

Emergency Ambulance Services Committee

Integrated Commissioning Action Plans (ICAPs)



ICAP Update

- The Integrated Commissioning Action Plan (ICAP) process was introduced to provide a mechanism to the collaborative development and delivery of actions, to improve the availability of ambulance resources to the population of Wales.
- The ICAP has evolved since the process was established and organisations are currently working on Version 5 of their ICAP.
- There have been visible reductions in ambulance handover delays at a national level but delays are still exceeding performance ambitions.
- Further reductions in ambulance handover delays are required in order to see recognisable improvements in ambulance response times.
- Health boards have delivered improvements in supporting immediate release requests. There are on going discussions regarding the validation of data.
- Expected seasonal variation may result in a decline in ambulance handover delays
- Some health boards have indicated that the additional financial savings being made may impact on their ability to deliver some actions within their ICAP as intended.

ABUHB

Integrated Commissioning Action Plan (ICAP)

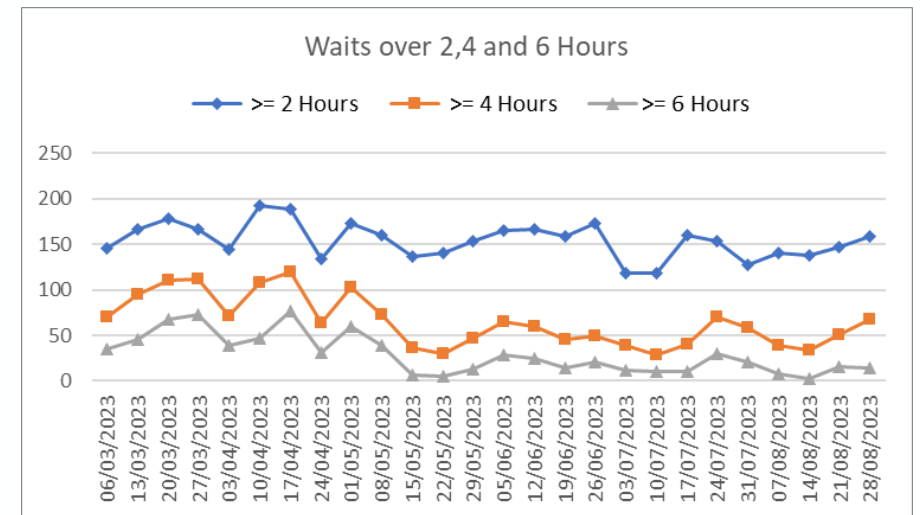
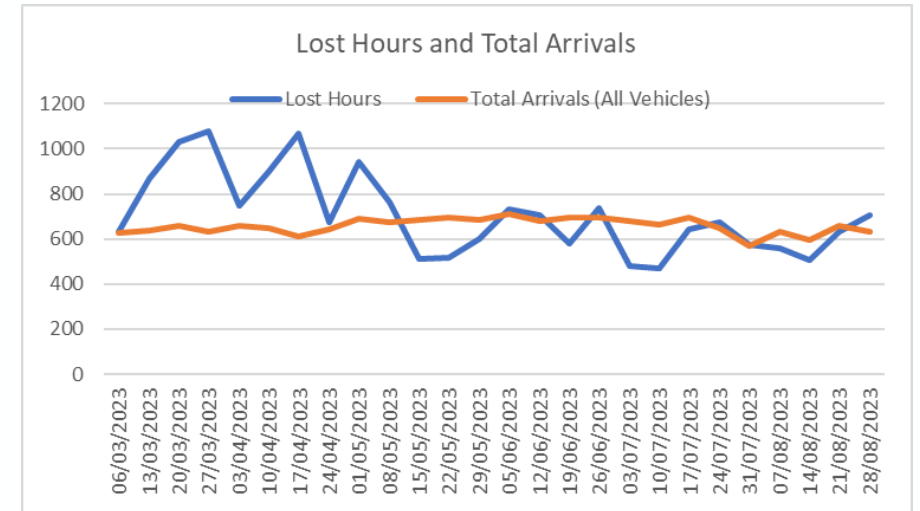
- ICAP Version 5 available, developed between ABUHB and WAST
- 23 active actions
- Strategic focus areas – admission avoidance, escalation and improving flow
- Operational focus areas – ambulance handover processes, ED management of patients, immediate release request validation

