

# Emergency Ambulance Services Committee

## Integrated Medium Term Plan

### Performance Tracker



# Introduction

- The 2023-26 EASC Integrated Medium Term Plan (IMTP) set out a number of performance improvement ambitions and performance enablers for Emergency Ambulance Services
- Whilst the EASC IMTP has not yet been formally approved by the Minister for Health and Social Services, the Committee remain committed to the delivery of these improvements.
- This slide deck sets out the progress to date against each of the commitments.
- The Committee agreed to review these commitments during the year in light of system progress, this presentation suggest a number of areas for review during Q1 as a result of early delivery of ambitions.

# Summary – Performance Improvement

## Number of "Can't sends" generated by Clinical Safety Plan

- Reduced by 75-95% over 2023/24

## RED performance

- 60% by the end of the first quarter
- 65% by the end of the second quarter
- Sustained with incremental improvement in quarter three and four

## Longest RED response

- 95th Percentile 30 minutes by end of first quarter and
- 95th Percentile 25 minutes by end of second quarter
- Sustained with incremental improvement in quarter three and four

## AMBER median

- Less than 90 minutes by the end of the first quarter
- Less than 45 minutes by the end of the second quarter
- Less than 30 minutes by end of 2023/24

## Longest AMBER response

- 95th Percentile 8 hours by end of the first quarter
- 95th Percentile 7 hours by end of the second quarter
- 95th Percentile 6 hours by the end of the third quarter
- Sustained with incremental improvement in quarter four

