

Emergency Ambulance Services Committee: Action Plan

This spreadsheet contains data tables pertaining to the Welsh Ambulance Services NHS Trust Ambulance Service on both a daily and yearly basis. We have edited these data tables and the accompanying cover sheet, table of contents and notes worksheet to meet the legal accessibility regulations. It is intended to be an accessible spreadsheet. The data has been quality assured by the Welsh Ambulance Services NHS Trust Health Informatics Department prior to submission.

Also included is the Emergency Ambulance Services Committee action plan

Source

Welsh Ambulance Services NHS Trust Qlik Management Information
Welsh Ambulance Services EMS Performance Tracker

Caveats

- * Data is correct at time of collection
- * Area and Dates Covered: All Wales for date period
- * For information relating to Incidents - the patients local health board has been used to determine the national figure
- * For information relating to hospital handovers and hospital lost hours - the hospital attended has been used to determine the national figure

Disclaimer

The information presented has been prepared using sources believed by the National Collaborative Commissioning Unit to be reliable and accurate. It must be used as management information only unless otherwise stated and is not for public release.

Contact details

Email: CTM_CASC_EASC@wales.nhs.uk

Table of contents

Worksheet name	Worksheet description	Date this data was first published	Next publication date	Source
Action Plan	EASC Action Plan	Friday, August 05, 2022	Thursday, February 10, 2022	Emergency Ambulance Services Committee Local Health Boards
Wales_Overview_Daily	Welsh Ambulance Services NHS Trust: National Daily view (1 month)	Friday, August 05, 2022	Thursday, February 10, 2022	Welsh Ambulance Services NHS Trust
Wales_Overview_12month	Welsh Ambulance Services NHS Trust: National 12-month overview	Friday, August 05, 2022	Thursday, February 10, 2022	Welsh Ambulance Services NHS Trust

WAST Actions

#	Action	Detail	Source / Request	Monitoring Route	Due Date	Impact	Progress	Confidence	Comments	Supporting Documents
1	Red Variation Modelling		CASC Q&D	CASC Q&D	21st Oct	Low	On Track	High	Presented to EAS Committee on 6 September 2022 Further work ongoing through CASC Q&D - Red Deep Dive - include Q&D update. Red improvement plan, review of resources through forecast calls.	Red Variables
1.1	Spring Modelling	Spring Modelling Forecast 2023/24	Normal Business	CASC Q&D	TBC	TBC	TBC	TBC	Not to be included in future updates. Superseded by summer modelling	
1.1	Winter Modelling	Winter modelling forecast 2022/23	Normal Business	CASC Q&D	End Oct	Low	On Track	High	Implementation of Tactical forecasting & modelling for seasons	
1.1	Summer Modelling		Normal Business	CASC Q&D	W/C 4th July	Low	On Track	High	Implementation of Tactical forecasting & modelling for seasons	
1.2	Roster Review Implementation	Revised Rosters as per 2019 D&C Review. Equivalent efficiency of 74 WTE	Commissioning Intentions (CI2-A3)	CASC Q&D / EASC	Complete	High	On Track	High	Roster Review Complete	EASC Provider Report (Jan 23) Extract * Final batch of EMS rosters went live mid-Nov, marking the end of a 2.5yr project including 146 rosters, 80 working parties, and 1,800 staff. The project will now be evaluated to support longer-term benefits realisation and learning. Complete
1.3	Sickness Improvement Plan	40 Point improvement plan and trajectory	Commissioning Intentions (CI2-A1)	CASC Q&D	2023	High	Limited	Medium	Improvement seen, but risk remain around delivery of trajectory. • Managing Attendance Programme – the programme plan pulls together the activities already being delivered across WAST and introduces new activities to support attendance in a connected, supportive and sensitive way. Standard agenda item of Q&D meeting	Sickness Absence & Staff Wellbeing Presentation
1.4	Post Production Lost Hours Improvement	Modernised workforce practice policy implementation and reduction in lost hours	Commissioning Intentions (CI3-A1 & CI3-P1)	CASC Q&D		High	Off Track	Low	Work currently paused due to ongoing industrial action.	
1.5	Daily Missed Red Review by ODU				Complete	Medium	On Track	High	Missed reds are discussed, reviewed daily by exception on the 0930 and 2030 huddles. Local management teams provided with a subscribed report and reds are reviewed by the Locality Management Teams. Development of protocol for immediate release requests. System to monitor and validate immediate release requests.	
1.6	Cymru High Acuity Response Unit (CHARU)				Sep-22	High	Limited	Medium	Proposal being developed/implemented to accelerate full roll out of CHARU	Cymru High Acuity Response Unit Presentation
1.7	Emergency Communication Nurse System (ECNS) Optimisation	Roll out plan for optimisation / expansion of ECNS system following go live	CASC Q&D	CASC Q&D	Ongoing	Medium	On Track	High	Review of remote clinical support commissioned by the CASC.	
1.8	£3m recruitment	Initial commitment to deliver 100 WTE by the end of 2022. Baseline for growth 1691 WTE		CASC Q&D / EASC	Feb-23	High	On Track	High	Action Complete. Assumptions in both EASC and WAST IMTP 2023/24 of central support for ongoing funding.	