Handover Performance

- Initial improvements made in ambulance handover delays
- Improvements made in reducing long waits

Observations

- The ICAP process has provided a platform for ABUHB and WAST to collaboratively review and address local issues
- Further development of remote clinical triage and signposting opportunities to be explored
- An agreed position to be established on PRU and Transfer Service



BCUHB

Integrated Commissioning Action Plan (ICAP)

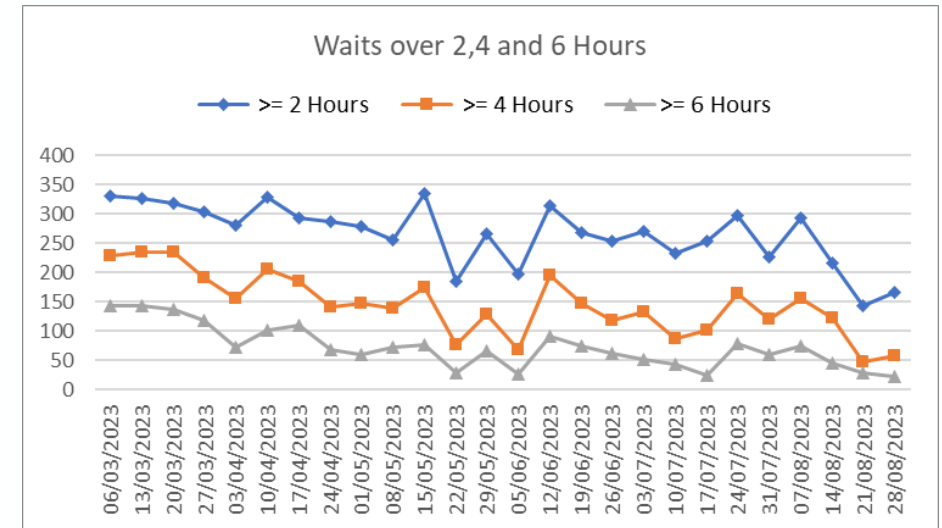
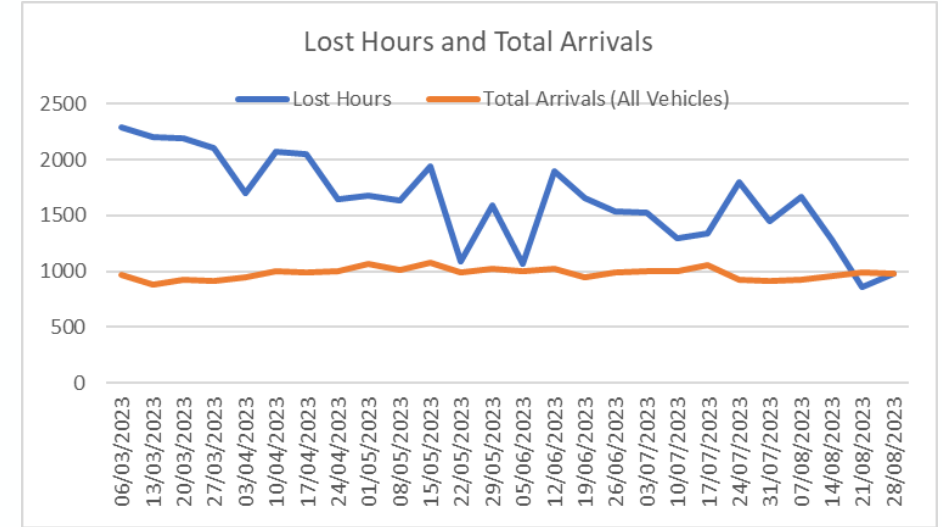
- ICAP Version 5 available, developed between ABUHB and WAST
- 13 active actions
- Strategic focus areas – admission avoidance, clinically safe alternatives and consistency in processes across all sites
- Operational focus areas – escalation processes, capacity management, immediate release request validation