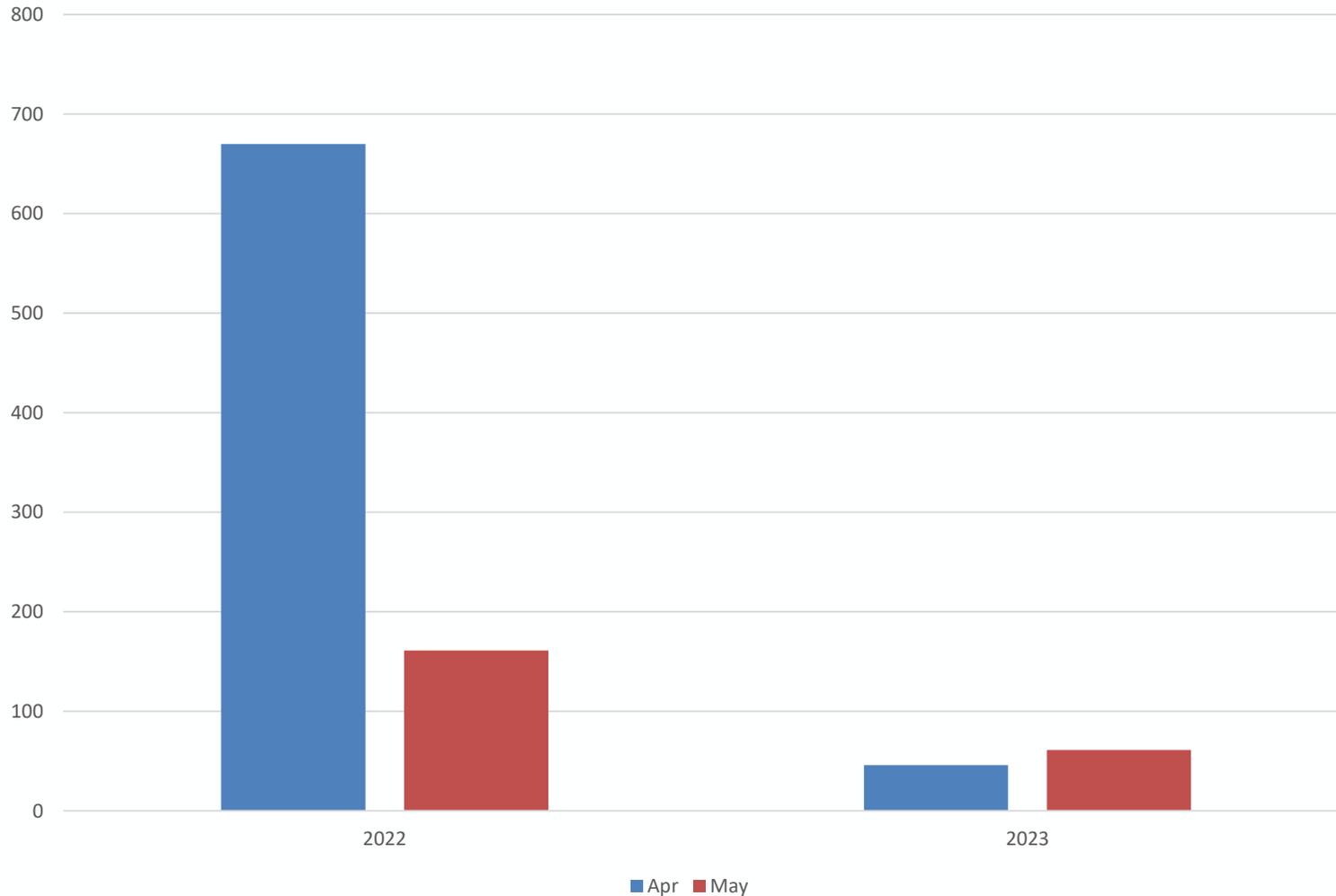
## Handover Hours lost

- 15,000 per month by end of the second quarter and
- 12,000 by end of the third quarter
- Sustained with incremental improvement in quarter three and four

## Longest Handover

- No handover more than 4 hours during 2023/24
- Individual improvement trajectories for no handovers of more than 60 min by end of April 2025

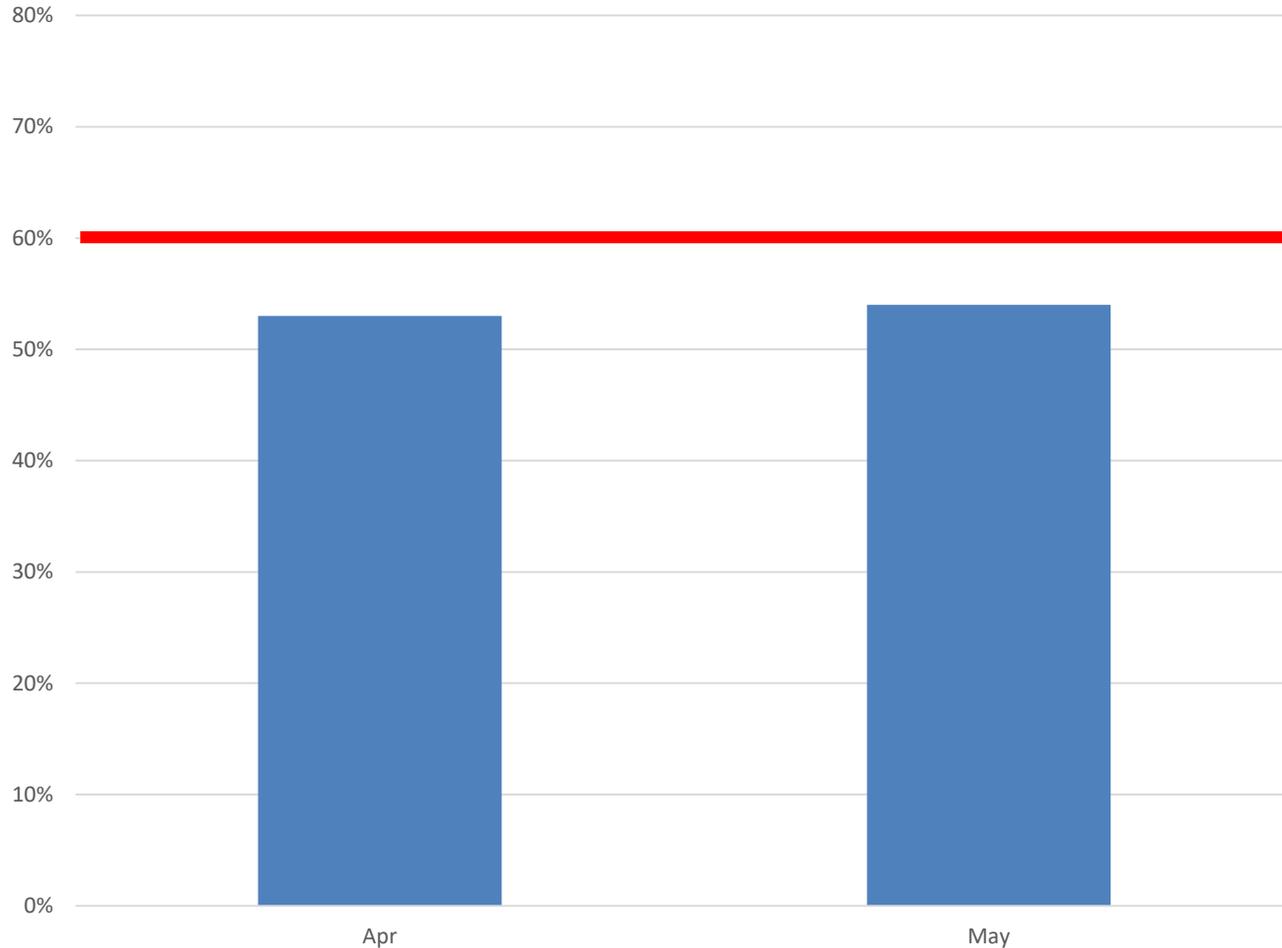
# “Can’t Sends” - Reduced by 75-95% over 2023/24



