

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

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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	Red Variables
1.1	Spring Modeling	Spring Modeling Forecast 2023/24	Normal Business	CASC Q&D	TBC	TBC	TBC	TBC		
1.1	Winter Modeling	Winter modeling 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	Complete
1.2	Roster Review Implementaion	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 program plan pulls together the activities already being delivered across WAST and introduces new activities to support attendance in a connected, supportive and sensitive way.	
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.	
1.6	Cymru High Acuity Response Unit (CHARU)				Sep-22	High	Limited	Low	CHARUs will have a focus on clinical leadership and clinical outcomes for Trust's highest acuity patients. At present the route to full roll out of CHARU is not clear, we expect the confidence rating to improve as planning for the rollout is progressed over the coming months.	Cymru High Acuity Response Unit Presentation Cymru High Acuity Response Unit Highlight Report
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	First phase trianing complete 31st July Video Call capability has been activated and now in use.	
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	Some slippage on timescales due to increase in turnover.	.An additional £3m has been made available to WAST in 2022/23 to recruit an additional 100 frontline staff. Whilst this is welcome, there will remain an overall gap of 64 WTE against the number of staff required to fill WAST's new Response rosters). WAST has plans in place to deliver on this additional 100 WTE by the end of February 2023, slightly later than the target date of 23 January 2023 as a result of higher staff attrition.

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 Ambulance Arrival 4-hour Improvement Trajectories Presentation

2.1	No 4 hour offload delays	Eradication of ambulance handover delays over 4 hours by end of Septemeber 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 Weekly handover by timeband
2.2	Health Board Handover Improvement Plans	Individual health board improvement plans		Fortnightly Tripartite Meetings / WG IQPD	Ongoing	High	Limited	Medium	Incoprated into iCAPS	Health Board Handover Improvement Plans
2.3	Front door flow and ED capacity	Individual health board improvement plans		Fortnightly Tripartite Meetings / WG IQPD	Ongoing	High	Limited	Medium	Incoprated into iCAPS	Health Board Handover Improvement Plans
2.4	Internal capacity and flow (including Surge Capacity)	Individual health board improvement plans		Fortnightly Tripartite Meetings / WG IQPD	Ongoing	Medium	limited	Medium	Incoprated into iCAPS	Health Board Handover Improvement Plans
2.5	Community and social care	Individual health board improvement plans		Fortnightly Tripartite Meetings / WG IQPD	Ongoing	High	Off Track	Low	Incoprated 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		Immediate Release Policy Red / Amber Release Requests
3.1	Admission avoidance schemes			Fortnightly Tripartite Meetings / WG IQPD		High	Limited	Medium	Incoprated into iCAPS	Health Board Handover Improvement Plans
3.2	Transfer and discharge			Fortnightly Tripartite Meetings / WG IQPD		Medium	On Track	Medium	Aditnal regional NEPTS resource purchaed by WAST for winter 2022/23	

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					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					
2.4	Clinically safe alternatives to admission to hospital	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing					
2.5	Rapid response in a physical or mental health crisis	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing					
2.6	Optimal hospital care and discharge practice from the point of admission	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing					
2.7	Home first approach and reduce the risk of readmission	Integrated Commissioning Action Plan		Fortnightly Tripartite Meetings / WG IQPD	Ongoing					

Health Board ICAP Progress (BCUHB)

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Health Board ICAP Progress (CTMUHB)

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Health Board ICAP Progress (CVUHB)

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Health Board ICAP Progress (H DUHB)

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Health Board ICAP Progress (PTHB)

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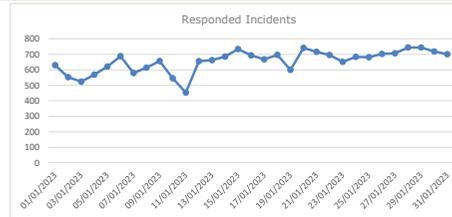
Health Board ICAP Progress (SBUHB)

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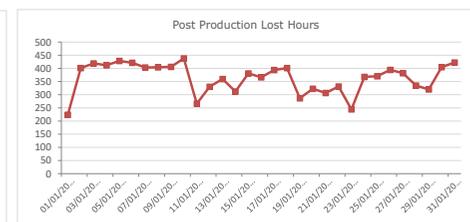
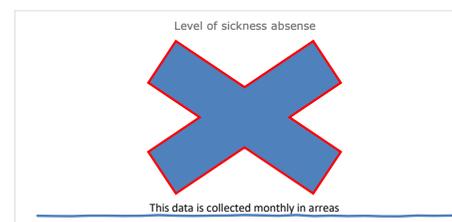
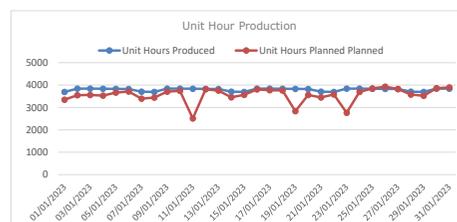
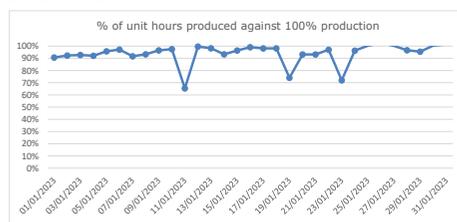
Welsh Ambulance Services NHS Trust: National Daily view (1 month)