Handover Performance

- Continuous improvements being made in ambulance handover delays
- Improvements made in reducing waits at all time bands

Observations

- The ICAP process has provided a platform for BCUHB to develop a consistent approach to system improvement
- Positive developments in standardising services and processes across all sites
- Establish a consistent Falls service across BCUHB
- Review of internal transfer processes and resource requirements



CTMUHB

Integrated Commissioning Action Plan (ICAP)

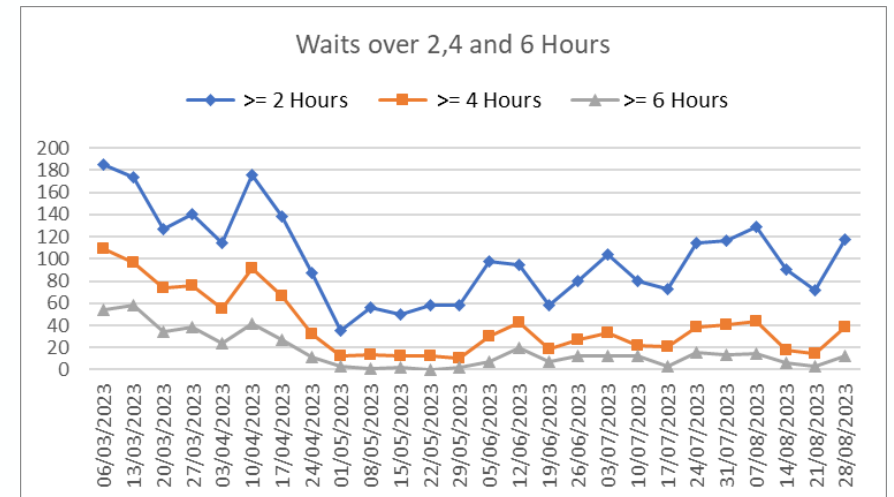
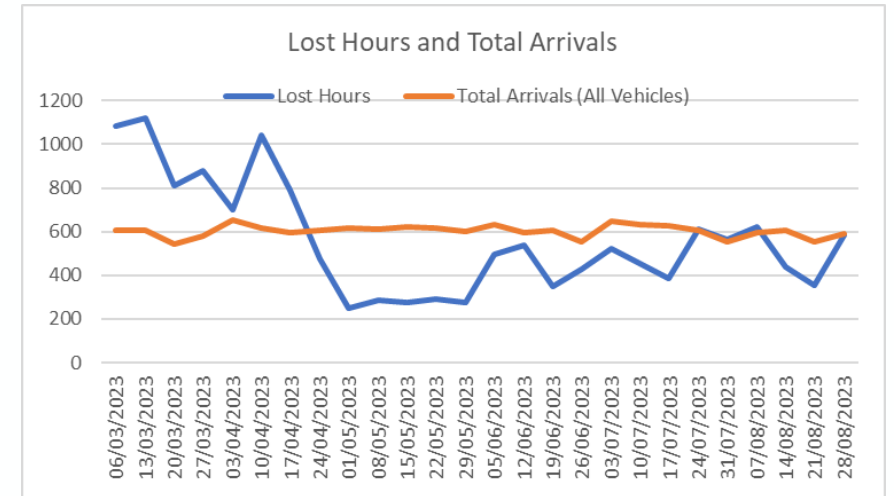
- ICAP Version 5 available, developed between CTMUHB and WAST
- 14 active actions
- Strategic focus areas – remote clinical assessment, improving flow and community bed capacity
- Operational focus areas – ring-fencing ED capacity, escalation process

Handover Performance

- Significant improvements made during April in ambulance handover delays
- Improvements made in reducing waits over 4 hours

Observations

- Opportunities for collaborative working being discussed via ICAP but further local work required
- Further development of remote clinical triage and signposting opportunities to be explored
- Acknowledgement of recognisable improvements at PoW Hospital



CVUHB

Integrated Commissioning Action Plan (ICAP)

