



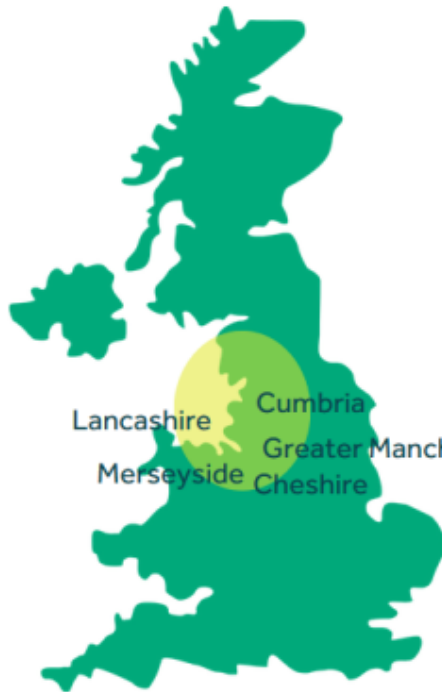
# North West Ambulance Service NHS Trust.

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# About us.



- 5 counties.
- 5,400 square miles.
- 7.5 million population.
- 100 ambulance stations.
- 10 contact centres (999, PTS and 111).
- Part of Northern Ambulance Alliance.

1,019 vehicles



7,074 staff



£493m budget



**Paramedic Emergency Service**



**\*Patient Transport Service**



**NHS 111**



**Resilience**



**Corporate**

\*Not in Cheshire

# Cheshire and Merseyside Resources and partners.

- 37 ambulance sites
- 132 ambulances
- 18 rapid response cars
- 63 active Community First Responders

## Working with:

- 16 provider trusts, including
- 4 community/mental health trusts
- 55 primary care networks
- 374 GP practices

# Urgent & Emergency Care.

Cheshire and Merseyside activity data


	2022/2023	2023/24 8 mths to date
Calls received	556,865	340,531
Incidents attended	329,762	230,832
Hear & Treat	12.7%	13.5%
See & Treat	28.9%	27.0%
See & Convey (A&E)	51.3%	51.6%
See & Convey (Non A&E)	7.1%	7.8%



# Performance standards.

Our emergency performance is measured through the Ambulance Response Programme (ARP), which aims to make sure we are reaching patients as quickly as we possibly can based on the nature and priority of the call.

These performance standards are:

- **Category one** is for calls about people with life-threatening injuries and illnesses. We aim to respond to these in an average time of 7 minutes and at least 9 out of 10 times within 15 minutes.
  - **Category two** is for emergency calls. We aim to respond to these in an average time of 18 minutes and at least 9 out of 10 times within 40 minutes.
  - **Category three** is for urgent calls. In some instances patients may be treated by ambulance staff in your own home. We aim to respond to these within 120 minutes at least 9 out of 10 times.
  - **Category four** is for less urgent calls. In some instances patients may be given advice over the telephone or referred to another service such as a GP or pharmacist. We aim to respond to these at least 9 out of 10 times within 180 minutes.
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# Performance

	2022/23		2023/24 to date	
	NWAS	C&M	NWAS	C&M
C1 (7m)	00.08.35	00.09.21	00.08.07	00.08.23
C2 (18m)	00.42.19	00.56.03	00.26.58	00.34.17
C3	03.08.11	03.32.54	02.10.05	02.21.59
C4	03.57.46	04.52.51	02.31.57	02.41.32
Patient Handover	00.35.15	00.41.09	00.27.51	00.37.57



# Community Pathway developments.

- Pathway has developed into an urgent care 2 hour rapid response team that has extended operational hours from Mon-Fri 08-17, to 7 days a week 08-20.
- Directly involved in a test of change (7 days no delays) to design a direct referral alternative to the Emergency Department pathway for NWAS.
- Invited to be part of a Task and Finish Group to help develop a Cheshire Wide Same Day Emergency Care (SDEC) at Integrated Care System level.
- NHS Service Finder use expanding with continued national focus on alternative options to the emergency department, referral options for NWAS patients are continuing to develop.
- Virtual seat at the AED&B to work collaborative with the CCGs, local acutes and Primary Care to improve See & Treat / and Hospital Handover.

