

EMRTS Commissioning Intentions Qtr2 2023-2024 Update

Ref	EMRTS Commissioning Intention 1: Service Expansion	Date	RAG	Update
CI1a	Enhanced CCP-led response – 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.	31 March 2024		<p>This service is operating well. 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. 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.</p> <p>Data collection is complete for the first year of operation and will be analysed shortly pending completion of the ACCTS service evaluation.</p>
CI1b	Planning – 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.	30 Nov 2023		<p>Following recent updates around the Service Development Proposal. A CASC process of engagement the ‘EMRTS Service Review’ commenced in February 2023.</p> <p>The CASC review has entered its second phase and will conclude on the 5th November 2023. No further activity is being undertaken until the outcome of this review has concluded.</p>
Ref	EMRTS Commissioning Intention 2: Adult Critical Care Transfer Service Implementation	Date	RAG	Update
CI2a	Service Delivery – 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 2023		<p>ACCTS is delivering in excess of forecasted activity, in the last 12 months we have undertaken 579 transfers between our North and South Wales resources.</p> <p>The Service continues to host Clinical Governance Days and regularly contributes to the EMRTS Delivery Assurance Group.</p>
CI2b	Engagement – 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 March 2024		<p>The service continues to deliver for capacity pressures, time critical transfers and escalation of care.</p> <p>Due to ongoing financial constraints the overnight on-call provision for North Wales has been suspended. The provision was a temporary measure and provided without any additional funding.</p>

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				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	Evaluation and Review – 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.	28 Nov 2023		A review of Year 1 was undertaken in Quarter 3 22/23. 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. ACCTS provide a Clinical Governance Day that any stakeholders can join. Evaluation of the service continues and will ensure any further improvements required are assessed appropriately. A full ACCTS Evaluation Report will be presented at the next DAG in November 2023.
Ref	EMRTS Commissioning Intention 3: Service Evaluation	Date	RAG	Update
CI3a	Improvement Plan – Develop and implement an improvement plan in response to the EMRTS Service Evaluation Report.	30 Nov 2023		The EMRTS Service Review has completed Phase 1 of the Engagement Process. The second phase will take place between 9 th Oct to 5 th November 2023 for public feedback. The engagement sessions will be a mixture of drop-in sessions, in-person public meetings and On-line sessions. Until the outcome of the review is known an Improvement Plan cannot be developed.
Ref	EMRTS Commissioning Intention 4: System Transformation	Date	RAG	Update
CI4a	Demand and Capacity Strategy – 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.	30 Nov 2023		Following a formal Demand & 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 modelling to inform next steps for both organisations.