

Jason Killens  
Chief Executive, Welsh Ambulance Services NHS Trust

By email only

Dear Jason

## **Re: Improving Response Times**

Thank you for your letter of the 23<sup>rd</sup> March 2023, regarding the improvement of response time. We both recognise the importance of delivering improvements in response times for all categories of patients presenting to the 999 system, and I welcome the approach you are taking to bring forward different actions that can enable this.

For ease of reference I have responded to each proposal in turn as per your letter.

## **Full Implementation of CHARU**

Whilst the responsibility for the resource type mix deployed to deliver your services sits with you as an organisation, I would ask for further assurance around the proposal to reduce EA resources to enable full roll out of CHARU, particularly:

- What is the impact to Amber response time as a result of this, and what is the corresponding improvement to Red?
- What assurance do you have around the ability to recruit to CHARU in the areas that you have been unable to fill to date?
- What progress has been made on utilisation of response cars by single crewed members of staff?

## **Reviewing the response ratio for red calls**

I fully support work to ensure that you are providing the right clinical response to meet a patient's clinical need and to protect other resources for those patients who require them. I would ask that you provide quarterly reviews of any issues arising from this work at our Quality and Deliver meetings.

## **Clinical review of Protocol 6 MPDS codes (breathing problems)**

Again, I support the development of a process to immediately clinically review appropriate Red calls alongside the dispatch of resource, this is also set out within the performance enablers within the IMTP for 2023/26 which was supported by the Committee at their 14<sup>th</sup> March meeting.

You will note that I have made clear that further investment and expansion of the capacity, role and function of the Clinical Support Desk is one of my highest priorities for 2023, again this is set out within the IMTP. Whilst I am not able to commit additional investment to this at present I will continue to work with you and system partners to make progress in this area.

However, I would also recognise that we have provided significant additional resource to the CSD both with investment in technology, but also with additional staff over recent years. Alongside this there has been wider developments in remote clinical support and assessment through PTAS and with APPs. I have therefore request my team to undertake a baseline review of the current provision of 999 remote clinical support in order to ensure we have a shared understanding of the requirements moving forward.

I have attached a draft terms of reference for the review and would welcome your comments and support with this work, in order for us to complete the review as early as possible within Q1.

I would welcome an update on each area outlined in this letter at the Management Group meeting scheduled for the 20<sup>th</sup> of April.

Yours sincerely



**Stephen Harrhy**

cc:

Nick Wood, Deputy CEO, NHS Wales

Ross Whitehead, Deputy Chief Ambulance Services Commissioner

Rachel Marsh, Executive Director Strategy, Planning & Performance