

## **Emergency Ambulance Services Committee: Action Plan**

This spreadsheet contains data tables pertaining to the Welsh Ambulance Services NHS Trust Ambulance Service on both a daily and yearly basis. We have edited these data tables and the accompanying cover sheet, table of contents and notes worksheet to meet the legal accessibility regulations. It is intended to be an accessible spreadsheet. The data has been quality assured by the Welsh Ambulance Services NHS Trust Health Informatics Department prior to submission.

Also included is the Emergency Ambulance Services Committee action plan

### **Source**

Welsh Ambulance Services NHS Trust Qlik Management Information  
Welsh Ambulance Services EMS Performance Tracker

### **Caveats**

- \* Data is correct at time of collection
- \* Area and Dates Covered: All Wales for date period
- \* For information relating to Incidents - the patients local health board has been used to determine the national figure
- \* For information relating to hospital handovers and hospital lost hours - the hospital attended has been used to determine the national figure

### **Disclaimer**

The information presented has been prepared using sources believed by the National Collaborative Commissioning Unit to be reliable and accurate. It must be used as management information only unless otherwise stated and is not for public release.

### **Contact details**

Email: CTM\_CASC\_EASC@wales.nhs.uk

## Table of contents

Worksheet name	Worksheet description	Date this data was first published	Next publication date	Source
Action Plan	EASC Action Plan	Friday, August 05, 2022	Monday, September 05, 2022	Emergency Ambulance Services Committee Local Health Boards
Wales_Overview_Daily	Welsh Ambulance Services NHS Trust: National Daily view (1 month)	Friday, August 05, 2022	Monday, September 05, 2022	Welsh Ambulance Services NHS Trust
Wales_Overview_12month	Welsh Ambulance Services NHS Trust: National 12-month overview	Friday, August 05, 2022	Monday, September 05, 2022	Welsh Ambulance Services NHS Trust

## WAST Actions

#	Action	Detail	Source / Request	Monitoring Route	Due Date	Impact	Progress	Confidence	Comments	Supporting Documents
1	Red Variation Modelling		CASC Q&D	CASC Q&D	21st Oct	Low	On Track	High	Presented to EAS Committee on 6 September 2022 Further work ongoing through CASC Q&D - Red Deep Dive	<a href="#">Red Variables</a>
1.1	Winter Modeling	Winter modeling forecast 2022/23	Normal Business	CASC Q&D	End Oct	Low	On Track	High	Implementation of Tactical forecasting & modelling for seasons	
1.1	Summer Modelling		Normal Business	CASC Q&D	W/C 4th July	Low	On Track	High	Implementation of Tactical forecasting & modelling for seasons	Complete
1.2	Roster Review Implementaion	Revised Rosters as per 2019 D&C Review. Equivalent efficiency of 74 WTE	Commissioning Intentions (C12 A3)	CASC Q&D / EASC	1st Dec 22	High	On Track	Medium	Implementation underway	<a href="#">EMS Response Roster Reviews Highlight Report</a>
1.3	Sickness Improvement Plan	40 Point improvement plan and trajectory	Commissioning Intentions (C12 A1)	CASC Q&D	2023	High	Limited	Medium	Improvement seen, but risk remain around edelivery of trajectory	<a href="#">Sickness Absence &amp; Staff Wellbeing Presentation</a>
1.4	Post Production Lost Hours Improvement	Modernised workforce practice policy implementation and reduction in lost hours	Commissioning Intentions (C13 A1 & C13-P1)	CASC Q&D		High	Limited	Low	Agreement with TU partners to boost production by using CPD hours on the road	<a href="#">EMS Utilisation and Post Production Lost Hours Indicators</a>
1.5	Daily Missed Red Review by ODU				Complete	Medium	Limited	Medium	Missed reds are discussed, reviewed daily by exception on the 0930 and 2030 huddles. Local management teams provided with a subscribed report and reds are reviewed by the Locality Management Teams.	<a href="#">Red Variables</a>
1.6	Cymru High Acuity Response Unit (CHARU)				Sep-22	High	Limited	Medium	CHARU will have a focus on clinical leadership and clinical outcomes for Trust's highest acuity patients.	<a href="#">Cymru High Acuity Response Unit Presentation</a> <a href="#">Cymru High Acuity Response Unit Highlight Report</a>
1.7	Emergency Communication Nurse System (ECNS) Optimisation	Roll out plan for optimisation / expansion of ECNS system following go live	CASC Q&D	CASC Q&D	Ongoing	Medium	Limited	Medium	First phase training complete 31st July Work on going to develop capability expansion plan and maximisation of benefits realisation.	<a href="#">Red Variables</a>
1.8	£3m recruitment	Initial commitment to deliver 100 WTE by the end of 2022. Baseline for growth 1691 WTE		CASC Q&D / EASC	Dec-22	High	On Track	High	WAST agree to pay C1 licence qualification initial NEPTS upon completion EMS	<a href="#">Additional £3m Funding Letter from Jason Killens</a>

