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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** | 10/03/2020 |

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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** |  |

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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** |
| (Insert Name) | (DD/MM/YYYY) | Choose an item. |

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| **ACRONYMS** | |
| AQI  CASC  EMRTS  WAST | Ambulance Quality Indicators  Chief Ambulance Services Commissioner  Emergency Medical Retrieval and Transfer Service  Welsh Ambulance Services NHS Trust |

1. **SITUATION/BACKGROUND**
   1. The purpose of this report is for the Committee 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 Committee meeting progress has been made against a number of key areas which for ease of reference are listed below:

* National Transfer Service for Critically Ill Adults
* Ministerial Ambulance Availability Task Force
* Escalation
* Emergency Medical Retrieval and Transfer Service (EMRTS): Gateway Review and progress on review of commissioning framework
* Urgent Mental Health Access and Conveyance Review
* Meetings with WAST.
  1. **National Transfer Service for Critically Ill Adults**

In response to correspondence from the Deputy Chief Medical Officer regarding the need for further improvements across critical care services in Wales, a proposal was developed with NCCU colleagues and submitted to Welsh Government in November 2019. This proposal included a road-based national critical care transfer service based in both North and South Wales. This new service will be hosted within the EMRTS, but will operate as a parallel organisation with ring-fenced funding.

The proposal included both set-up, recurrent (pay and non-pay) and capital costs. Key early appointments were identified within the proposal in order to ensure that the required clinical leadership and project management are in place to undertake the important enabling phases of stakeholder engagement, the development of patient pathways and establishing base infrastructure. Funding approval is awaited.

Members should note that I attended the Critical Care Task and Finish Workshop on 6 February 2020. The proposal for the development of the critical care transfer service was presented to those present. There were no significant issues raised and work remains on track for the implementation of the service by the end of the next financial year. A copy of the presentation is attached for information at **Appendix 1**.

* 1. **Ministerial Ambulance Availability Taskforce**

Members will be aware that the Minister announced on 16 January 2020: ‘The Amber Review found that 'ambulance availability' was the single main determinant for the timeliness of Amber response. The review identified a range of issues that reduce the availability of ambulance resources and detailed a number of recommendations to enable improvement. The membership of the Taskforce will shortly be finalised and plans are in place for the series of meetings to be confirmed. An overview of progress to date is attached at **Appendix 2**.

* 1. **Escalation**

Members will be aware of the revised arrangements for the coordination and chairing of the daily regional escalation calls. WAST have established an Operational Delivery Unit to support these arrangements which became fully operational on 2 March 2020. A paper will be discussed at the next meeting of the EASC Management Group.

* 1. **Emergency Medical Retrieval and Transfer Service (EMRTS): Gateway Review and progress on review of commissioning framework**

The Emergency Medical Retrieval and Transfer Service (EMRTS) Cymru was established in April 2015. The service is hosted by Swansea Bay University Health Board and is commissioned by the Emergency Ambulance Service Committee. It is a partnership between Wales Air Ambulance Charity, Welsh Government and NHS Wales. The service works with the Wales Air Ambulance Charity to deliver a highly effective pan-Wales clinical emergency service.

Colleagues will already be aware that the EMRTS Service Expansion Review document was developed at the request of the Chief Executive (NHS Wales). This project is a key focus for the service and will commence from April 1st 2020, with the introduction of a 24-hour operation based at Cardiff Heliport.

24-hour Service Expansion Update  
 To date, significant progress has been made in:

* the recruitment, training and induction of the required clinical and support staff
* ensuring that the required operational requirements are in place in readiness for the new 24-hour service
* improvements and additions to the base infrastructure at Cardiff Heliport to support the operational and staff welfare aspects of the service

After receiving the required capital funding the project is ready to launch. A Welsh Government announcement regarding the service expansion is expected imminently, with a Communications Strategy already prepared.

Annual Activity  
Activity relating to the full 2019-20 period will be published within the joint EMRTS and Wales Air Ambulance ‘Annual Review’.

Financial Position to end Jan 2020

As at the end of January 2020, the EMRTS financial position was breakeven in-month with a cumulative underspend of £10,079. The current year-end forecast is that the service will be within its agreed resource allocation.

Quality and Delivery Framework

Work is being undertaken with NCCU colleagues to progress and sign off the EMRTS QDF, to be operational from April 2020. This framework will detail what has been commissioned, how assurance is provided for what has been commissioned and how it will be achieved. A further meeting is to be held on Thursday 5 March between NCCU and EMRTS counterparts with a view to being finalised and signed-off by the end of March. Members should note that the framework is a live document and the commissioning team will continue to work collaboratively with stakeholders to ensure the framework is regularly refreshed.

* 1. **Urgent Mental Health Access and Conveyance Review**

Members will be aware of the Urgent Mental Health Access and Conveyance Review that is currently underway which was commissioned by the Welsh Government. I am grateful for the support received in completing the Data collection phase. This closed on 29 February 2020. The information will be analysed and a further update will be provided for Members.

* 1. **Welsh Government request to Co-Chair a Task and Finish Group**

I have been invited to co-chair a task and finish group intended to explore opportunities for fire and rescue and NHS services to collaborate and in doing so optimise the clinical outcomes and experience for the people of Wales.

Ministers would like to build on foundation work completed in 2019 to explore the potential role of fire and rescue services in providing emergency medical service support; and to provide greater definition to this and other areas where value could be added by fire and rescue services. This will include opportunities to support the prevention and education agendas.

It is expected that the task and finish group includes representation from Directors of Primary, Community and Mental Health; Public Health; and Therapies peer groups in addition to a relevant representative of the Welsh Ambulance Services NHS Trust. It is expected that the group will aim to conclude its work quickly.

* 1. **Meetings with WAST**

Members will be aware of the series of ongoing meetings with Jason Killens and the team from WAST. The new Quality and Delivery Meetings are developing well and the letter following the most recent meeting is attached as **Appendix 3**.

1. **KEY RISKS/MATTERS FOR ESCALATION TO THE COMMITTEE**
   1. Members will wish to note the potential impact and disruption of the Coronavirus. It will be important that all organisations contingency plans are aligned.
   2. I will be seeking reassurance from all commissioned services that all appropriate business continuity arrangements are in place and tested.
   3. Awaiting further information / confirmation of capital funding is required for 24-7 expansion, and for National Transfer Service for Critically Ill Adults. Further discussions taking place to address this.
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.