April and May 2023 have seen a 93% and 62% reduction respectively compared to the same period in 2022\*

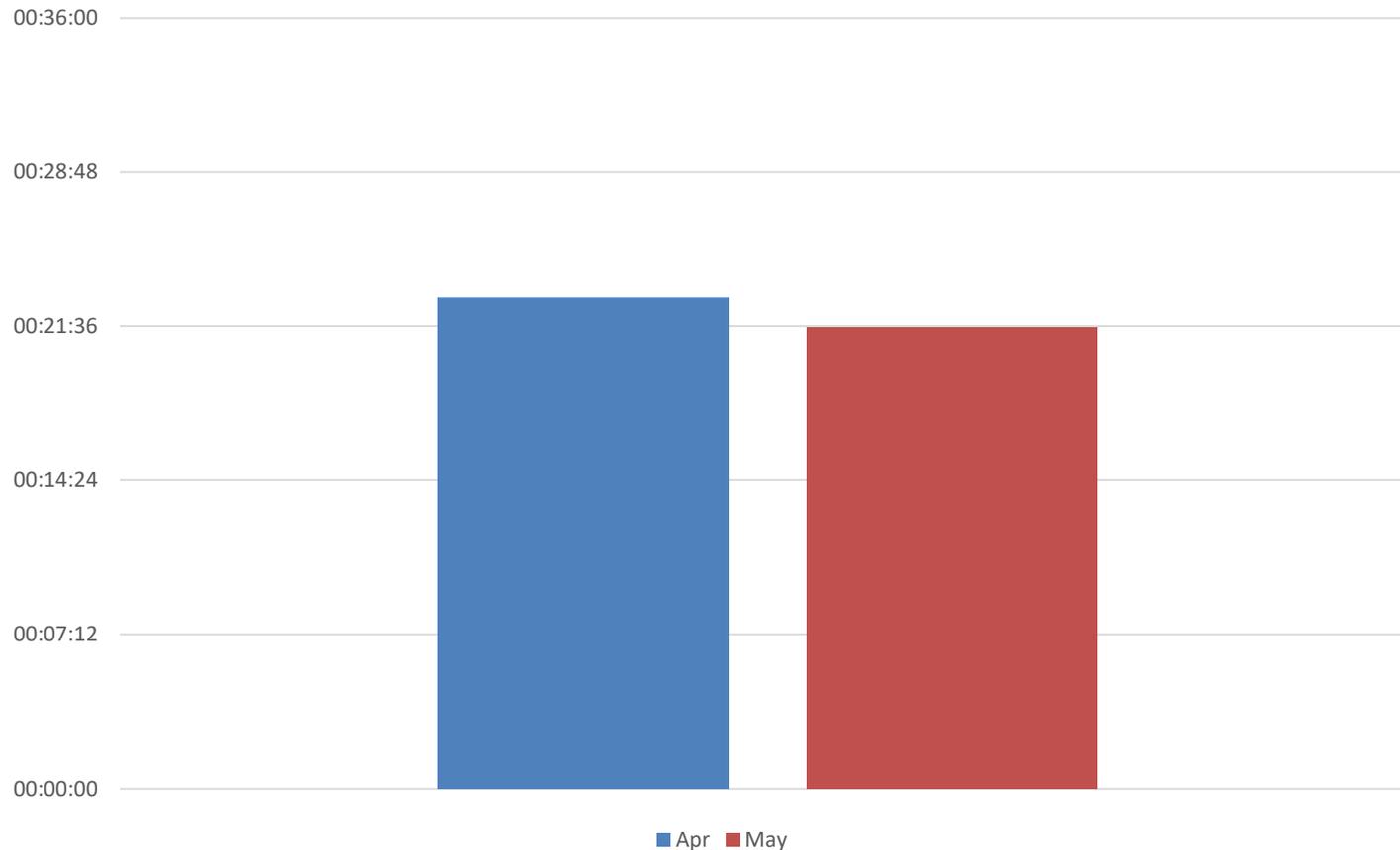
\*Clinical Safety Plan Can't sends only

# Red Performance – 60% by end of Q1



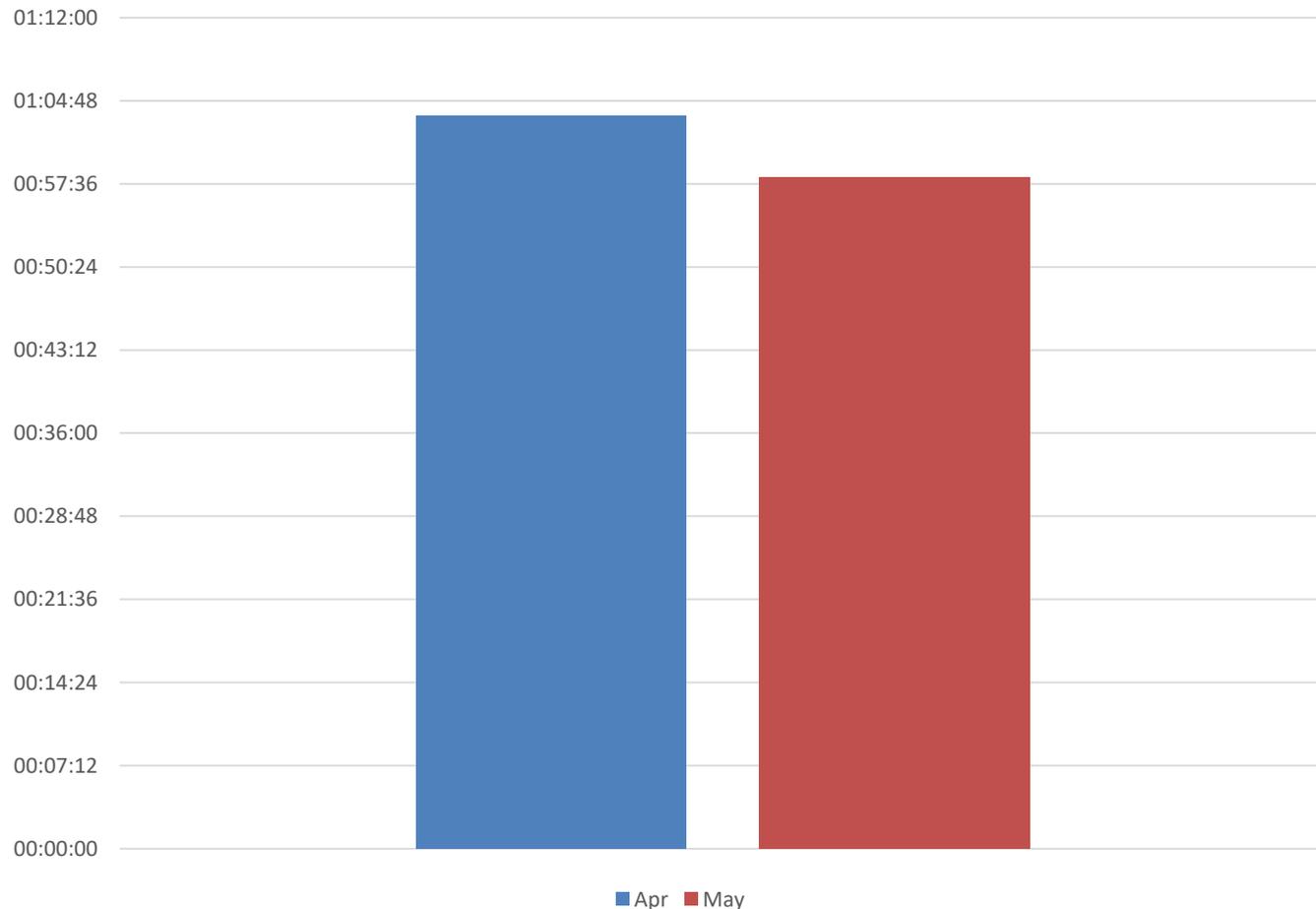
- Slight improvement April to May of around 1%
- Requirement to achieve 65% by end of Q2
- Sustained incremental improvement in Q3/4
- Ongoing development of actions for delivery of Red improvement including –
  - Red clinical review
  - Cymru High Acuity Response Unit rollout
  - Red Auto – Dispatch Changes

