

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

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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	Wednesday, January 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	Wednesday, January 05, 2022	Welsh Ambulance Services NHS Trust
Wales_Overview_12month	Welsh Ambulance Services NHS Trust: National 12-month overview	Friday, August 05, 2022	Wednesday, January 05, 2022	Welsh Ambulance Services NHS Trust

WAST Actions

#	Action	Detail	Source / Request	Monitoring Route	Due Date	Impact	Progress	Confidence	Comments	Supporting Documents
1.0	Red Variation Modelling	Review of daily variation	CASC Q&D	CASC Q&D	Complete	Limited	On Track	High	Presented to EAS Committee on 6 September 2022. Further work ongoing through CASC Q&D - Red Deep Dive. Additional work now being undertaken on clinical review of current RED workload using EPCR Data. PDSA Improvement cycles being developed. Added as action 1.10	Red Variables
1.1	Winter Modelling	Winter modelling forecast 2022/23	Normal Business	CASC Q&D	Complete	Limited	On Track	High	Implementation of Tactical forecasting & modelling for seasons	
1.2	Modelling v Actual Review	Review of modelling impact against actual delivery	CASC Q&D	CASC Q&D	Mar-23	Limited	On Track	High	Part of ongoing monitoring of effectiveness of modelling scenarios.	
1.2	Summer Modelling		Normal Business	CASC Q&D	W/C 4th July	Low	On Track	High	Implementation of Tactical forecasting & modelling for seasons	Complete
1.3	Roster Review Implementation	Revised Rosters as per 2019 D&C Review. Equivalent efficiency of 74 WTE	Commissioning Intentions (CI2-A3)	CASC Q&D / EASC	1st Dec 22	High	On Track	High	Roster Reviews Complete with small number of outstanding rosters due to R&R	EMS Response Roster Reviews Highlight Report
1.4	Sickness Improvement Plan	40 Point improvement plan and trajectory	Commissioning Intentions (CI2-A1)	CASC Q&D	2023	High	Limited	Medium	Improvement seen, but risk remain around delivery of trajectory	Sickness Absence & Staff Wellbeing Presentation
1.5	Post Production Lost Hours Improvement	Modernised workforce practice policy implementation and reduction in lost hours	Commissioning Intentions (CI3-A1 & CI3-P1)	CASC Q&D		High	Limited	Low	Agreement with TU partners to boost production by using CPD hours on the road	EMS Utilisation and Post Production Lost Hours Indicators
1.6	Daily Missed Red Review by ODU	Daily review of missed red to ensure process followed.		Daily Calls	Complete	Medium	Limited	High	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.	Red Variables
1.7	Cymru High Acuity Response Unit (CHARU)	Introduction of new type of resource to improve outcomes for the sickest patients	EMS D&C Implementation	EMS Ops Transformation Board	Sep-22	High	Limited	Low	CHARUs will have a focus on clinical leadership and clinical outcomes for Trust's highest acuity patients.	Cymru High Acuity Response Unit Presentation Cymru High Acuity Response Unit Highlight Report
1.8	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	High	First phase training complete 31st July. Work on going to develop capability expansion plan and maximisation of benefits realisation. Video streaming now available	
1.9	E3m 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	Additional E3m Funding Letter from Jason Killens
1.10	Clinical Review of Red Incident Demand	Detailed clinical review of red incident demand to understand clinical need of patients, to assess improvement opportunities	CASC Q&D	CASC Q&D	Feb-22	High	On Track	High	Additional work now being undertaken on clinical review of current RED workload using EPCR Data. PDSA Improvement cycles being developed.	

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	Low	Low	We have kept the rating the same and are seeing improvement in some areas	Ambulance Handover Improvement Trajectories Presentation Ambulance Handover Improvement Trajectories
2.1	No 4 hour offload delays	Eradication of ambulance handover delays over 4 hours by end of September 2022	EASC Commitment / 6 Goal Update 19th May 2023	Fortnightly Tripartite Meetings / WG IQPD	Sep-22	High	Low	Low	Progress is being made but is not consistent currently across Wales	Ambulance Arrival 4-hour Improvement Trajectories Presentation Ambulance Arrival 4-hour Improvement Trajectories Weekly handover by time band

2.2	Immediate Release Direction Compliance	Increased compliance with all immediate release directions	EASC 16th July	EASC MG / Q&D / WG IQPD	Jul-22	High	Low	Low	Progress is being made but is not consistent currently across Wales	Immediate Release EASC Papers
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Health Board ICAP Progress (ABUHB)

#	Action	Detail	Source / Request	Monitoring Route	Due Date	Impact	Progress	Confidence	Comments	Supporting Documents
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2.3	Signposting people with urgent care needs to the right place, first time	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be rated following first ICAP meeting 2024	To be inserted following January ICAP Meeting
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2.7	Home first approach and reduce the risk of readmission	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be rated following first ICAP meeting 2028	To be inserted following January ICAP Meeting

Health Board ICAP Progress (BCUHB)

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Health Board ICAP Progress (CVUHB)

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Health Board ICAP Progress (S BUHB)

