directly to the right hospital for your treatment

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

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.



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.

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

Q2 and Q3 ask: Do you think there are any other factors?

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 |

Q4 asks: Do you agree with these scores?

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).

Q5 Asks: Do you think there are any other options to model?

What you have told us 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/commissioning/emrts/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

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
- We have some questions for you
- There will be chances for you to take part in
 - Online feedback sessions
 - In person (public) meetings across Wales
 - Completing a questionnaire
- 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**

Questions for you...



Have we explained why we need to make EMRTS better?



Have we thought about the right ways to make the EMRTS better?
(If not, why?)



Do you have any comments on the factors?
(These are: Health Gain, Equity, Clinical Skills and Sustainability, Value for Money, and Affordability explained on page 12)



Do you have any comments on the weightings of these factors? (Please see table on page 13)



Do you have any comments on the proposed model 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) | Additional ideas or scenarios (to be informed by engagement process))

How to respond...

You can tell us what you think by using one of the methods listed below:

- Filling in a questionnaire using [this link](#) or scan the QR Code on the right
- 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

EMRTS Service Review -
Questionnaire What do you think?



Thank you