# Longest Red – 95<sup>th</sup> Percentile 30 min by end of Q1



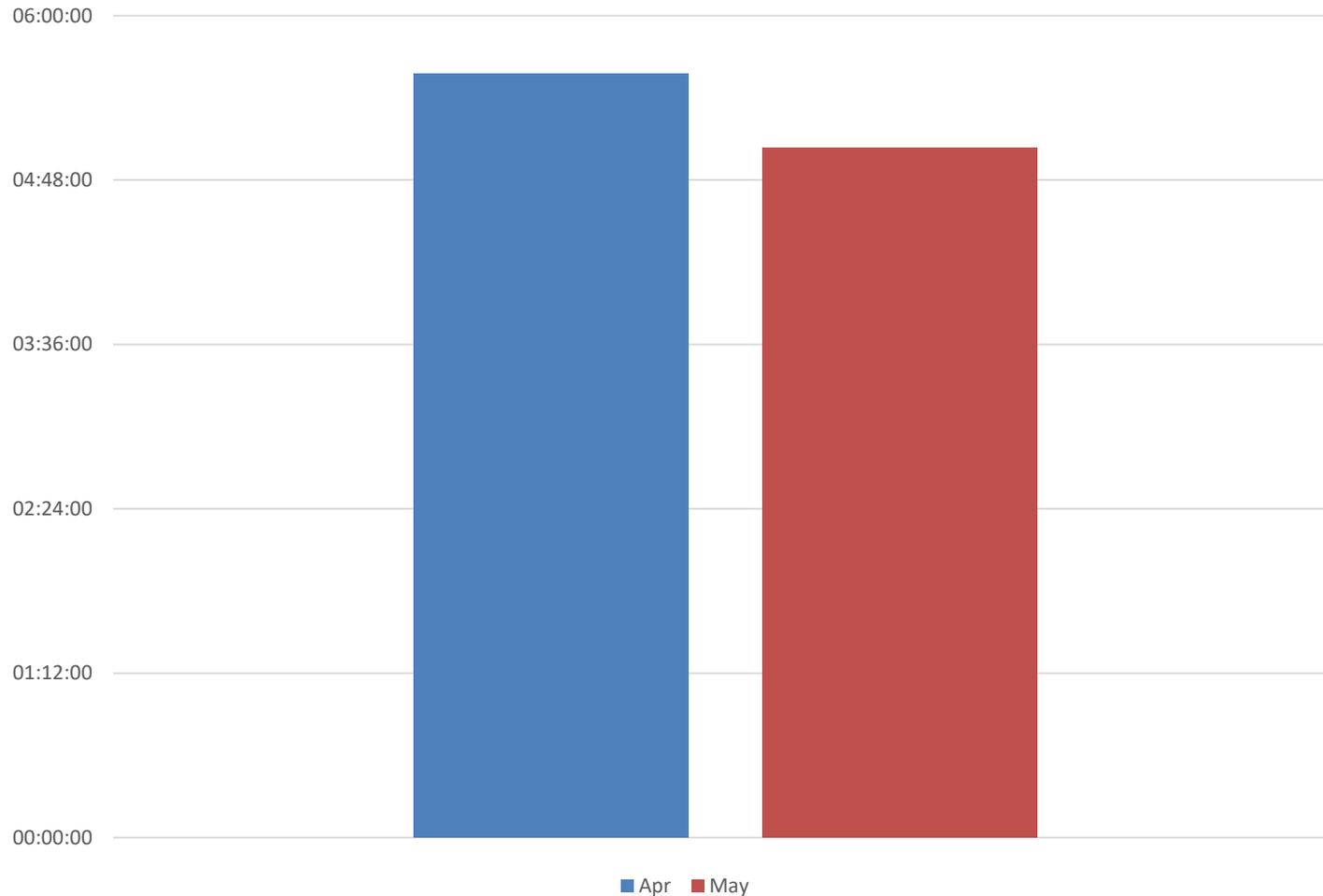
- 95<sup>th</sup> Percentile has been below 25 min during the whole 2023.
- Requirement to sustain this throughout Q2
- Sustained incremental improvement in Q3/4
- **REVIEW – Q2 ambition being achieved currently – suggest revising Q2 ambition to <18 min**