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

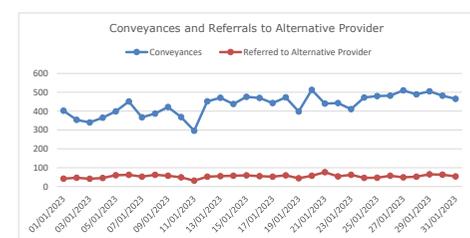
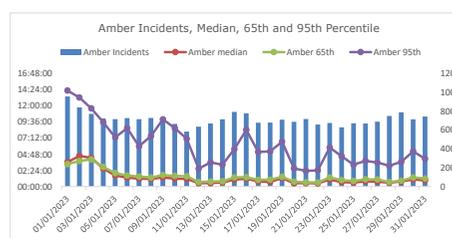
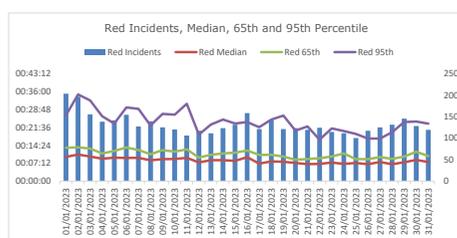
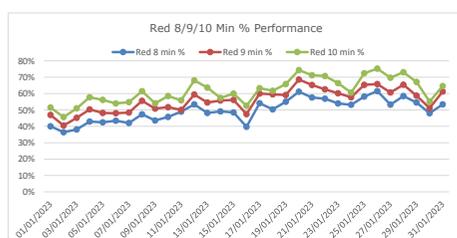
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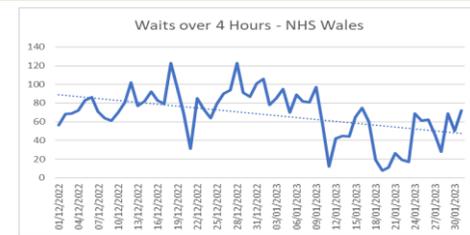
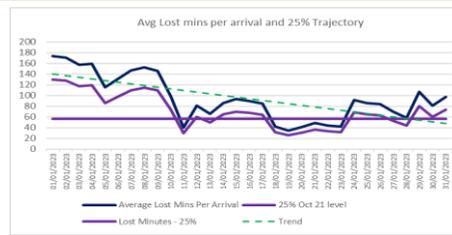
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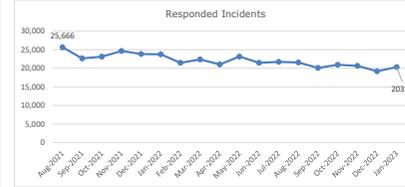
System Efficiency



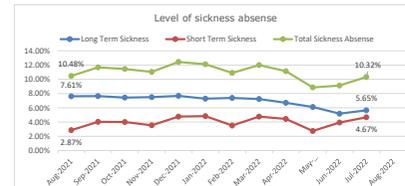
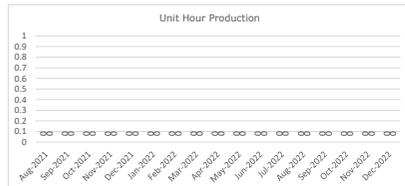
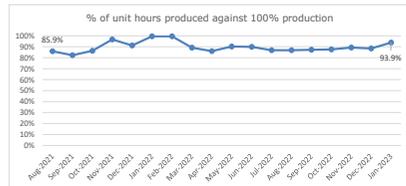
Welsh Ambulance Services NHS Trust: National 12-month overview

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

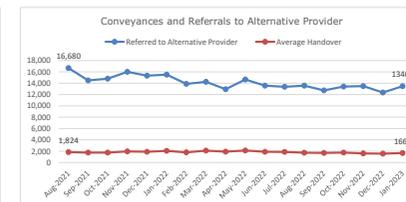
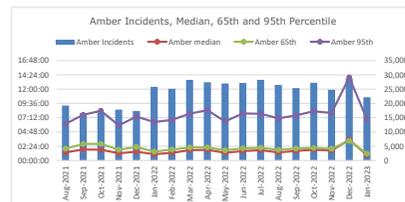
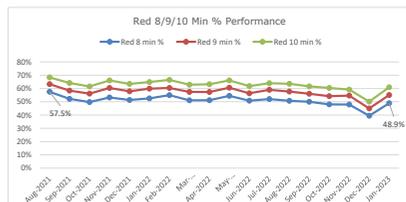
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Capacity



Outcome



System Efficiency