## Health Board Actions

#	Action	Detail	Source / Request	Monitoring Route	Due Date	Impact	Progress	Confidence	Comments	Supporting Documents
2	25% Reduction in avg lost mins per arrival	reduction in minutes lost per ambulance arrival from October 2021 levels (~74min) by end of September 2022	EASC Commitment / 6 Goal Update 19th May 2022	Fortnightly Tripartite Meetings / WG IQPD	Sep-22	High	Limited	Low	We have kept the rating the same and are seeing improvement in some areas	<a href="#">Ambulance Handover Improvement Trajectories Presentation</a>  <a href="#">Ambulance Handover Improvement Trajectories</a>
2.1	No 4 hour offload delays	Eradication of ambulance handover delays over 4 hours by end of Septemeber 2022	EASC Commitment / 6 Goal Update 19th May 2023	Fortnightly Tripartite Meetings / WG IQPD	Sep-22	High	Limited	Low	Progress is being made but is not consistent currently across Wales	<a href="#">Ambulance Arrival 4-hour Improvement Trajectories Presentation</a> <a href="#">Ambulance Arrival 4-hour Improvement Trajectories</a>  <a href="#">Weekly handover by timeband</a>
2.2	Health Board Handover Improvement Plans	Individual health board improvement plans		Fortnightly Tripartite Meetings / WG IQPD	Ongoing	High	Limited	Medium	Next phase to align service changes to performance improvement and create overall improvement plan	<a href="#">Health Board Handover Improvement Plans</a>
2.3	Front door flow and ED capacity	Individual health board improvement plans		Fortnightly Tripartite Meetings / WG IQPD	Ongoing	High	Limited	Medium	Schemes which have been identified are still planned to be taken forward. There is some potential for dislpage in some areas, and partial implementation of SDEC in some areas.	<a href="#">Health Board Handover Improvement Plans</a>
2.4	Internal capacity and flow (including Surge Capacity)	Individual health board improvement plans		Fortnightly Tripartite Meetings / WG IQPD	Ongoing	Medium	Limited	Medium	CASC attending Goid 5 and 6 groups	<a href="#">Health Board Handover Improvement Plans</a>
2.5	Community and social care	Individual health board improvement plans		Fortnightly Tripartite Meetings / WG IQPD	Ongoing	High	Off Track	Low	-	<a href="#">Health Board Handover Improvement Plans</a>

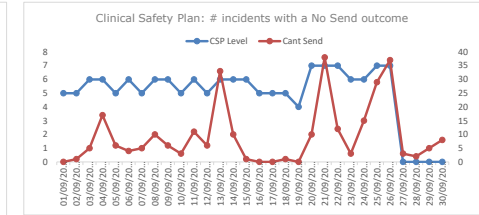
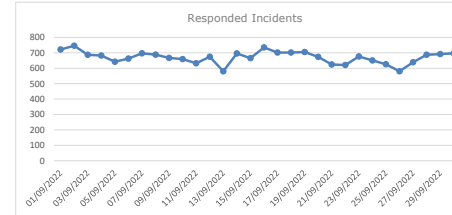
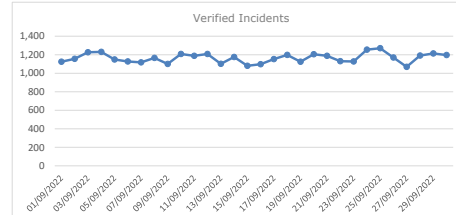
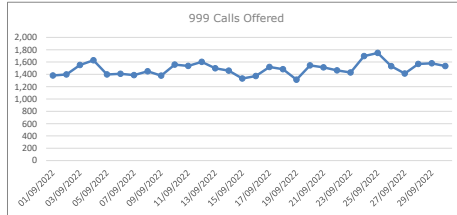
### Health Board and WAST Actions

