



**East Cheshire Health and Adult Social Care Overview and Scrutiny Committee  
Ambulance Service Review**

**North West Ambulance Service NHS Trust (NWS) Recommendations - Action Plan**

The following action plan details the actions attributed to NWS in East Cheshire Health and Adult Social Care Overview and Scrutiny Committee's Review of Ambulance Services in April 2016. (2.6.1 – 2.6.6 and actions 2.6.16 – 2.6.18 are attributed to other organisations such as NHSE / DH / PHE / CCG's etc.). The actions have been broken down to include progress to date and discussions that have already taken place so far; with further suggested long term actions on how to progress going forward. The delivery of these actions will be the responsibility of the Ambulance Improvement Group which consists of members of staff from all organisations detailed in the plan who will meet on a monthly or bimonthly basis.

No	Recommendation	Trust Area/ Service	Owner	Progress to Date	Suggested Long Term Actions	Timeframe
2.6.7	Cheshire and Wirral Partnership NHS Foundation Trust and North West Ambulance Service NHS Trust (NWS) work together with Cheshire East Council, NHS Eastern Cheshire Clinical Commissioning Group and NHS South Cheshire Clinical Commissioning Group to ensure that there is sufficient capacity in the mental health care	NWS - Cheshire and Merseyside (CAM), South Sector  Cheshire and Wirral Partnership (CWP)	Mike Moore  Julia Cottier, CWP Service Director	NWS already works closely with CWP, Clinical Commissioning Groups (CCGs) and other partners on issues relating to mental health (MH) and will continue to work closely to influence any redesign of MH services to ensure sufficient capacity. Mental health transfers by the	Other factors for future discussion: Need to consider the whole pathway – admissions avoidance and MH pathway developments, timely assessments and the availability of specialist MH teams and then the processes for arranging	MH services review out to public consultation for a 3 month period Autumn 2016.  April 2017

	system to support patients in the Borough and avoid lengthy out of area journeys which take ambulance crews out of use for long periods.			ambulance service can only take place when there is capacity to undertake the journey and when the clinical need of the client means they require an emergency ambulance.	appropriate transport whether this is via NWS or private providers. Other issues include the availability of locally commissioned beds, issues relating to flow and timely discharges (SAFER bundles etc)	
2.6.8	North West Ambulance Services NHS Trust ensures equality of access to emergency ambulance services for Cheshire East residents in comparison with other areas of the North West by ensuring sufficient provision of Rapid Response Vehicles (RRV) and/or Community First Responders (CFRs) to aid improved access to life saving treatment, particularly in rural areas.	NWAS CAM Head of Service (Acting)  NWAS - CAM East Sector  NWAS Regional Community Engagement Manager  Community Specialist Paramedic – Knutsford area	Bob McGowan  Mike Moore  Rob Hussey / Rob Sharples  Carol Robertson	Community Specialist Paramedic in the Knutsford area has helped to increase the number of local CFRs from four to ten since a large recruitment campaign by Knutsford's CFR team last July. A local event was held and supported by George Osbourne MP who recently became the Trust's patron.	East Cheshire CCG has a CFR recruitment video which they propose to use alongside radio involvement to promote CFR recruitment. NWAS will be appointing a dedicated CFR recruitment officer in Sept / Oct who will aid throughput of new volunteers. NWAS have also secured formal agreement with St John Ambulance to support recruitment and management of CFRs.  NWAS will also continue to work with local parish councils	Work will be ongoing with no specific deadline necessary.

					throughout Eastern Cheshire CCG footprint to increase public access defibrillation provision.	
2.6.9	North West Ambulance Services NHS Trust process and report paramedic emergency service response time data at smaller geographical levels to provide greater detail in relation to the performance to better identify communities/areas where efforts to improve performance can be targeted.	NWAS Health Informatics  NWAS - CAM East Sector	Chris Gresty / John Stevens  Mike Moore	NWAS currently provides performance reports through the 'NWAS commissioner's portal' but these are only by CCG area and not by postal zone.	Work is currently ongoing between NWAS Health Informatics and Cheshire Commissioning Cluster Lead to agree a dataset that focuses on sub-CCG area performance but at a level where it can support a meaningful discussion as information that is too granular has proven in the past to be of little use. This will support the Ambulance Improvement Group to focus CFR campaigns / RRV deployment as per recommendation number 2.6.8	December 2016
2.6.10	North West Ambulance Services NHS Trust work with other local health care providers to develop a new approach to arranging Card 35 calls to ensure that these do not take	NWAS - CAM East Sector  NWAS Urgent Care	Mike Moore  Paul Walton	The processes for requesting an ambulance has been shared with all primary care providers, via the CCG and includes call categories, timescales and staff skill mix	Agreement at SRG on 18/08/2016 for East Cheshire Trust and NWAS to attend the GP Locality Meeting in the near future to persuade	December 2016

