

Ambulance Leadership Forum

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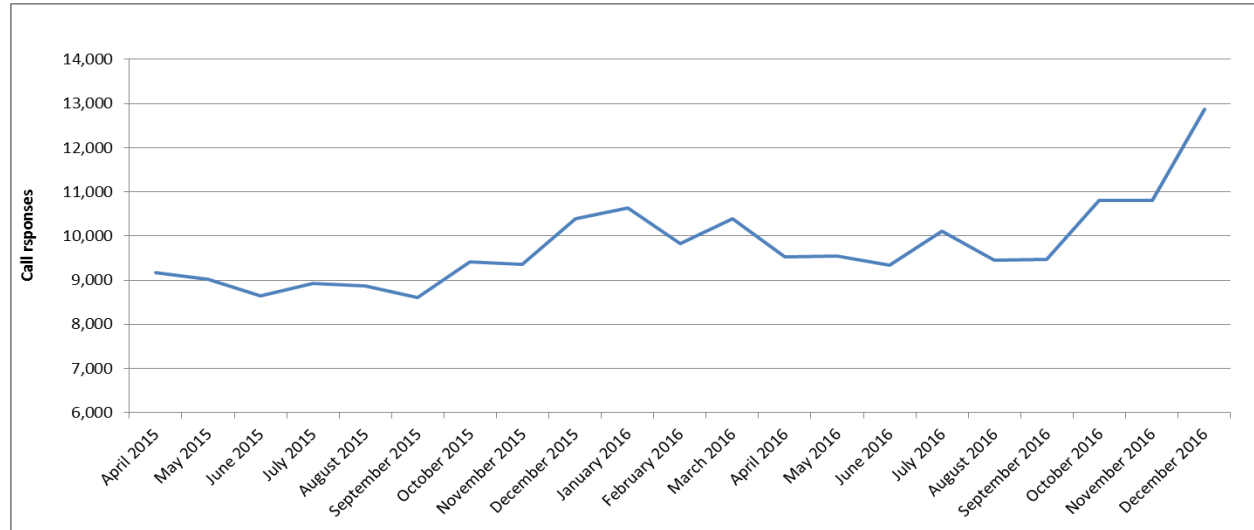


Agenda

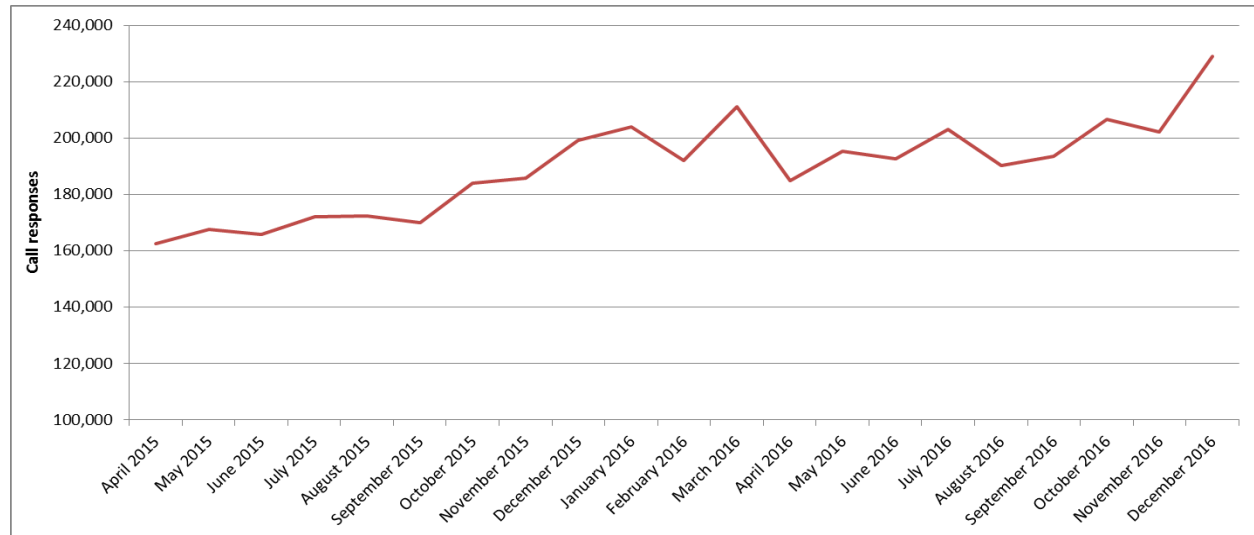
- Context and challenges
- Scrutiny
- A political view
- Working together
- Questions

Context – you are all working flat out...

Number of Category A calls (Red 1) resulting in an emergency response arriving at the scene of the incident

