

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template

Committee:	Partnership and Regeneration Scrutiny Committee
Date:	25 February, 2020
Subject:	Partnership with Welsh Ambulance Services NHS Trust
Purpose of Report:	Update Members on the relationship between the Welsh Ambulance Services Trust and the Council
Scrutiny Chair:	Cllr Gwilym Owen Jones
Portfolio Holder(s):	Cllr Alun Mummery
Head of Service:	Dylan Williams, Deputy Chief Executive
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Local Members:	Not applicable

1 - Recommendation/s

1. The Scrutiny Committee is requested to submit comments on the main issues noted in the verbal presentation as part of scrutinising partnership arrangements
2. That the Scrutiny Committee receives annual reports on the work of the Welsh Ambulance Service NHS Trust.

2 – Link to Council Plan / Other Corporate Priorities

The work of the Welsh Ambulance Services NHS Trust is not directly linked to the Council Plan. Nevertheless, the collaboration work with Welsh Ambulance Services NHS Trust is vital in terms of achieving the Objectives of the Council Plan 2017-22, in particular the below objectives:

Objective 1: Ensure that the people of Anglesey can thrive and realise their long term potential

Objective 2: Support vulnerable adults and families to keep them safe, healthy, and as independent as possible.

1. We will create the conditions for individuals to improve their health and wellbeing.

Working in partnership across health and social care services will help to sustain resilient communities, and also ensure seamless services for people who have care needs.

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

3.1 Impact the matter has on individuals and communities [**focus on customer/citizen**]

3.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [**focus on value**]

3.3 A look at any risks [**focus on risk**]

3.4 Scrutiny taking a performance monitoring or quality assurance role [**focus on performance & quality**]

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[**focus on wellbeing**]

4 - Key Scrutiny Questions

1. What is being done to ensure that you achieve the target of 65% in terms of responding to red calls on Anglesey?
2. Is there scope to make greater use of support from charities such as the Red Cross, St John Cymru Wales in providing ambulance services?
3. You note that the delay in transferring patients from ambulances to Emergency Departments is impacting on your ability to respond to red and amber category calls. What measures are you taking in collaboration with the Health Board to try to mitigate this?
4. The success of the Night Owls service which is provided by Anglesey Council in order to respond to individuals who fall is mentioned. What arrangements are there to expand the provision, or the partnership of collaborating on other projects with the Council?
5. Reference is made to the intention to increase the number of ambulance staff, and appoint additional front line staff by March 2021. Do you foresee that recruitment will be a challenge as with other areas e.g. Doctors and Nurses?

5 – Background / Context

The verbal presentation at the meeting will outline the breadth of the work of the ambulance service and recent performance pressures. The following will be specifically discussed:

- The challenges and issues faced by the Welsh Ambulance Service
- How the organisation's IMTP is making an active contribution to the delivery of *A Healthier Wales*
- Waiting times, call management procedures and categorisation of calls.

Emphasis will be placed on how the ambulance service has changed significantly, moving from what was predominantly a transport service to one which now provides

clinical care and clinically focused transport services to some three million people across Wales.

In 2018/19, the service employed more than 3,000 people, operating from 113 buildings, with 715 vehicles in the fleet. There are 3 Ambulance Stations on Anglesey. There are three main areas to the service; unscheduled, emergency care; planned non-emergency clinical transport and telephone and online advice and triage. It is emphasised, that in terms of the categorisation of calls, the Welsh Ambulance Services uses the internationally recognised and globally used Medical Priority Dispatch System (MPDS).

The importance of the service's contribution towards achieving the future vision for health and social care services is recognised, which is built on the foundation of the Quadruple Aim (improved population health, a sustainable workforce, better quality and accessible services and higher value care). The important contribution the service can make through improved awareness, and focus on the longer term impacts of the decisions they make is highlighted.