# Amber Median - < 90 min by end of Q1



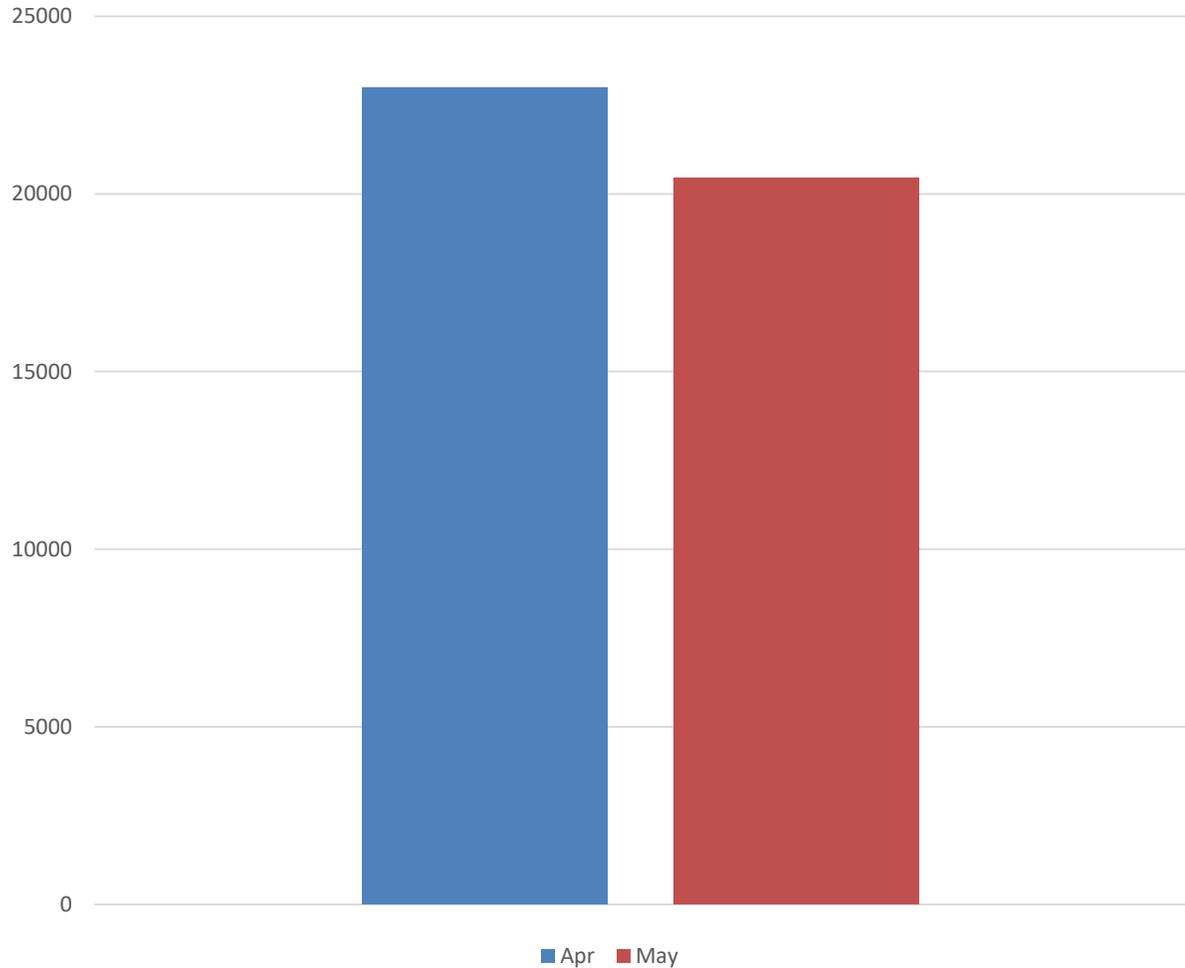
- Amber median 67 min on average during the whole of 2023.
- Requirement to achieve 45 min by end of Q2
- Less than 30 min required by end of 2023/24

