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| **AGENDA ITEM** |
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| **EMERGENCY AMBULANCE SERVICES COMMITTEE** |

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| **CHIEF AMBULANCE SERVICES COMMISSIONER’S UPDATE REPORT** |

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| **Date of meeting** | 18/01/2022 |

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| **FOI Status** | Open/Public |

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| **If closed please indicate reason** | Choose an item. |

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| **Prepared by** | Chief Ambulance Services Commissioner |
| **Presented by** | Chief Ambulance Services Commissioner |
| **Approving Sponsor** | Chief Ambulance Services Commissioner |

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| **Report purpose** | FOR DISCUSSION / REVIEW  |

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| **Engagement (internal/external) undertaken to date (including receipt/consideration at Committee/group)**  |
| **Committee/Group/Individuals** | **Date** | **Outcome** |
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| **ACRONYMS** |
| AQICASCEMRTSWAST | Ambulance Quality IndicatorsChief Ambulance Services CommissionerEmergency Medical Retrieval and Transfer ServiceWelsh Ambulance Services NHS Trust |

1. **SITUATION/BACKGROUND**
	1. The purpose of this report is for the Members of EASC Management Group to receive an update on key matters related to the work of the Chief Ambulance Services Commissioner (CASC).
2. **SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)**
	1. Since the last meeting progress has been made against a number of key areas which for ease of reference are listed below:
* Meetings with Welsh Ambulance Services NHS Trust (WAST)
* Non-Emergency Patient Transport Services (NEPTS)
* EASC Action Plan for the Minister for Health and Social Services
* EASC Joint Committee
* Commissioning Framework
* Commissioner Taskforce
* System wide Escalation
	1. **Meetings with the Welsh Ambulance Services NHS Trust (WAST)**

I have continued to hold weekly meetings with the Chief Executive of WAST and hold monthly quality and delivery meetings with executive directors of WAST.

* 1. **Non-Emergency Patient Transport Services (NEPTS)**

We have secured additional funding from WG to support additional capacity within NEPTS for the remainder of this financial year. We would ask that Health Boards continue to share winter plans with the NEPTS team at the earliest possible opportunity and to consider the need for any additional transport requirement identified to support core delivery.

Recent NEPTS DAG meetings have focussed on the next steps following the transfers of work, including the development of a new procurement strategy and delivery model and the ongoing approach to improve quality assurance across the service. The aim of this work is to stabilise the market, provide resilience for future demand and contribute to the realisation of benefits identified in the NEPTS business case.

* 1. **EASC Action Plan for the Minister for Health and Social Services**

As previously reported, a short, time-bound delivery plan has now been requested that will detail key milestones for the short term in readiness for winter, and the medium term as we work towards agreeing the vision of a modern and high-performing emergency ambulance service.

Monthly updates are provided to the Minister and monthly reviews are undertaken with Welsh Government officials to review progress in terms of delivery of the plan. The plan update submitted on 10 December is attached for your information at **Appendix 1**.

* 1. **EASC Integrated Medium Term Plan (IMTP)**

The EASC Team is currently developing its IMTP 2022-25. The plan will acknowledge the effort made by frontline staff across the urgent and emergency care system in responding to the pandemic and will describe the supportive and enabling approach that has been adopted.

The plan will outline how the pandemic has provided the opportunity to accelerate new initiatives across the urgent and emergency care system and seen EASC commissioned services at the centre of innovation.

The IMTP reflects the key priority areas for the Committee, achieving a balance of strengthening the role of commissioning and continuously improving quality and safety across the system.

The plan includes the newly approved commissioning cycle that is aligned to the 3 year planning cycle adopted across NHS Wales and confirms that the EASC Team will continue to work with stakeholders to ensure existing and new services commissioned via EASC are integrated and add value at system level.

The final version of the IMTP will be presented to the EASC Committee for approval at its’ March meeting.

* 1. **Commissioning for Value Framework**

The EASC Team continues to refine the EMS commissioning framework presented at the previous meeting of the EASC Management Group.  The next steps will be to refine the framework document in line with the discussion and to work with WAST colleagues as we work towards the sign off and approval process via EASC Committee, ahead of implementation on 1 April 2022.

* 1. **Commissioner Taskforce**

The recent meeting of the Commissioner Taskforce focussed on the concept of utilisation and the work being undertaken relating to system escalation. These will now be included in the six monthly update that is being prepared for the Minister.

* 1. **System Wide Escalation**

A proposed escalation process has been developed for Health Boards to work alongside the WAST Clinical Safety Plan, enabling clinical and operational leaders within organisations to respond to areas of greatest clinical risk. This process involves an integrated approach that requires collaboration and response across health and social care and is supported by local operational delivery units.

Engagement with relevant peer and stakeholder groups is currently being undertaken, including discussion at the NHS Wales Leadership Board, and the plan is being revised in response to these discussions. I have included the current slide deck for your information in **Appendix 2**.

1. **KEY RISKS/MATTERS FOR ESCALATION TO THE COMMITTEE**
	1. The next phase of work for NEPTS, following completion of the transfers of work
	2. Ongoing progress required in delivery of the EASC Action Plan and the enactment of EASC commitments around ambulance handover improvement
	3. Revision of the EMS commissioning framework as we work towards the sign off and approval process via EASC ahead of implementation on 1 April 2022
	4. The work being undertaken in relation to escalation in response to system pressures
2. **IMPACT ASSESSMENT**

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| **Quality/Safety/Patient Experience implications**  | Yes (Please see detail below) |
| Specific areas identified will impact quality safety and patient experience matters |
| **Related Health and Care standard(s)** | Governance, Leadership and Accountability |
| All health and care standards apply. |
| **Equality impact assessment completed** | Not required |
| **Legal implications / impact** | There are no specific legal implications related to the activity outlined in this report. |
| **Resource (Capital/Revenue £/Workforce) implications /** **Impact** | Yes (Include further detail below) |
| There are ongoing implications which are identified within the report |
| **Link to Main Strategic Objective** | The Committee’s overarching role is to ensure its Commissioning Strategy for Emergency Ambulance Services utilising the five step patient pathway outlined within the National Collaborative Commissioning Quality and Delivery Agreement and the related outcomes for each care standard aligned with the Institute of Healthcare Improvement's (IHI) ‘Quadruple Aim’ are being progressed. This report focuses on all the above objectives, but specifically on **providing** strong governance and assurance. |
| **Link to Main WBFG Act Objective** | Provide high quality care as locally as possible wherever it is safe and sustainable |

1. **RECOMMENDATION**
	1. The Emergency Ambulance Services Committee is asked to:
* **DISCUSS** and **NOTE** the information within the report.