# Making improvements.

- **Safety Culture**

In 2022/23 work has been undertaken to improve safety culture in the organisation. Building upon the results of the NHS staff survey, we have commenced and will scale up in 2023/24, safety culture surveys and qualitative conversations using the Manchester Patient Safety Framework to explore the detail of the information we received. Each area and sector will have their own bespoke improvement plan to improve safety culture within teams.

- **Patient Safety Incident Response Framework**

During autumn of 2023, NHS organisations will transition from the Serious Incident Framework (SIF) to Patient Safety Incident Response Framework (PSIRF) which is a fundamental change to the way to the way we manage and respond to Patient Safety Incidents for the purpose of learning and improving patient safety.

- **Speaking Up**

We are committed to an open and honest culture, maintaining high standards of patient care, continuously striving to act honestly and with integrity in our approach to the management of systems, processes, responsibility as an employer and protecting the people within the communities that we serve from harm.



# Achievements

- ✓ **British Sign Language interpretation for 999 calls** - A new video relay service available across our three control rooms to make accessing 999 easier for people who are deaf or hard of hearing.
- ✓ **Improving maternity care for patients** - Partnership with the region's maternity and obstetric teams and the introduction of our first consultant midwife to improve maternity care.
- ✓ **Educating the next generation** - Launched 'The Ambulance Academy' - a free learning resource to help guide children and young people on using our services.
- ✓ **Going greener** - We have added new electric vehicles to our fleet.
- ✓ **Streamlining our services into a single triage tool** – This brought significant benefits, including consistent patient outcomes regardless of which number they use to call us and increasing opportunities for our services to work more closely.
- ✓ **Digitising our frontline** - After issuing iPads to operational staff last year, work has been ongoing to include allowing clinicians to use them to view and record patient data and share this with the relevant NHS partners.
- ✓ **Supporting our Armed Forces** - We were proud to demonstrate our commitment to supporting the Armed Forces community by revalidating the Armed Forces Covenant.
- ✓ **Working to improve public health** - We are the first ambulance trust in the country to host public health registrars who have joined us on placements from Health Education England.

# Defibrillator Update.

- The Circuit – [www.thecircuit.uk](http://www.thecircuit.uk) is a new national database delivered by the British Heart Foundation (BHF) in partnership with the Association of Ambulance Chief Executives, Resuscitation Council UK and St Johns Ambulance.
- The aim is to register all defibrillators on the site.
- Defibrillator details will be available to us for dispatch purposes at the point of which a 999 call is received.
- Crucial that people call 999 first so we can tell them if the patient will benefit from use of a defibrillator and if so, the nearest one that is both rescue ready and accessible.
- In the coming months there will be a facility available for people to find their nearest defibrillator via a BHF web platform.
- BHF will be running a communications campaign to make people aware.

# Looking ahead.

- Introduction of PRISM (Pan Regional Information Sharing Mechanism) which provide the ability to view patient records between us and the regional Shared Care Record Systems; allowing improvements for direct patient care.
- The Emergency Services Mobile Communications Programme (ESMCP) is a national programme to replace the current Airwave Radio Network and its associated systems. The aim of the programme is to provide modern, data-centric technology, which meets the changing needs of the emergency services and enables future development and expansion.
- Body worn cameras will be rolling out across the trust in response to the rising numbers of violence, assault, and aggression-based incidents.
- Patient Safety Incident Response Framework - The PSIRF will replace the current Serious Incident Framework (2015). The framework represents a significant shift in the way the NHS responds to patient safety incidents and is a major step towards establishing a safety management system across the NHS.
- Estates – Liverpool HART that is currently located at a fire station, is to relocate to a brand new, green, and innovative HART station at the old Elm House site in Anfield.
- Completion of the Leadership Review Project which is establishing a new structure for urgent and emergency care.

Comments or  
questions?