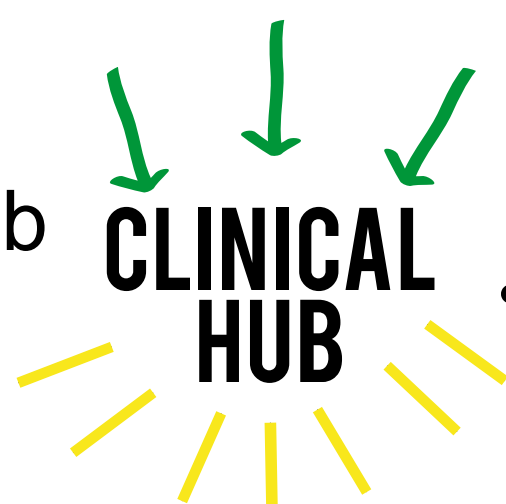# Transforming Patient Care

Over the last year, we have introduced a number of initiatives to deliver the **right care, at the right time, in the right place; every time:**

Brought together the Urgent Care Desk, Clinical Support Hub and Health Care Professional Bureau (HCPB) to form the...
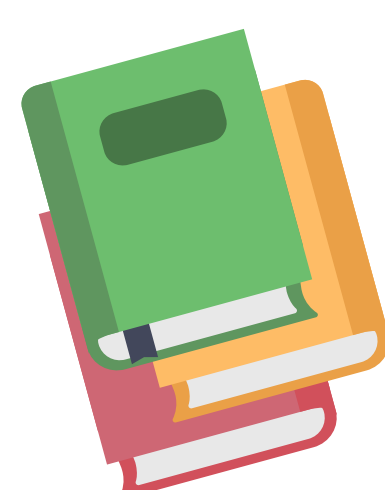
CLINICAL HUB

... And strengthened the Clinical Hub team with new appointments

Introduced new clinician roles in the Emergency Operations Centres (EOCs) to support staff and patients

Appointed **28** rotational paramedics to work between the EOC, Clinical Hub and on the road, enhancing skills in different environments, with recruitment ongoing.

Supported the launch of 111 Online across the North West

111

Piloted the HCPB and diverted **69%** of incidents from emergency resources to non-emergency transport and a further **14%** from the ambulance service completely

Top ten tips to live healthily and happily for longer

We're here to help you stay well this winter

STAY WELL THIS WINTER
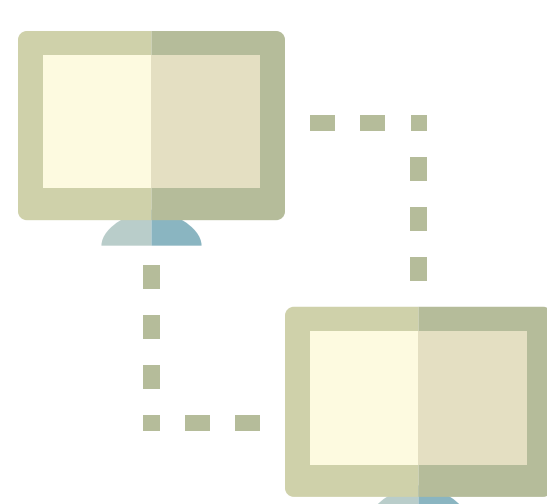
Delivered more than **100,000** information leaflets to people using Patient Transport Services to help them stay well

Recruited around **40** children, young people and parent volunteers to help us shape paediatric services

Introduced a new raising concerns pilot so Patient Transport Service (PTS) crews can escalate worries they have about a patient's wellbeing and signpost or refer for integrated local support
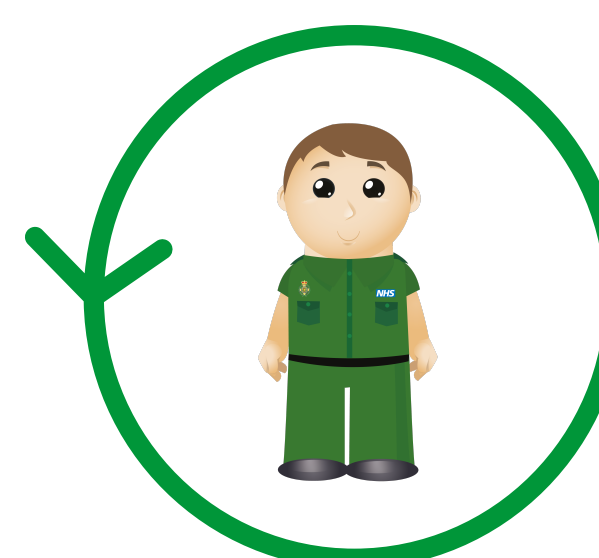
PATIENT TRANSPORT

Introduced a new Urgent Care Practitioner role, and appointed **12,** focusing on giving people the right care closer to home (see and treat)

Provided Pathfinder training to **almost 90%** of EMTs to support them to see and treat patients

Began direct booking via NHS 111 so patients can be given time slots at urgent and primary care services

Launched Adastra in the Clinical Hub, increasing the number of people we can support over the telephone (hear and treat)

Began multi-occupancy transfers into Liverpool Heart and Chest Hospital, saving around **800 hours** ambulance time

In Q1 (April-June) 2018, compared to the same period in 2017:

6,653 =	**6,000**	**12,460**	**43%**
fewer patients transported in an ambulance despite an increase in incidents	hours of emergency ambulance time freed up	more 'hear and treat' of patients	increase in hear and treat by the Clinical Hub