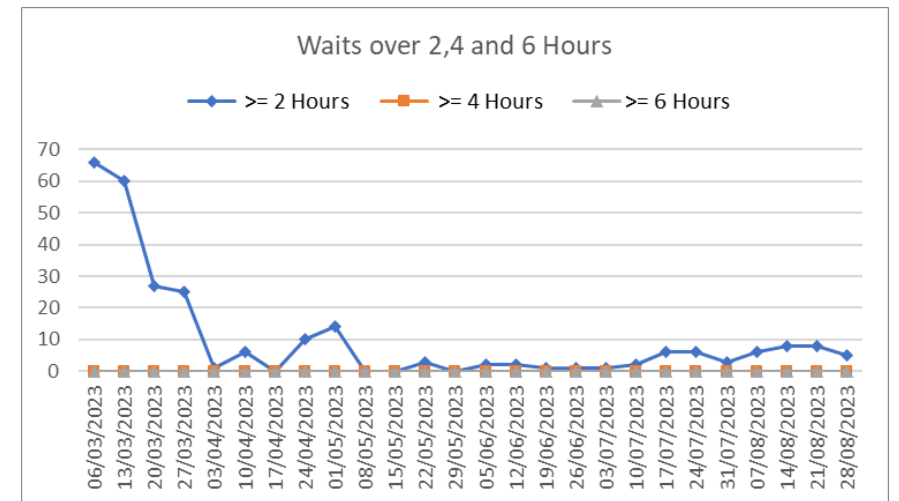
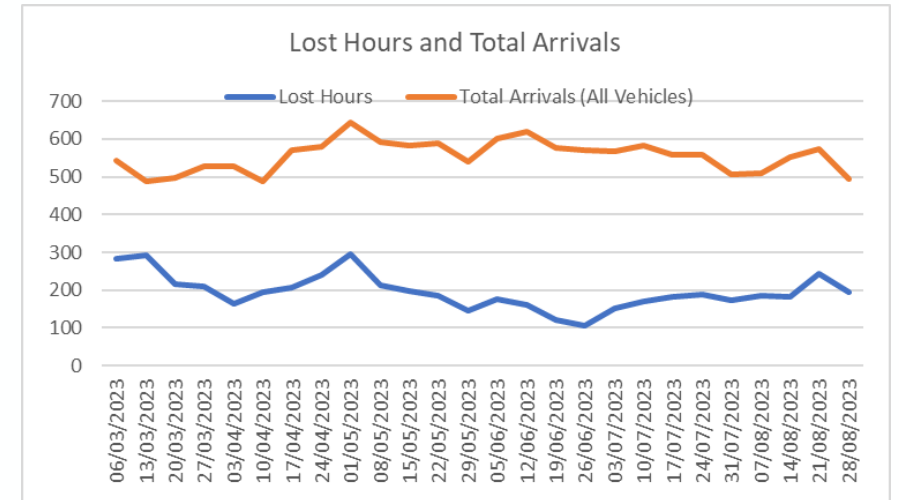
- ICAP Version 5 available, developed between CVUHB and WAST
- 10 active actions
- Strategic focus areas – Urgent Primary Care and Same Day Emergency Care
- Operational focus areas – ambulance handover delays, immediate release request validation

Handover Performance

- Sustained and significant reduction in ambulance handover delays
- Implemented additional trajectories for continuous improvement

Observations

- Organisational commitment to reduce ambulance handover delays.
- Delivered significant improvements in reducing ambulance handover delays
- Provided support and guidance to all health boards on opportunities for improvement
- Continue to explore options for further improvements



HDUHB

Integrated Commissioning Action Plan (ICAP)