[illegible]

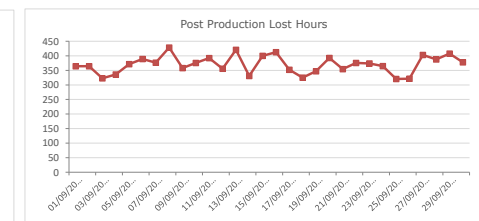
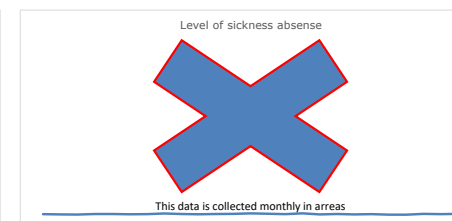
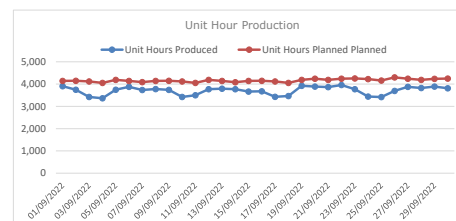
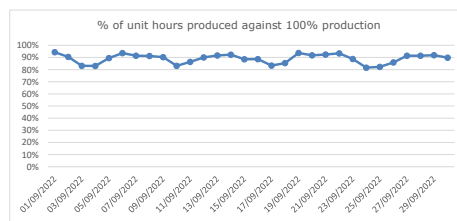
# Welsh Ambulance Services NHS Trust: National Daily view (1 month)

Please note: the current months data is updated following the WAST data upload at 10:30am

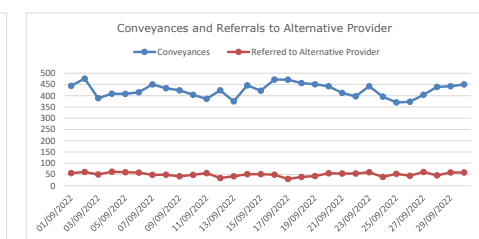
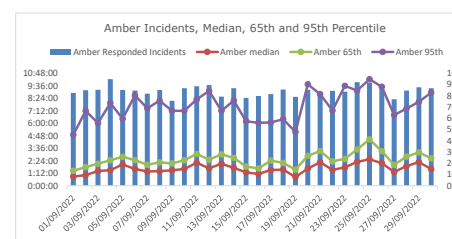
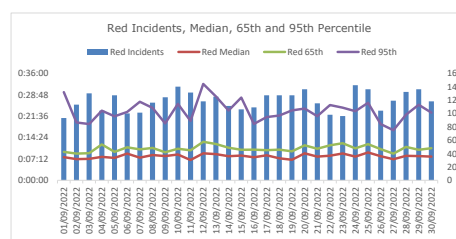
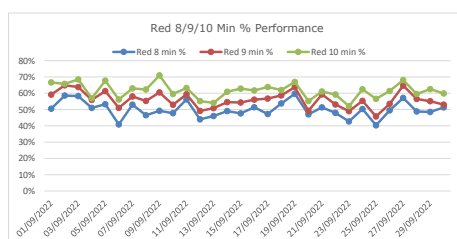
## Demand



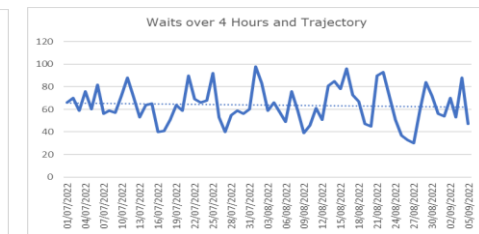
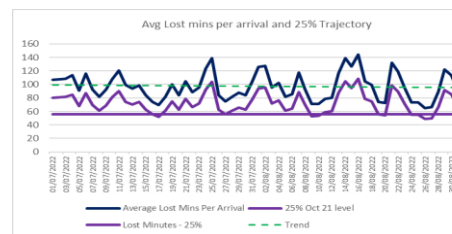
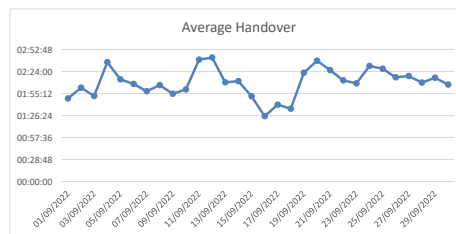
## Capacity



