



ASSOCIATION OF
AMBULANCE
CHIEF EXECUTIVES



EMAS and DHU 111 Provider Collaborative

Reducing Health Inequalities

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Healthcare



Reducing Health Inequalities – EMAS & DHU Provider Collaborative

Across the East Midlands region, 999 emergency services are provided by East Midlands Ambulance Service NHS Trust (EMAS) and NHS 111 services are provided by DHU Healthcare. EMAS and DHU are dedicated to the ambition of ensuring parity of access to services.

1. Reducing disparity of access for NHS111 and 999 Services

999 and NHS111 services across the East Midlands have differing access into alternative pathways of care such as SDEC's (Same day emergency care) UTC's, Virtual Wards, and UCR services. The disparity of access was profound, depending on which number the patient called they would have varying experience and outcomes.



	Medical		Surgical		Frailty		Obs & Gynae		Paediatrics	
	999/111	999/111	999/111	999/111	999/111	999/111	999/111	999/111	999/111	999/111
Lincolnshire	Green	Red	Green	Red	Green	Red	Red	Red	Red	Red
Derbyshire	Green	Red	Red	Yellow	Red	Red	Red	Red	Red	Red
Notts	Green	Red	Red	Red	Red	Red	Red	Red	Red	Red
Northants	Green	Red	Red	Red	Red	Red	Yellow	Red	Red	Red
LLR	Green	Red	Red	Red	Red	Red	Red	Red	Red	Red

EMAS and DHU
111
Provider
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Feb 25 – Sep 25



	Medical		Surgical		Frailty		Obs & Gynae		Paediatrics	
	999/111	999/111	999/111	999/111	999/111	999/111	999/111	999/111	999/111	999/111
Lincolnshire	Green	Red	Green	Red	Green	Red	Red	Red	Red	Red
Derbyshire	Green	Red	Green	Green	Green	Green	Red	Red	Red	Red
Notts	Green	Red	Red	Red	Red	Red	Red	Red	Red	Red
Northants	Green	Red	Red	Red	Green	Green	Yellow	Red	Red	Red
LLR	Green	Red	Red	Red	Green	Red	Red	Red	Red	Red

Through our Provider Collaborative over the last 9 months to reduce the disparity of access for our patients established:

- Direct access for both 999 and 111 into 6 SDECs across the East Midlands, for these systems patients will be conveyed directly to the Specialty specific pathway without being conveyed to Accident and Emergency:
 1. Surgical SDEC access: Chesterfield Royal Hospital
 2. Surgical SDEC Direct Daily bookable slots: Queens Hospital Burton
 3. Frailty SDEC access: Kettering General Hospital
 4. Frailty SDEC access: Chesterfield Royal Hospital
 5. Frailty SDEC access: Royal Derby Hospital
 6. Frailty SDEC access: Leicester Royal Infirmary
- Direct access for our 999 services into 6 Urgent Treatment centres via direct clinical advice and bookable appointments (this access already existed for 111):
 1. Derby Urgent Treatment Centre (Derbyshire)
 2. Royal Derby Hospital Co-located UTC (Derbyshire)
 3. Chesterfield Royal Hospital (Derbyshire)
 4. Loughborough Urgent Treatment Centre (Leicestershire)
 5. Oadby Urgent Treatment Centre (Leicestershire)
 6. Corby Urgent Treatment Centre (Northamptonshire)
- Direct access for our 999 EOC and crews on scene into the DHU Community Virtual Ward: during a test of change in one day within our EOC 6 patients were enlisted onto the virtual ward avoiding the need to present to their local ED department.



2. Supporting Asylum Seekers with Health care assessments, medical interventions and support. Weekly Clinic at Sandpiper Refugee Hotel – Derbyshire (Residents range between 70-90)

Our targeted support aligns closely with DHU's commitment to reducing health inequalities and supporting hardly reached communities. Residents at Sandpiper Refugee Hotel are refugees and asylum seekers who have fled war zones or countries where they have faced persecution and mistreatment. Many are living with significant trauma, both physical and psychological.