Health Board Actions

#	Action	Detail	Source / Request	Monitoring Route	Due Date	Impact	Progress	Confidence	Comments	Supporting Documents
2	25% Reduction in avg lost mins per arrival	reduction in minutes lost per ambulance arrival from October 2021 levels (~74min) by end of September 2022	EASC Commitment / 6 Goal Update 19th May 2022	Fortnightly Tripartite Meetings / WG IQPD	Sep-22	High	Limited	Low	We have kept the rating the same and are seeing improvement in some areas	Ambulance Handover Improvement Trajectories Presentation Ambulance Handover Improvement Trajectories
2.1	No 4 hour offload delays	Eradication of ambulance handover delays over 4 hours by end of September 2022	EASC Commitment / 6 Goal Update 19th May 2023	Fortnightly Tripartite Meetings / WG IQPD	Sep-22	High	Limited	Low	Progress is being made but is not consistent currently across Wales	Ambulance Arrival 4-hour Improvement Trajectories Presentation Ambulance Arrival 4-hour Improvement Trajectories Weekly handover by time band
2.2	Goal 4 Priorities	Goal 4 agreed programme priorities	6 Goals Programme	Bi-monthly Programme Board / Intergration Group	Ongoing				Goal 4 actions to be included. Actions and progress available in Goal 4 Highlight report.	Goal 4 Highlight Report (To be embedded)
2.3	Health Board Handover Improvement Plans	Individual health board improvement plans		Fortnightly Tripartite Meetings / WG IQPD	Ongoing	High	Limited	Medium	Incorporated into ICAPS	Health Board Handover Improvement Plans

2.4	Front door flow and ED capacity	Individual health board improvement plans		Fortnightly Tripartite Meetings / WG IQPD	Ongoing	High	Limited	Medium	Incorporated into ICAPS	Health Board Handover Improvement Plans
2.5	Internal capacity and flow (including Surge Capacity)	Individual health board improvement plans		Fortnightly Tripartite Meetings / WG IQPD	Ongoing	Medium	Limited	Medium	Incorporated into ICAPS	Health Board Handover Improvement Plans
2.6	Community and social care	Individual health board improvement plans		Fortnightly Tripartite Meetings / WG IQPD	Ongoing	High	Off Track	Low	Incorporated into ICAPS	Health Board Handover Improvement Plans

Health Board and WAST Actions

#	Action	Detail	Source / Request	Monitoring Route	Due Date	Impact	Progress	Confidence	Comments	Supporting Documents
3	Immediate Release Compliance			Fortnightly Tripartite Meetings / WG IQPD	01-Aug-22	Low	Limited	Low	Recognise work being undertaken at health board and site level to support immediate release requests. Development of protocol for immediate release requests. System to monitor and validate immediate release requests.	Immediate Release Policy Red / Amber Release Requests
3.1	Admission avoidance schemes			Fortnightly Tripartite Meetings / WG IQPD		High	Limited	Medium	Incorporated into ICAPS	Health Board Handover Improvement Plans
3.2	Transfer and discharge			Fortnightly Tripartite Meetings / WG IQPD		Medium	On Track	Medium	Additional regional NEPTS resource purchased by WAST for winter 2022/23 - WAST IMTP Q4 23/24 Development of a proof of concept for the delivery of a national transfer and discharge service. DCMO letter. Ongoing requests by BCUHB, HDUHB and SBUHB.	

