



East Midlands Ambulance Service

NHS Trust

Emergency Care | Urgent Care | We Care





CQC rating following November 2015 inspection

	Safe	Effective	Caring	Responsive	Well-led	Overall
Emergency and urgent care	Inadequate	Requires improvement	Good	Good	Requires improvement	Requires improvement
Patient transport services	Requires improvement	Good	Good	Good	Requires improvement	Requires improvement
Emergency operations centre	Requires improvement	Good	Good	Good	Good	Good
Overall	Inadequate	Requires improvement	Good	Good	Requires improvement	Requires improvement



Key themes from the inspection report

Frontline staffing,
support, leadership
& training

Vehicles &
equipment

Medicines
management &
record keeping

Serious incident
reporting &
learning

Complaints
reporting &
learning

Hospital handover
delays



Progress and action going forward

2016/17 Contract Settlement

- Block contract – driving innovation and change
- Tariff agreed for hospital handover delays 1 hour+
- Penalty reinvestment
- Strategic Demand, Capacity and Price Review – 3 year review to *‘design and deliver a clinically and financially safe and sustainable service for the patients of the East Midlands region, whilst recognising and adapting to the changing urgent and emergency care landscape’*



Progress and action going forward

Frontline staff, support, leadership and training

- Continue to recruit to the frontline - achieve 2,193 whole time equivalent (wte) for frontline services, and 334 wte for Emergency Operations Centre
- Recruitment campaign to emphasise career progression routes and flexible working options to attract more applicants
- Reduction in sickness absence during 2016 - 6.55% in February, 5.91% in March, 5.42% in April and 4.83% in May (unvalidated)



Progress and action going forward

Vehicles and equipment

- Business Case approval for additional vehicles, combination of ambulances and cars
- Purchase new defibrillators during 2016/17 to replace old equipment to ensure equipment is reliable



Progress and action going forward

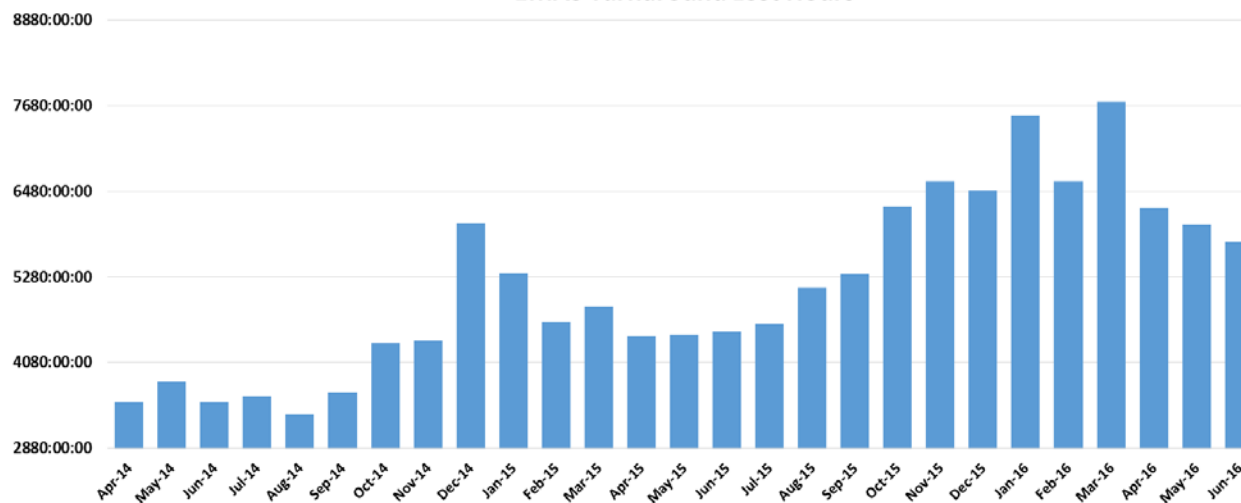
Learning from serious incidents and complaints

- Strengthened governance, Executive Director Peer Case Review, restructure
- Independent reviews of our incident management arrangements
- Implement programme of education and awareness raising for staff to identify and report an incident appropriately



Turnaround – Total Lost Hours

EMAS Turnaround Lost Hours



Turnaround – Total Lost Hours

Lost hours was worst in March 2016,

March 2015: **4861hrs**

March 2016: **7737hrs**

2875hrs additional hours spent in A&E, equates approximately to an additional 8 Ambulances off road a day



Working together to improve patient safety

Health Education England – Workforce Development

- Support to increase number of student paramedics in training
- Support staff retention, through continued development of career framework

Hospital handover delays

- Provide enhanced system wide focus on patient safety - prolonged waits at hospital impact upon patients in our care and those in the community waiting for a response as a result of the handover delays

Improved system-wide demand management

- Increased and better accessibility of alternative services



In summary

We are taking action and improvements are being delivered.

With support from commissioner and regulators we are committed to making further improvements