1. Comprehensive health assessments delivered by Advanced Nurse practitioners.
2. Identify and manage urgent and ongoing medical conditions (including patients missing essential medication).
3. Diagnose and treat new cases, such as diabetes, tuberculosis, and hepatitis.
4. Provide acute care for minor illnesses and infections.
5. Support mental health needs, often identifying trauma-related conditions and initiating treatment, including antidepressant therapy (SSRIs) where appropriate.
6. Promote primary care registration, after each clinic, we attend local surgeries to ensure new arrivals are registered and linked into mainstream healthcare.



Our clinical staff speak a range of languages and share similar life experiences with many of the residents, which has been invaluable in building rapport, gaining trust, and improving engagement with healthcare services.

A true example of our commitment as providers to reduce health inequalities on a grass roots level by getting our patients the care they need in a timely, empathic way.



3. EMAS Homelessness Clinic and Clinical Support: Derbyshire

EMAS have a dedicated Derby City Rough Sleeper/Homeless Paramedic (Tracy Cunningham)

- EMAS Support a homelessness primary care service Clinic 3 days a week. Following referral via telephone EMAS paramedic triages all patient referrals, booking into GP appointments or directing to the most appropriate pathway of care.
- Monthly Hep C clinic in partnership with Queens Medical Centre (Burton) and the Royal Derby Hospital - £5 Voucher incentive.
- Monthly NHS Sexual Health Clinic at all Hostels in Derbyshire in partnership with Derbyshire Community Health team with 'acorn cards for Priority appointments used mainly for outreach to working girls.
- Weekly free opticians' appointments provided in partnership with Specsavers, free transport provided.
- Weekly blood pressure checks provided in partnership with Community action Derby – now providing across Hostels.
- Cardiac respiratory, Trauma, Overdoses, Infections – Complex wound clinic

Support Offered:

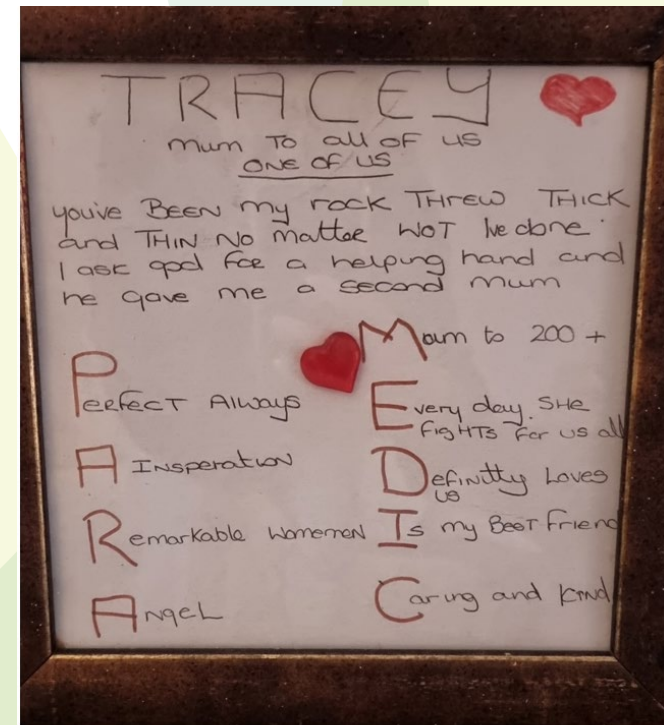
- 2 outreach homelessness drug/alcohol workers from NHS Drug and alcohol services who cover this group.
- Mental Health practitioners working on outreach as needed, surgery based and community.
- Homelessness Safeguarding Social Worker based at Derby Council.
- Outreach team at Derby Homes provided rounded systemwide support to help house.

Patient story:

- 42-year-old female, mother of 2 children
- Limited family network, criminal background
- Long history of IV drug use / crack cocaine / mamba
- Mental Health - Domestic Abuse Victim
- Entrenched rough sleeper
- Difficulty sustaining temporary accommodation due to chaotic lifestyle
- Paramedic assessments over 7 years totalling 2108 to date.

Supported patient with targeted interventions including:

- Registering with GP, Placed on Mental Health medication.
- Supported through termination of pregnancy & contraception support.
- Substance misuse support, support through diagnosis of TB.
- Currently supporting patient while inpatient via the hospital's MDM which patient attends maintaining engagement through her recovery.



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