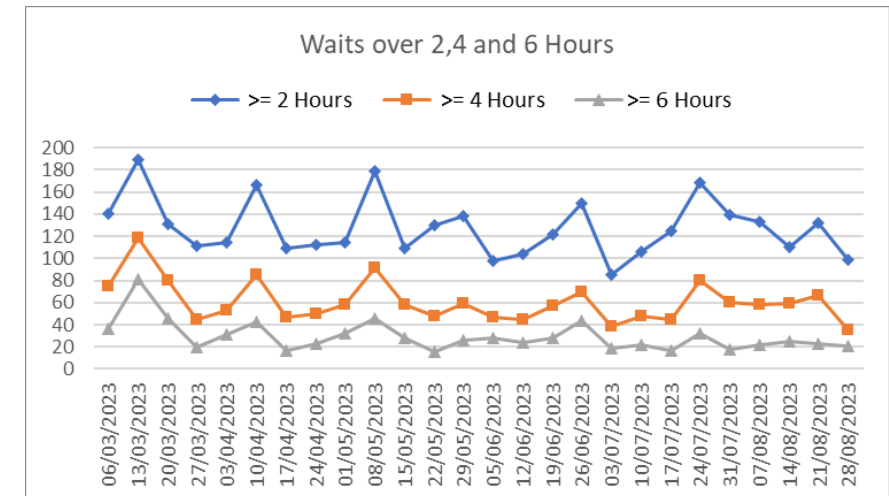
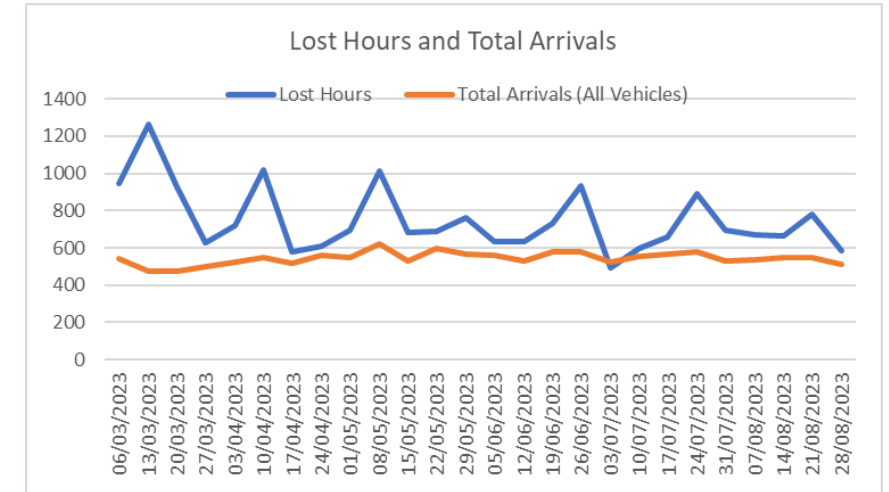
- TUEC ICAP Document available
- Strategic focus areas – improving patient flow, reducing length of stay
- Operational focus areas – ambulance handover, creating capacity and movement of patients due to infrastructure issues (RACC)

Handover Performance

- Sustained incremental improvement in ambulance handover

Observations

- ICAP meetings have been intermittent and ICAP document has limited updates.
- Recognise workforce limitations impacting on availability to support ICAP process



PTHB

Integrated Commissioning Action Plan (ICAP)

- ICAP Version 5 available, developed between PTUHB and WAST
- 17 active actions
- Strategic focus areas – admission avoidance, care closer to home
- Operational focus areas – increasing community capacity, ability to flex capacity for seasonal variation

Handover Performance

- Adjoining health board and cross border work being undertaken to ensure ambulances are released and return to Powys footprint

Observations

- PTHB have been fully engaged in the ICAP process and have worked collaboratively with WAST in the development of actions
- Further development of remote clinical assessment to be explored
- Review of opportunities of APP's to support delivery of services in Powys

SBUHB

Integrated Commissioning Action Plan (ICAP)

- ICAP Version 5 available, developed between SBUHB and WAST
- 10 active actions
- Strategic focus areas – admission avoidance, capacity and system flow
- Operational focus areas – ambulance handover processes, ED management of patients, immediate release request validation

Handover Performance

- limited improvements made in ambulance handover delays
- Long waits over 10 hours average 9% of handover delays. Rest of Wales waits over 10 hours average less than 1% of handover delays.

Observations

- Positive work undertaken by SBUHB and WAST in the development of the APP Navigator project. SBUHB lowest ambulance conveyance rate in Wales.
- Escalation policy requires reviewing to reduce long handover waits
- Improvement of flow required to support timely handover