	place during peak activity for emergency ambulance services.	Development Manager		<p>etc. Where a GP has no more available appointments, Eastern Cheshire GPs are currently able to access the Acute Visiting Service (AVS) provided by East Cheshire NHS Trust, if they do not have the availability to facilitate the visit in a timely manner.</p>	<p>GPs to adopt an early visiting approach, either by reconfiguring the current working day to do home visits earlier, or by utilising the AVS doctors to undertake home visits early morning.</p> <p>NWAS will also take the opportunity to advise on the current processes around ambulance ordering, vehicle availability, timeframes; skill mix of staff etc. Also to consider:</p> <ul style="list-style-type: none"> <li>• Are patients able to make their way to hospital under their own esteem /via taxi / relatives etc (not for emergency calls).</li> <li>• How do we turn the unplanned into the planned?</li> <li>• Are any of the planned admissions suitable for ambulatory care clinics the following</li> </ul>	
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					<p>day for example and can we plan and book PTS for these instead?</p> <ul style="list-style-type: none"> <li>• What about alternative bespoke transport arrangements?</li> </ul> <p>There will be a Community Specialist Paramedic introduced into the Crewe area from September 2016 who will be working with care homes in the area to support them in their decision making process with an aim to reduce inappropriate 999 / Card 35 calls.</p>	
2.6.11	Cheshire East Council, NHS Eastern Cheshire Clinical Commissioning Group and NHS South Cheshire Clinical Commissioning Group (SCCCG) ensure that there are sufficient health and care services in place and available over a seven day week to ensure emergency ambulance services have sufficient alternative options to improve patient pathways and increase the use of 'hear and	<p>East Cheshire CCG Commissioning Manager</p> <p>South Cheshire CCG Commissioning Manager</p> <p>NWAS Urgent</p>	<p>Karen Burton</p> <p>Sue Milne</p> <p>Paul Walton</p>	<p>Currently there is a GP/AVS scheme available to NWAS staff 24/7 in East Cheshire, which is well utilised by NWAS clinicians. South Cheshire does not have a scheme, and the pathway that was provided to support winter pressures last year was inconsistent and not always fit for purpose.</p> <p>Discussions are ongoing with</p>	<p>There will be a Community Specialist Paramedic introduced into the Crewe area from September 2016 who will be working with care homes in the area to support them in their decision making process with an aim to reduce inappropriate 999 calls.</p>	Deadline and success of actions dependent on CCG commissioning intentions.

	<p>treat', 'see and treat' and 'see and convey elsewhere' to reduce non-essential conveyance to hospital emergency departments.</p>	<p>Care Development CAM Area Manager</p>		<p>Mid Cheshire hospitals that through virtual integration are looking to develop Integrated Community Care Teams (ICCTs). Here there is potential for NWAS clinicians to refer into multidisciplinary teams and avert inappropriate hospital attendances.</p> <p>There are diabetes and falls referral schemes currently available to NWAS in both areas. These pathways allows crews to refer any patients who have fallen or had a diabetic hypoglycaemic event but are stable and safe to remain in their own home without immediate intervention. The receiving service will review the patient post-event and provide any secondary prevention interventions.</p>	<p>Further discussions to take place with the CCG to establish what alternative pathways will be available to NWAS clinicians in the South Cheshire area</p> <p>Continue to explore the ICCTs with Mid Cheshire hospital.</p> <p>Ensure SCCCCG is invited to the Ambulance Improvement Group meetings to explore see and treat options available in the area.</p>	
2.6.12	<p>North West Ambulance Services NHS Trust ensures that all call handlers, urgent care desks and paramedics crews have access to and utilise the Cheshire East Care Services Directory to ensure they are aware of</p>	<p>NWAS 111</p>	<p>Dan Ainsworth</p>	<p>The UCD utilises NHS Pathways and the Directory of Services (DOS) to refer patients onwards into local pathways. If the pathways are on them they will be being utilised. The DOS</p>	<p>Action Completed</p>	<p>Action Completed</p>

	alternative services available to them when deciding on a patient's pathway.			continues to be refreshed and maintained by the DOS Team.		
2.6.13	North West Ambulance Services NHS Trust in partnership with NHS Eastern Cheshire Clinical Commissioning Group and NHS South Cheshire Clinical Commissioning Group work to maintain the role of Community Specialist Paramedics and expand their use across Cheshire East to provide alternative response to calls and work with partners to reduce demand for 999.	NWAS Regional Urgent Care Development Manager	Julie Butterworth	<p>The Community Specialist Paramedic (CSP) in Knutsford has been in post since April 2015 and has undertaken the following areas of work:-</p> <ul style="list-style-type: none"> <li>Increasing the number of care plans for patients ensuring baseline observations and NWAS action plans are included.</li> <li>Set up a medicine referral pathway to the Neighbourhood Integrated Medicines Optimisation Service.</li> <li>Care homes – analysis of calls, discussions around appropriate use of ambulances – next step is a triage pilot for Sunrise and Leicester House.</li> <li>Personalised care plans for high risk/frequent caller patients.</li> <li>Public engagement including cubs, scouts, brownies, Good Neighbours, Lions.</li> </ul>	<p>Recruitment is now in its final stage for the CSP for South Cheshire, and meetings have taken place with the CCG leads to ensure that we are working collaboratively on their placement in the community. The CSP will be based in Crewe and will work closely with care homes in the area to support them in their decision making processes. The CSPs will also support work relating to:</p> <ul style="list-style-type: none"> <li>Decreasing HCP / Card 35 activity.</li> <li>Increased non-conveyance.</li> <li>Increase shared patient information for other NWAS clinicians via care planning</li> <li>Increase AVS usage.</li> <li>Patient experience measures.</li> </ul>	<p>Already in post for Knutsford. Recruitment underway for Crewe post – deadline December 2016. Deliverables seen by April 2017.</p>

