

## Theme 2 'AMBULANCE'

### Our Team Plan

Aug-Dec 2016

**Aim:** To engage with the community to gather their experiences of using the Ambulance services and NHS 111 services in Cheshire East

### Objectives:

- To understand when an individual may call an emergency ambulance
  - To understand when an individual may call the NHS 111 service
    - To understand individual responses to urgent situations
- To explore the community's perception and expectations of the ambulance service and NHS 111
  - To understand patient levels of satisfaction with ambulance services and NHS 111
  - To explore what works well (and not so well) for individuals using these services
    - To promote HWCE in all situations
  - To be aware of other work being carried out by HWCE in order to capture stories
    - To be open to signposting opportunities
    - To be open to general engagement situations

### Proposed Time Line

**Aug & Sept 2016- Plan**

**Sept, Oct, Nov, Dec 2016- execute**

**Jan 2016- compile evidence**

**Feb 2016- release report**

Area of Work & Lead Person	Detail	Actions	Date of completion	Owned By	Completed Y/N
<b>Proposal</b>  Lead: Veronica Kitton	<ul style="list-style-type: none"> <li>Propose planned work to key stakeholders</li> <li>Seek input &amp; advise of timeline of works</li> <li>Gain buy in from key partners</li> <li>Research other projects with HW England</li> </ul>	<ul style="list-style-type: none"> <li>Input ambulance intelligence to CQC</li> </ul>	6/5/16	JL	Y
		<ul style="list-style-type: none"> <li>Present proposed plan of works to Jacki Wilkes at Eastern Cheshire CCG</li> </ul>	09/5/ 16	VK	Y
		<ul style="list-style-type: none"> <li>Approach Sue Milne at South Cheshire CCG regarding this piece of work &amp; share proposed plan.</li> </ul>	10/5/16 & 18/5/16	VK	Y
		<ul style="list-style-type: none"> <li>Update Julia Huddard (ECCCG) with the proposal to take to ambulance governance group to ensure NWAS partners are aware and acknowledge the reasons behind this piece of work.</li> </ul>	18/5/16	VK	Y
		<ul style="list-style-type: none"> <li>Attend conference call with CQC to inform of the planned works</li> </ul>	18/5/16	VK	Y
		<ul style="list-style-type: none"> <li>HWCE to contact Overview &amp; Scrutiny committee (Mark Nedderman) to update on the project and HWCE's commitment to the work- send proposal.</li> </ul>	29/7/16 & 9/8/16	VK	Y
		<ul style="list-style-type: none"> <li>Update Sarah Smith with proposal- ask for advice on key people at CEC</li> </ul>	9/8/16	VK	Y
		<ul style="list-style-type: none"> <li>Research similar work from other HW's</li> <li>Understand the challenges faced by</li> </ul>	19/8/16	VK	Y

Updated 08/8/16

		<p>NWAS to direct the project, look for gaps- Contact Julie Treharne.</p> <ul style="list-style-type: none"> <li>HWCE staff team , ops board &amp; volunteers to hold a work planning day to put detail behind proposed plan, inviting NWAS &amp; other key partners to help build plan of works. <b>Provisional date of 13/9/16.</b></li> <li>HWCE to receive any feedback &amp; amendments to the final plan from key stakeholders &amp; HWCE Ops board</li> <li>Share plan with HWCE team, Ops board volunteers for last minute amendments</li> </ul>	<p>5/8/16</p> <p>15/8/16</p> <p>31/8/16</p> <p>09/8/16</p>	<p>VK</p> <p>VK</p> <p>ALL</p> <p>VK</p>	<p>Y</p> <p>Y</p>
<p><b>Engagement</b></p> <p>Lead: Loreen Chikwira</p>	<ul style="list-style-type: none"> <li>HWCE will engage with the community of CE through a specific 'your story form' for this piece of work</li> <li>HWCE to have presence at key venues in order to capture stories from a key audience</li> <li>HWCE will explore the experiences of</li> </ul>	<ul style="list-style-type: none"> <li>Develop a survey form that has relevant questions (what, why, impact), ties in with objectives and gaps from key stakeholders.</li> <li>Research where HWCE could have a presence in order to effectively engage to capture experiences of using ambulance services &amp; complete the survey (see list from team work day)</li> <li>Book appointments with identified places for completion of survey</li> </ul>	<p>30/9/16</p> <p>30/9/16</p> <p>24/12/16</p>		