Commissioned Service

Ambulance Services in Wales are commissioned on a collaborative basis by the seven health boards through the Emergency Ambulance Services Committee (EASC) and the Chief Ambulance Services Commissioner (CASC). Both emergency and non-emergency ambulance services are commissioned in this way.

Anglesey Demand Profile (19/20 FYTD 31st Jan 2020)

Anglesey has generated 9,765 incidents during the 2019/20 fiscal year to date, with the service responding to 7,672 patients. 4,843 of these patients were conveyed to hospital which is a 59.4% conveyance rate, distributed according to categories as follows: (445 Red, 4,181 Amber1, 2,364 Amber2, 599 Green2, 2,176 Green3)

However, during 2019/20, the pattern of demand for services continue to change, particularly in respect of Red demand, which has shown a significant increase.

This, together with a range of other factors, has led to a deterioration in response times, and the verbal presentation at the meeting will elaborate on this.

Performance over the last year

It has been a challenging year across the health system in Wales and the service has not always been able to deliver the quality and timeliness of emergency response services for the public. For the first time, since the introduction of the new clinical response model in October 2015, the service's response to red category calls has fallen below the target of 65%. The reasons for this is complex, but the service is working in collaboration with the health boards to address this. The detailed figures will be provided during the verbal presentation.

Improving Performance and Transforming the Service

The service has taken decisive action to improve performance, and transform the service, and particular reference will be made to the following:

1. Taking a system leadership role in respect of unscheduled care, with support from Welsh Government.
2. Advanced Paramedic Practitioners (APPs) are able to treat patients, without the need for hospital care.
3. Investment in services to support patients who have fallen, or patients who have dementia or mental ill health.
4. Improved “hear and treat” rates.
5. Continue to work with health boards on referral pathways for a number of conditions, which allows the service to refer to community-based services with clinical decision making made by a SICAT GP.
6. Increasing the number of staff on shifts during the winter period.
7. Demand and capacity review has addressed roster efficiency.

However, the service is continuing to look at longer term, sustainable solutions to these complex issues.

Integrated Medium Term Plan 2021/23 (IMTP)

The content of the Plan will be outlined, which is framed around the national policy context, and describes an organisational response to supporting implementation of the ‘A Healthier Wales’ strategy for health and social care in Wales and the long-term ambitions outlined in the Well-Being of Future Generations (Wales) Act 2015. The Plan reflects and responds to feedback from patients, staff and commissioners.

The IMTP is currently in draft form, but the actions and the objectives and how they align with important policy drivers will be outlined in the verbal presentation. The service’s commitment is shown, through aligning each of the deliverables in the IMTP to the Well-being of Future Generations Act’s seven well-being goals and also the quadruple aim of the *Healthier Wales*.

The Quadruple Aim:

- I. Improved population health and wellbeing,
- II. A motivated and sustainable health and social care workforce ,
- III. Better quality and more accessible health and social care services,
- IV. Higher value health and social care.

The Service’s Objectives

1. Help patients & staff to stay healthy
2. Help patients more easily access our services at the right time
3. Provide the right care in the right place, wherever & whenever it is needed

The golden threads which run through the Plan as a whole:

1. Quality at the Heart of Everything We Do
2. Value & Efficiency in Everything We Do

Looking to the Future

The challenges faced by the Welsh Ambulance Services NHS Trust and the wider system of unscheduled care over the last year are recognised. The service is in no way complacent, and the focus in moving forward is to stabilise performance and expediting key aspects of the plans which will help achieve that.

The service welcomes the creation of an ambulance availability taskforce as anything which seeks to achieve a focus on this important matter is to be welcomed, for the service, and the patients alike. In the longer term, the role of the Ambulance Service will change to treating patients at the scene, while also being a key provider of telephone and digital advice and support.

6 – Equality Impact Assessment [including impacts on the Welsh Language]

Not applicable

7 – Financial Implications

Not applicable

8 – Appendices:**9 - Background papers (please contact the author of the Report for any further information):**