

**EMRTS****EMRTS Commissioning Intention 1- Service Expansion**

CI1a	<b>Enhanced CCP-led response</b> – Building on the findings of recent winter initiatives and demand and capacity planning undertaken within the service, support the implementation of an enhanced daytime response that will ensure more effective use of resources, improve service quality and the patient experience and provide opportunities for workforce development.	01-Apr-23		This service has now been in existence for 8 months. The work force resourcing includes a Critical Care Practitioner (CCP) shift lead who is guiding practitioner development through live mentoring. Patients are receiving a range of enhanced treatments including autonomous blood product administration, procedural sedation, post ROSC care and additional medications that sit outside JRCALC. This enhanced CCP response is working collaboratively with Specialist Paramedic and CHARU (Cymru High Acuity Response Unit) colleagues in WAST supporting practice and adding value where required. We continue to provide a transfer capability to CHANTS/Watch Colleagues (neonatal and paediatric transfer services) as required albeit we have seen a reduction in requests. Given the proximity of our CCP team in the South East area the forecasted protection of the Physician lead team in Llanelli has been realised, this has proved valuable in being available for wider taskings across the region/ Wales. The first-year evaluation will commence in Qtr 1 23/24
CI1b	<b>Planning</b> – Build on the implementation and consolidation of Phase 1 of the EMRTS Service Expansion project, working collaboratively with commissioners to plan the implementation of the remaining phases of the EMRTS Service Expansion programme.	31-Mar-23		Following recent updates around the Service Development Proposal. A CASC process of engagement will commence in February 2023. A number of engagement materials are in development and discussions planned with stakeholders. As a result, the remaining phases of EMRTS Service Expansion have been paused.

**EMRTS Commissioning Intention 2 – Adult Critical Care Transfer Service Implementation**

CI2a	<b>Service Delivery</b> – The ACCTS team will continue to manage ongoing service delivery and will ensure robust performance management with a focus on outcomes, value, quality and safety of service delivery.	31-Dec-23		The ACCTS service completed its first full year of service delivery. The service is delivering significantly in excess of forecasted activity in both North and South Wales. A review of year one activities has been undertaken and presented to a number of key stakeholders including the Welsh Critical Care network, North and South Wales Trauma Networks, Intensive Care Society and to the EASC Committee. The Service has also launched ACCTS Clinical Governance Days and is represented at the EMRTS Delivery Assurance Group.
CI2b	<b>Engagement</b> – Building on established relationships, continue to engage with all stakeholders to review and strengthen the service model(s) implemented to maximise the clinical outcomes, value, quality and safety of service delivery.	31-Jul-23		The service continues to work with the Wales Critical Care and Trauma Network to ensure that the needs of patients are met. Two different operating models have been established (North Wales and South Wales) in response to the needs of the different populations. The service continues to deliver for capacity pressures, time critical transfers and escalation of care. There are ongoing challenges to match ACCTS activity to the demand in North Wales. Engagement with Heath Boards and Commissioners is ongoing and a review is required regarding how the service is managed in that particular area.
CI2c	<b>Evaluation and Review</b> – Undertake evaluation and review relating to the implementation of the ACCTS, reporting on lessons learned, service activity and providing the required assurance regarding the realisation of anticipated outcomes and benefits going forward.	30-Jun-23		A review of Year 1 was undertaken in Quarter 3. Part of the organisations culture of continuous learning and improvement, an internal lesson learnt exercise also took place engaging with multiple stakeholders and the recommendations have been implemented. Evaluation of the service continues and will ensure any further improvements required are assessed appropriately. See attached proposed methodology.

**EMRTS Commissioning Intention 3 – Service Evaluation**

CI3a	<p><b>Improvement Plan</b> – Develop and implement an improvement plan in response to the EMRTS Service Evaluation Report.</p>	30-Sep-23		<p>The EMRTS has sought the view of NHS Wales stakeholders on the integration of ongoing evaluation and it was agreed that it was important. No specific feedback was received on the metrics at the time of asking, and it was felt that a stakeholder workshop would be beneficial to be run in due course. In the meantime, whilst the service is undergoing an external engagement process with the CASC, it is felt that the results of this rigorous process including the confirmation of the measurable benefits and evaluation criteria should be awaited, to avoid any duplication of efforts or impact on the scarce resource. It is noted that only the first phase of expansion to 24 hours has been undertaken, and any subsequent approved expansion should be evaluated alongside this initial intervention and include elements of qualitative, quantitative and health economic evaluation. On the outstanding evaluation of out of hospital cardiac arrest, the service has engaged with WG, DHCW and the Cardiac network, and understands that a plan is in place to develop the registry which will lay the foundations for such evaluation.</p>
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**EMRTS Commissioning Intention 4 – System Transformation**

CI4a	<p><b>Demand and Capacity Strategy</b> – To continue with the work on a collaboratively developed demand and capacity strategy will set out the ongoing arrangements for proactively undertaking this work for the next decade, this will include the use of forecasting, modelling and health economic evaluations.</p>	31-Mar-23		<p>Following a formal Demand &amp; Capacity review by the service and as a result of recommendations, CASC are conducting a formal review of the Service Development Proposal submitted by EMRTS and will undertake further modeling to inform next steps for both organisations.</p>
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