# Longest Amber – 95<sup>th</sup> Percentile 8 hours by end Q1



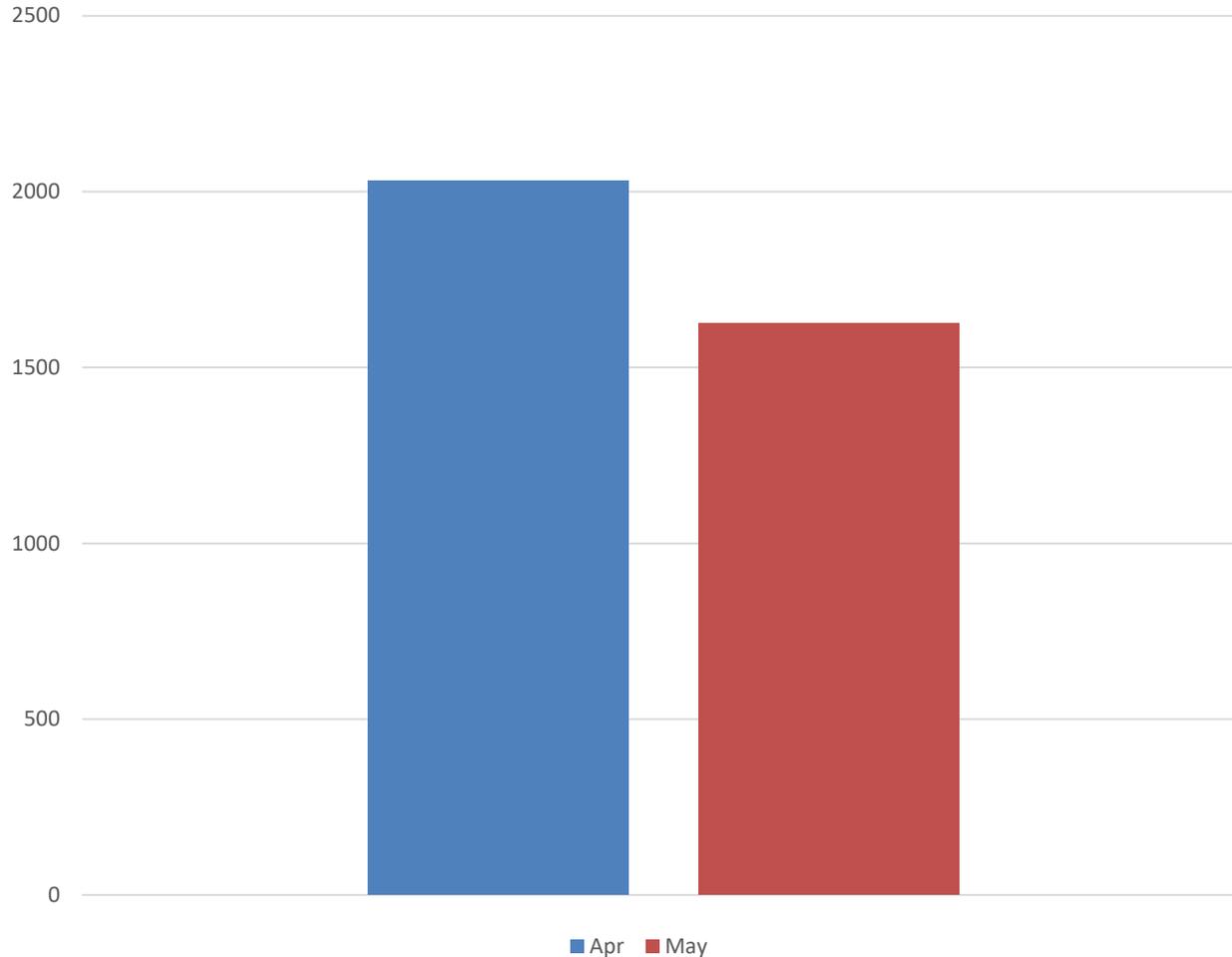
- Amber 95<sup>th</sup> Percentile 6h 35m on average during the whole of 2023.
- Requirement to achieve 7 hour by end of Q2
- 6 Hour by end of Q3
- Sustained incremental improvement by in Q4
- **REVIEW – Q3 ambition being achieved - suggest revising Q2 ambition to 4.5 hours and Q3 to 3.5 hours.**