				<ul style="list-style-type: none"> <li>• Facilitation of Automatic External Defibrillator placements,</li> <li>• respond to emergency calls.</li> <li>• Healthcare professional education, work with all three GP practices in Knutsford.</li> <li>• Patient assessments, referrals (falls).</li> </ul> <p>The CSP in Alsager was also in post for a year from April 2015 and the Urgent Care Development Team (UCDT) have reviewed the post with commissioners.</p> <p>It has been agreed that the post would more effective if it was located within the Crewe area and the UCDT are in the process of recruiting to this post scheduled to commence September 2016.</p>	<ul style="list-style-type: none"> <li>• Link and support/create a Community First Response Team.</li> <li>• Engage with Frequent Caller Team.</li> <li>• Work alongside Primary Care/GP practice they are based within.</li> </ul>	
2.6.14	North West Ambulance Services NHS Trust in partnership with NHS Eastern Cheshire Clinical Commissioning Group and NHS South Cheshire Clinical Commissioning Group consider how falls pick up and	East Cheshire CCG Commissioning Manager  South Cheshire	Karen Burton  Sue Milne	There are currently falls referral schemes available in both areas which allow crews to refer any patients who have fallen but are safe to remain in their own home without immediate	Further discussions to be undertaken at the Ambulance Improvement Group meetings.	April 2017



	<p>prevention service pilots can be fully implemented and expanded with greater co-ordination to avoid duplication and confusion, potentially through a single point of contact with all providers.</p>	<p>CCG Commissioning Manager</p> <p>NWAS Urgent Care Development Manager</p>	<p>Paul Walton</p>	<p>intervention. The receiving service will review the patient post-fall and provide any secondary prevention interventions.</p> <p>Peaks and Plains Housing Trust provide falls provide falls risk assessments, fitting of grab rails, fixing of carpets and other interventions as appropriate. Potential here to scope out a falls lifting service.</p> <p>East Cheshire CCG had plans to commission a rapid response service known as STAIRRS (Short-Term Assessment, Intervention, Recovery and Rehabilitation Service) but unfortunately this development hasn't materialised.</p> <p>South Cheshire/Vale Royal identified falls as a priority for commissioning intentions and Lancashire Falls car pilot information has been shared with commissioners.</p> <p>Cheshire Fire and Rescue</p>		
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				Service working with NHS E, are focusing on a number of areas around public health preventative intervention measures, one of which is around slips, trips and falls includes supporting hospital discharge for over 65's admitted to ward for a fall.		
2.6.15	North West Ambulance Services NHS Trust, Cheshire Police and Cheshire Fire and Rescue Service consider ways to sustain initiatives to work together to improve call handling and triage of incidents to improve patient pathways and reduce unnecessary ambulance service requests.	NWAS – Blue Light Lead  NWAS Urgent Care	Andrew Redgrave  Paul Walton	<p>On 1<sup>st</sup> August 2015, NWAS introduced a pathway whereby police officers have the ability to speak directly with a clinician from the Urgent Care Desk where advice and support will be provided to officers at scene if required.</p> <p>Cheshire Fire and Rescue Service working with NHS E, are focusing on a number of areas around public health preventative intervention measures, one of which is around slips, trips and falls includes supporting hospital discharge for over 65's admitted to ward for a fall. They have also been asked to look at hypertension and blood pressure monitoring.</p>	<p>NWAS will work with Cheshire Fire and Rescue and Cheshire Police Service to consider how the call handling process and triage of incidents could be improved to minimise the impact on NWAS.</p> <p>NWAS will also seek to invite the Fire and the Police Services to the Ambulance Improvement Group.</p>	December 2016

2.6.19	The Health and Adult Social Care Overview and Scrutiny Committee requests a response to the recommendations of the review from stakeholders and continues to monitor the development and implementation of new ways of operating and commissioning ambulance services with a follow up review to take place twelve months following the publication of this report.	NWAS - Head of Communications	Julie Treharne		Attached.  Ambulance Improvement Group will provide periodic updates on progress / meeting minutes as required by Cheshire East Overview and Scrutiny Committee.	August 2016  April 2017
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