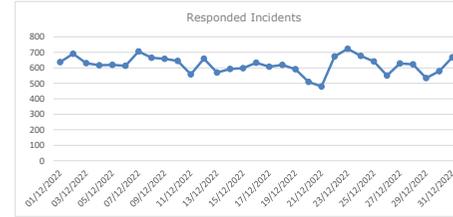
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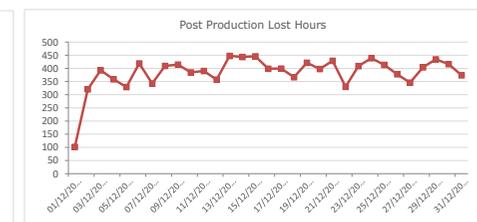
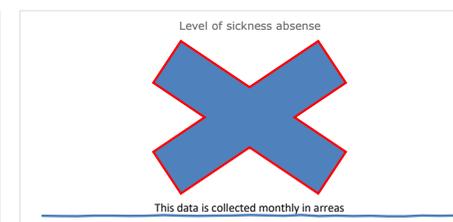
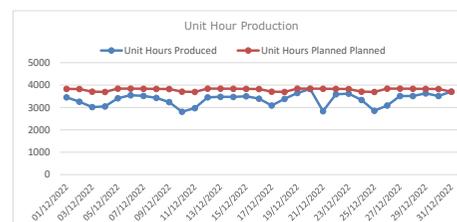
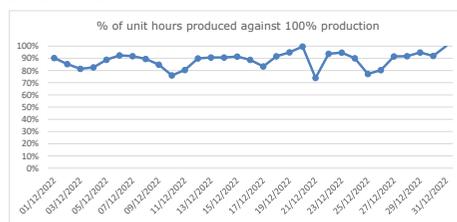
Welsh Ambulance Services NHS Trust: National Daily view (1 month)

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

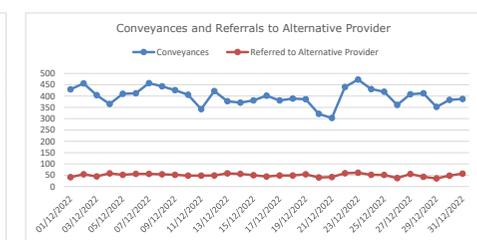
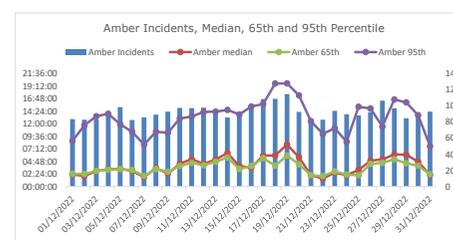
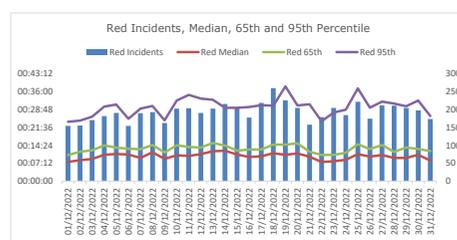
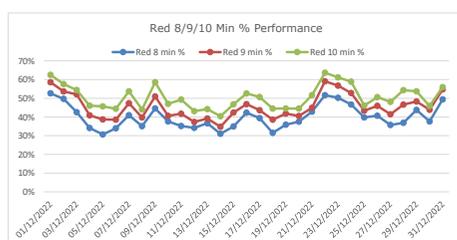
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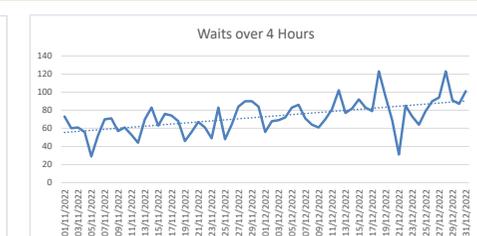
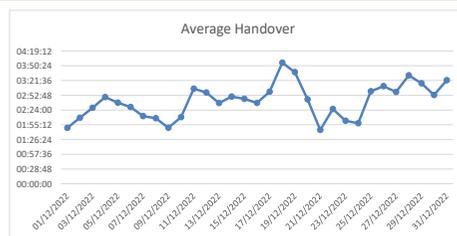
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Outcome



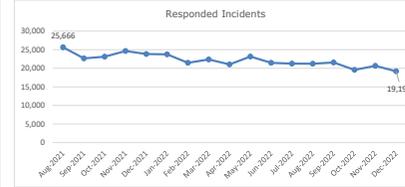
System Efficiency



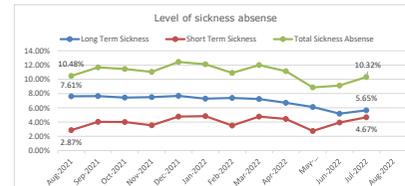
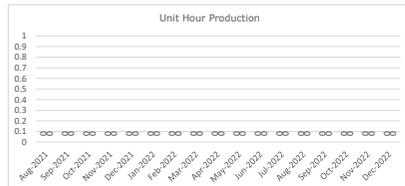
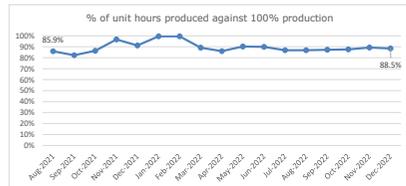
Welsh Ambulance Services NHS Trust: National 12-month overview

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

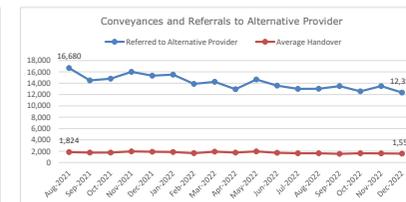
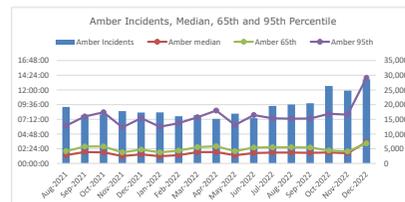
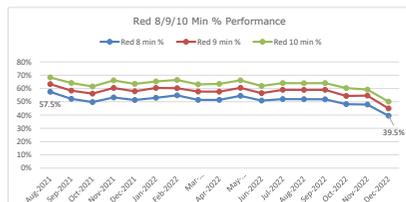
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Capacity



Outcome



System Efficiency