# Handover Hours – 15,000 Lost per month by end of Q2



- Requirement to achieve 12,000 hours per month by end of Q3
- Sustained and incremental improvement in Q4

# Longest Handover – No Handover >4 Hours in 2023/24



- 3,655 waits over 4 hours so far in 2023/24
- Requirement for all sites to eradicate waits over 1 hour by end of April 2025

# Summary – Performance Enablers – WAST

## Welsh Ambulance Services NHS Trust

- UHP to be between 95-100%
- Staff related sickness to be 5.5% (pre-pandemic levels)
- Deliver full impact of the Cymru High Acuity Response Unit (CHARU) Service
- Hear and Treat to be 17% or above
- Clinically assess RED calls to ensure clinical appropriateness during dispatch process.

## Progress

- Unit Hour Production around 96% in April and May 2023
- April Sickness absence 8.04%, figures for May not yet available
- Hear & Treat 14.5% in April 2023
- Clinical assessment of red calls in place

# Summary – Performance Enablers – Six Goals

## Six Goals Programme

- Access to Urgent Primary Care Services for WAST (% activity to be agreed with Programme but assumed to be 3% as minimum)
- Access to SDEC paramedic pathway and direct access (% activity to be agreed with Programme with trajectory towards modelled best case scenario of 4.5%)
- Continued flow of appropriate 999 incidents to NHS 111 Wales and understanding of the impact of high 111 call abandonment rates on 999 activity.
- Flow Hubs coordination of appropriate ambulance patient disposition
- Access to NHS 111 Wales press 2
- Care Home – reduction in attendance and conveyance (% activity to be agreed with Programme)
- Chest Pain Pathway (% activity to be agreed with Programme)
- Night Sitting Service

## Progress

- EASC Team review of remote clinical support including flow of 999 to 111.
- NHS 111 Press 2 formally launched across Wales
- Night Sitting Service – Now called Connected Support Cymru is live

# Summary – Performance Enablers – Targeted

## Targeted Priorities

- Clinical Desk expansion as a driver for clinical navigation of 999 activity
- Alternative pathway for clinical safety plan so every patient is assessed and signposted to the most appropriate care
- Tactical Rapid Response system for short term surges in demand
- Focus on Falls – expansion of falls response services across Wales

## Progress

- Review of clinical desk being undertaken by EASC Team to establish robust baseline for expansion