	<p>staff at the NHS 111 call centre to seek their experiences</p>	<ul style="list-style-type: none"> <li>• Plot appointment dates on our main engagement calendar (info@healthwatch calendar) and identify HW staff &amp; volunteers to attend.</li> <li>• Create a list of venues to leave ambulance themed postcards &amp; community counters</li> <li>• Place community counters &amp; arrange collection date with volunteer help</li> <li>• Official Launch day</li> <li>• Execute engagement work- start/ end –</li> <li>• Collect community counters with volunteer help</li> <li>• All ambulance stories to be on DB- everyone to input</li> </ul>	24/12/16		
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<b>Enter &amp; View</b>  Lead: Julia Mc Coy	<ul style="list-style-type: none"> <li>Using the enter and view function, HWCE will look to 'spend a day in the life of' the ambulance crew</li> <li>Using the enter and view function, HWCE will look to 'spend a day in the life of' the NHS 111 call centre</li> </ul>	<ul style="list-style-type: none"> <li>Have a discussion with Paul Steele at south CCG regarding his experience of spending time on board with an ambulance crew.</li> </ul>	16/5/16	VK	Y
		<ul style="list-style-type: none"> <li>Enquire with relevant professionals to discuss the possibility of spending time on board an ambulance-ambulance E &amp;V rejected by NWAS. Approved NHS 111 call centre E&amp;V</li> </ul>	5/8/16	VK	Y
		<ul style="list-style-type: none"> <li>Devise an enter and view/scrutiny form specific to NHS 111 call centre.</li> </ul>	31/10/16		
		<ul style="list-style-type: none"> <li>Spend 2-3 shifts with the NHS 111 call centre to observe and talk to staff (understand the special patient notes function).</li> </ul>	24/12/16		
<b>Volunteers</b> Lead: Julia Mccoy	<ul style="list-style-type: none"> <li>Promote themes and any current piece of work amongst HW volunteers</li> <li>To be aware of HWCE resources and enlist the help of volunteers where possible</li> </ul>	<ul style="list-style-type: none"> <li>Promote this piece of work amongst HW volunteers for their support/help/ideas.</li> <li>Enquire if a student paramedic could help get involved in this piece of work- ask Julie Treharne NWAS</li> </ul>	12/7/16	JM	Y
<b>Communications &amp; Marketing</b>  Lead: Charlotte Kay	<ul style="list-style-type: none"> <li>Promote, market and communicate the pharmacy work</li> <li>Create effective</li> </ul>	<ul style="list-style-type: none"> <li>Develop &amp; print a postcard for people to post their ambulance story to HWCE (via the community counters) and to raise awareness of HWCE</li> </ul>	30/9/16		

	<p>literature and engagement handouts in connection with the pharmacy work</p> <ul style="list-style-type: none"> <li>• Use social media</li> </ul>	<ul style="list-style-type: none"> <li>• Create a specific promotional plan (incl social media) in line with the ambulance work.</li> <li>• Execute promotional plan-start /end</li> <li>• Contact Pace newsletter, NWAS website, CCG's websites, local radio about featuring the ambulance work</li> <li>• Communicate the project via all relevant outlets-start</li> </ul>	<p>30/9/16</p> <p>30/9/16-24/12/16</p> <p>30/9/16</p> <p>30/9/16</p>		
<p><b>Signposting</b></p> <p>Lead: Julia Mc Coy</p>	<p>To offer info and signposting to the community of CE</p>	<ul style="list-style-type: none"> <li>• To be aware of opportunities to signpost people during ambulance work</li> <li>• Record all signposting activity on DB</li> </ul>	<p>30/9/16-24/12/16</p> <p>30/9/16-24/12/16</p>	<p>ALL</p> <p>ALL</p>	

<b>Compile, Write &amp; Issue Report</b>  Lead: Jackie Lord	<ul style="list-style-type: none"> <li>• Compile report for public viewing.</li> <li>• Issue report to key stakeholders &amp; general public</li> </ul>	<ul style="list-style-type: none"> <li>• Compile data/evidence for report</li> <li>• Complete report</li> <li>• Release report</li> <li>• Present report at relevant places/events</li> <li>• Circulate report to key stake holders and relevant parties</li> </ul>	31/1/17  15/2/17  30/2/17  30/2/17	JL  VK VK VK	
<b>Review/Measure Outcomes</b>  Lead: Veronica Kitton	<ul style="list-style-type: none"> <li>• Ascertain if we met our original aims &amp; objectives?</li> <li>• Track where the report has gone to and follow up for feedback-what are they going to do with the findings?</li> <li>• Can we present the report at key events?</li> <li>• Tie in with HW England and other national initiatives?</li> <li>• Capture any impact or positive changes</li> </ul>	<ul style="list-style-type: none"> <li>• Have we met our original objectives?</li> <li>• Follow up with key stakeholders &amp; others who have received the report for their feedback</li> <li>• Decide impact measurements</li> <li>• Measure impact of report &amp; communicate to community of CE and key stakeholders</li> </ul>	31/1/17  30/3/17  30/9/16  21/1/17	VK VK VK VK	