Health Board ICAP Progress (ABUHB)

#	Action	Detail	Source / Request	Monitoring Route	Due Date	Impact	Progress	Confidence	Comments	Supporting Documents
2.2	Co-ordination planning and support for populations at greater risk of needing urgent or emergency care	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	January ICAP Updated Document
2.3	Signposting people with urgent care needs to the right place, first time	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	
2.4	Clinically safe alternatives to admission to hospital	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	
2.5	Rapid response in a physical or mental health crisis	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	
2.6	Optimal hospital care and discharge practice from the point of admission	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	
2.7	Home first approach and reduce the risk of readmission	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	

Health Board ICAP Progress (BCUHB)

#	Action	Detail	Source / Request	Monitoring Route	Due Date	Impact	Progress	Confidence	Comments	Supporting Documents
2.2	Co-ordination planning and support for populations at greater risk of needing urgent or emergency care	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	January ICAP Updated Document
2.3	Signposting people with urgent care needs to the right place, first time	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	
2.4	Clinically safe alternatives to admission to hospital	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	
2.5	Rapid response in a physical or mental health crisis	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	
2.6	Optimal hospital care and discharge practice from the point of admission	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	
2.7	Home first approach and reduce the risk of readmission	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	

Health Board ICAP Progress (CTMUHB)

#	Action	Detail	Source / Request	Monitoring Route	Due Date	Impact	Progress	Confidence	Comments	Supporting Documents
2.2	Co-ordination planning and support for populations at greater risk of needing urgent or emergency care	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	January ICAP Updated Document
2.3	Signposting people with urgent care needs to the right place, first time	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	
2.4	Clinically safe alternatives to admission to hospital	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	
2.5	Rapid response in a physical or mental health crisis	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	
2.6	Optimal hospital care and discharge practice from the point of admission	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	
2.7	Home first approach and reduce the risk of readmission	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	

Health Board ICAP Progress (CVUHB)

#	Action	Detail	Source / Request	Monitoring Route	Due Date	Impact	Progress	Confidence	Comments	Supporting Documents
2.2	Co-ordination planning and support for populations at greater risk of needing urgent or emergency care	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	January ICAP Updated Document
2.3	Signposting people with urgent care needs to the right place, first time	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	
2.4	Clinically safe alternatives to admission to hospital	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	
2.5	Rapid response in a physical or mental health crisis	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	
2.6	Optimal hospital care and discharge practice from the point of admission	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	
2.7	Home first approach and reduce the risk of readmission	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	

Health Board ICAP Progress (HDUHB)

#	Action	Detail	Source / Request	Monitoring Route	Due Date	Impact	Progress	Confidence	Comments	Supporting Documents
2.2	Co-ordination planning and support for populations at greater risk of needing urgent or emergency care	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	January ICAP Updated Document
2.3	Signposting people with urgent care needs to the right place, first time	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	
2.4	Clinically safe alternatives to admission to hospital	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	
2.5	Rapid response in a physical or mental health crisis	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	
2.6	Optimal hospital care and discharge practice from the point of admission	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	
2.7	Home first approach and reduce the risk of readmission	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	

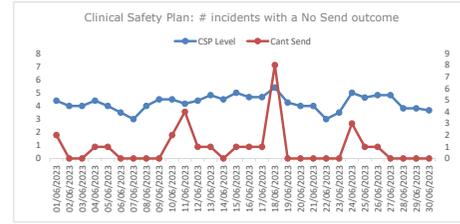
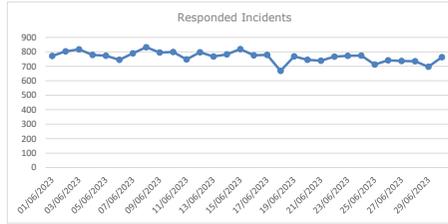
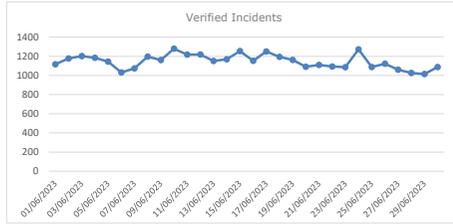
Health Board ICAP Progress (PTHB)