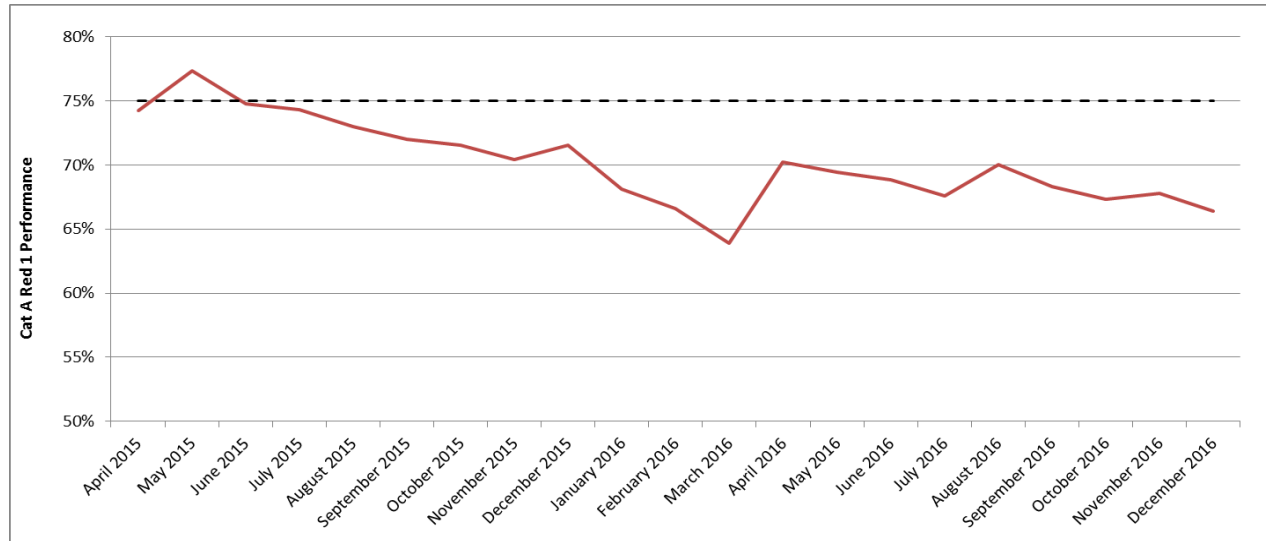


Number of Category A calls (Red 2) resulting in an emergency response arriving at the scene of the incident

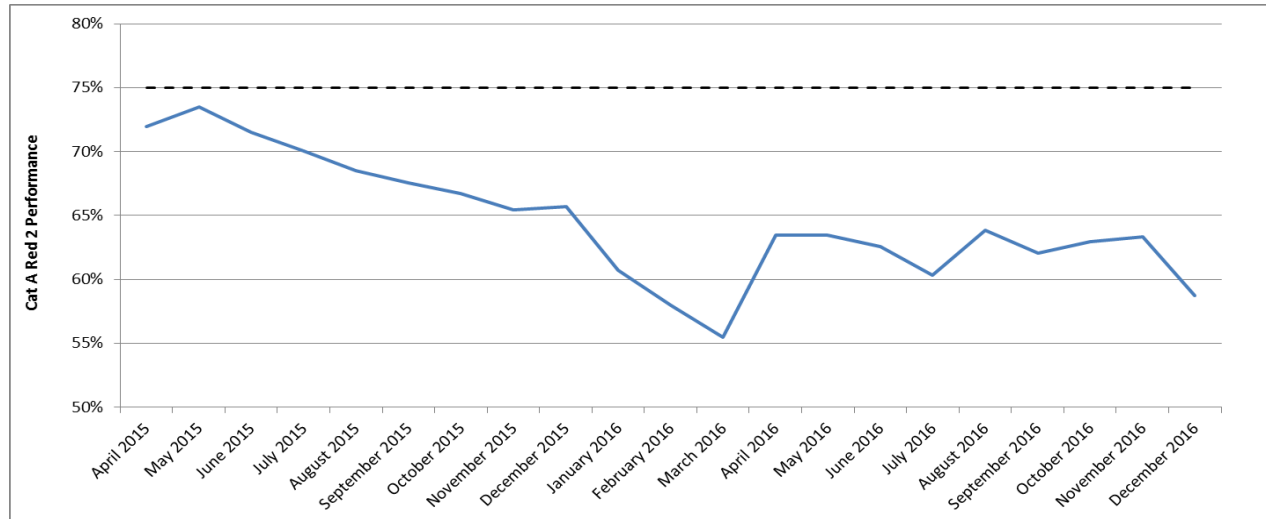


... but it's not easy ...

Category A calls (Red 1)
Performance against the
75% standard



Category A calls (Red 2)
Performance against the
75% standard



... and there are a lot of challenges

- Pressure all over the system and a lot of it impacts ambulances
- Performance is not good enough in some places
- Turnaround and handover delays...
- CQC inspections: 1 outstanding, 2 good, 5 requires improvement and 2 inadequate
- 10% paramedic vacancy rate

You are working under enormous scrutiny

- Ambulance issues have never had more prominence in the national agenda
- Scrutiny from all directions
 - Media – ambulances make good photographs...
 - Ambulance Trust Sustainability Review (sustainability questions across quality, performance, finance, workforce)
 - Parliamentary scrutiny (NAO report)
- BUT – this means you have people's attention and interest
- It is up to you to make the most of the spotlight

Another (political) view of the ambulance service

- Health arm of emergency services, not just emergency arm of NHS
- Police (especially) and FRS have had to make bigger efficiency savings since 2008 than ambulances
- Want more collaboration between emergency services as quickly as possible
- Probably not all out integration, but change nonetheless

Collaboration and critical mass: The ambulance sector needs to be more than the sum of its parts

- Ambulances are centre stage in new UEC pathways
- Cannot stand apart from one another... or from the wider UEC system
- We need real joint-working - “coalition of the willing” is not enough to drive change
- Get really stuck into your STPs – no one else is going to get the ambulance bit right
- Look at operating models in other trusts – there is lots of variation...

What's next?

- Future funding settlements likely to be tougher, not easier...
- And workforce challenges will continue...
- ... but outcomes have improved for many patient groups
- Shout about it you are doing something that works
- Where there is no justification for variation, reduce it
- Support your colleagues
- Thank you, and keep going...

Questions and discussion – what are we missing?