## Outcome



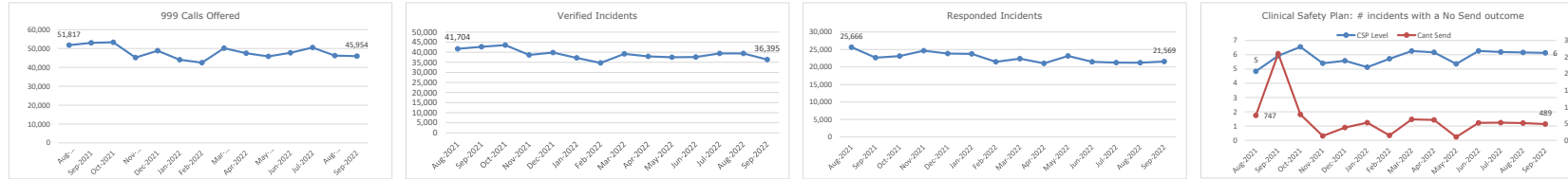
## System Efficiency



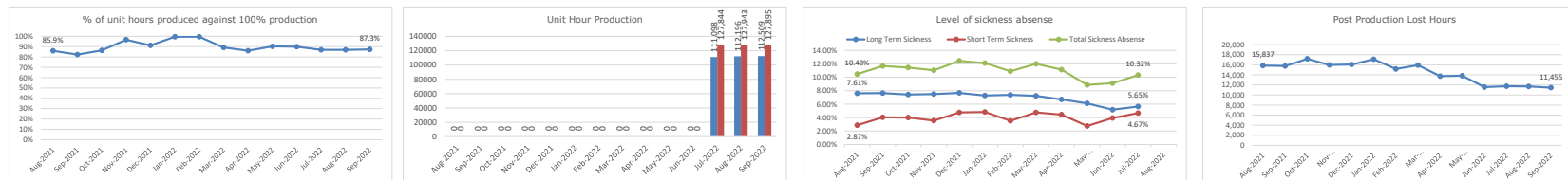
## Welsh Ambulance Services NHS Trust: National 12-month overview

Please note: the current months data will always be lower than previous months as the data builds over the month

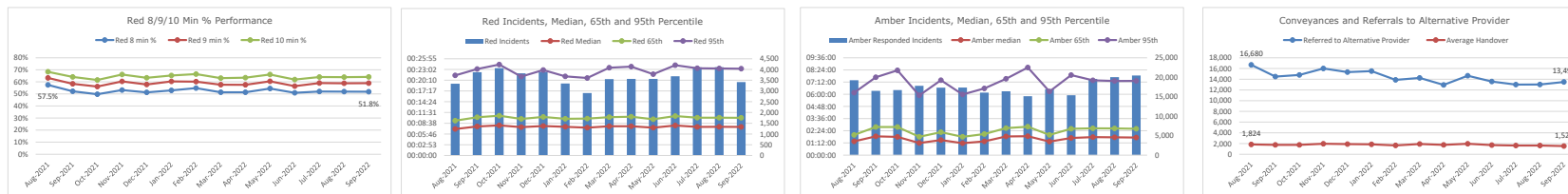
### Demand



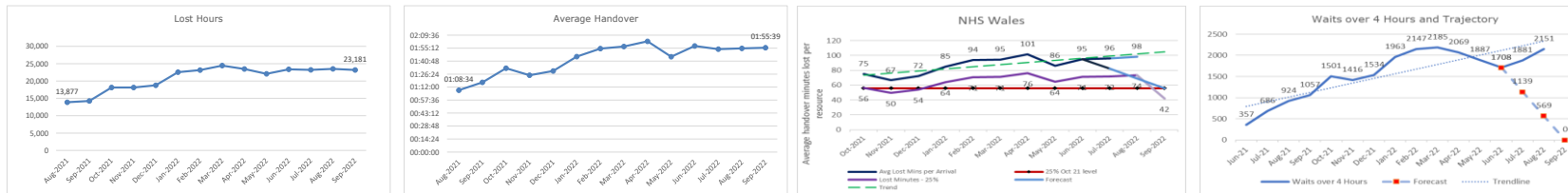
### Capacity



### Outcome



### System Efficiency



### Release Availability