#	Action	Detail	Source / Request	Monitoring Route	Due Date	Impact	Progress	Confidence	Comments	Supporting Documents
2.2	Co-ordination planning and support for populations at greater risk of needing urgent or emergency care	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	
2.3	Signposting people with urgent care needs to the right place, first time	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing				To be updated July 2023	

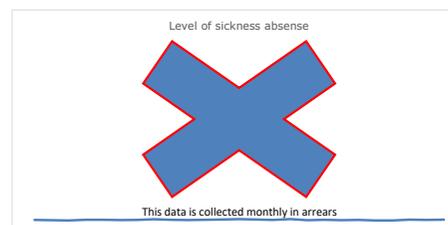
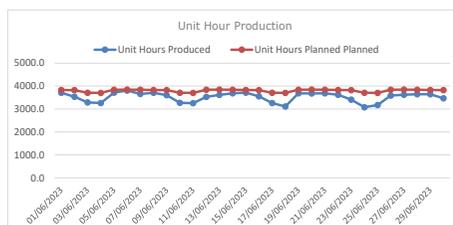
Welsh Ambulance Services NHS Trust: National Daily view (1 month)

Please note: the current months data is updated following the WAST data upload at 10:30am

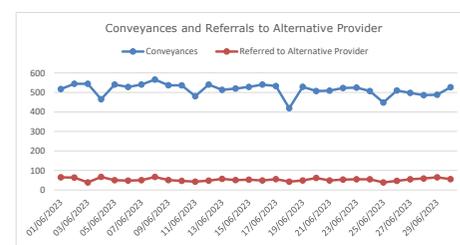
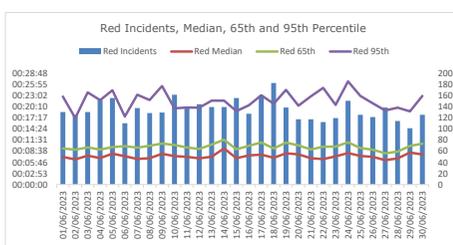
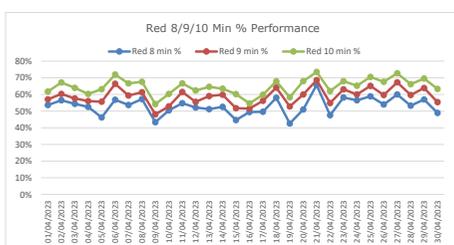
Demand



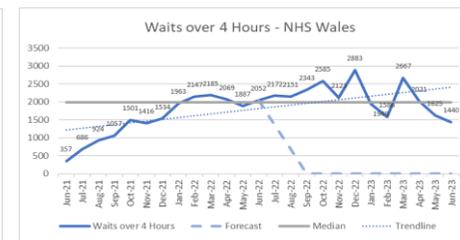
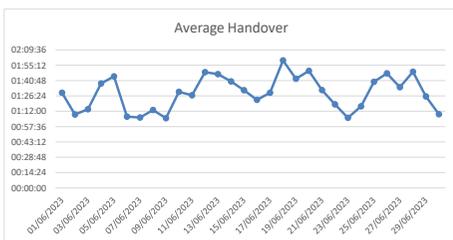
Capacity



Outcome



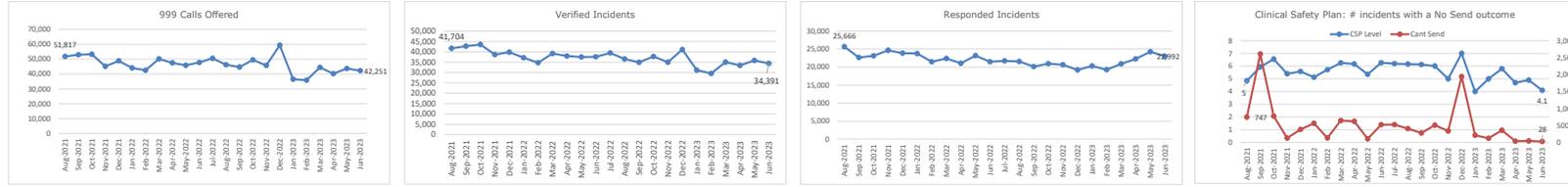
System Efficiency



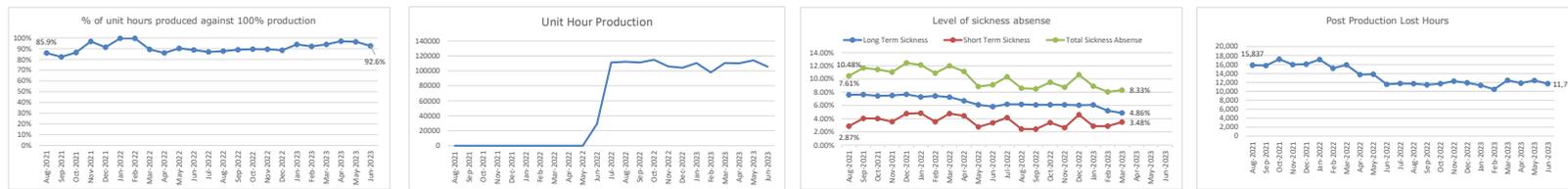
Welsh Ambulance Services NHS Trust: National 12-month overview

Please note: the current months data will always be lower than previous months as the data builds over the month

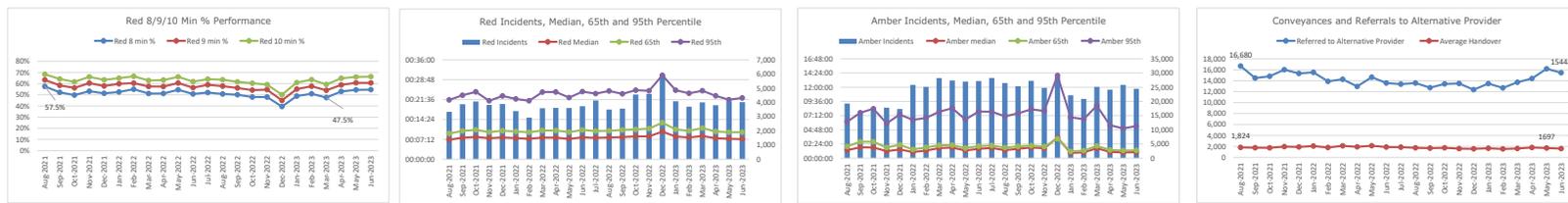
Demand



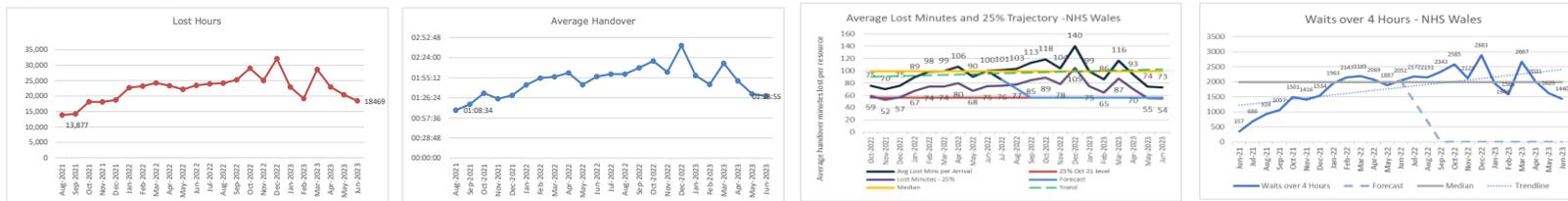
Capacity



Outcome



System Efficiency



Release Availability

