



SCRUTINY: HEALTH AND SOCIAL CARE REVIEW GROUP	AGENDA ITEM 7
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DATE OF MEETING: 11th SEPTEMBER 2014

REPORT OF: CHIEF EXECUTIVE–EAST OF ANGLIA AMBULANCE SERVICE

REPORT AUTHOR: SIMON KING AND CHRIS HARTLEY

SUBJECT: East of Anglia Ambulance Service Strategic Plan: Update & Implications for Luton

PURPOSE

To give an update of the East of Anglia Ambulance Service and its current activities in Luton.

RECOMMENDATION

The Health and Social Care Review Group is requested to note the progress update and comment on any implication for Luton.

REPORT - BACKGROUND

In January, Anthony Marsh (Chief Executive of West Midlands Ambulance Service) became Chief Executive of the East of England Ambulance Service NHS Trust. Mr Marsh is one of the most experienced ambulance Chief Executives in the country and had also carried out an independent review of the Trust last summer.

Mr Marsh set six priorities for the Trust on becoming Chief Executive. These are:

1. Recruit 400 student paramedics in 2014/15
2. Upskill emergency care assistants (ECA) to emergency medical technicians (EMT) and EMTs to paramedics
3. Maximise clinical staff on frontline vehicles
4. Reduce response cars and increase ambulances
5. Accelerate fleet and equipment replacement programme
6. Reinvest corporate spend in frontline delivery

Significant progress has been made against these priorities, which is helping the Trust to turn a corner. Progress includes:

- We had nearly 4,000 applications to become student paramedics (for 400 original places)

- To date 367 conditional offers have been made for the student paramedic programme. At the moment, 64 of those are on their initial course, 32 are completing their driver training and 61 are already out on the road from July.
- More than 30 offers of contracts have been made to qualified and graduate paramedics
- Around 200 existing student paramedics will qualify and register as paramedics in 2015
- We have trained more than 20 emergency care assistants to emergency medical technical level, with more courses to follow as part of a rolling programme
- Similarly, 20 emergency medical technicians have started their course to progress to paramedics
- Our emergency operations centres (EOCs) have welcomed 21 new call handlers and 11 dispatchers to their teams
- This year 147 new emergency ambulances have been delivered to replace old ones and increase the fleet size. Another 120 new emergency ambulances have also been ordered, with the first five due to be on the road in September. All 120 will be operational by March next year, with seven of these earmarked for Bedfordshire and Hertfordshire. By March, no ambulance or RRV will be older than five years.
- Around £8m of savings have been found internally and will be reinvested in frontline services by ending a number of interim contracts, reducing management costs and streamlining back-office services.
- We're not only updating our fleet but our equipment too; 160 of the latest generation 12-lead ECG and defibrillators are being delivered and being rolled out onto ambulances.

Transforming the Trust is going to take time, but we are making positive steps that are improving the service. Our aim is to make the East of England Ambulance Service one of the best ambulance services in the country. Employing the best staff who are able to provide our patients with the best care is our top priority - and this remains at the heart of everything we do.

The ambulance service in Luton

The Trust has restructured its operations team to better support staff and drive improvements in the service provided locally. We now have a new management team in Bedfordshire and Luton. This is led by Dave Fountain, locality director for Bedfordshire and Hertfordshire. Dave is responsible for the 999 service in both counties and sits on the Trust Board, giving Bedfordshire, Luton and Hertfordshire communities a direct link to the top of the organisation.

Simon King is the Senior Locality Manager and he is responsible for managing the 999 service in Luton and South Bedfordshire. Simon has appointed a team of local officers to manage and co-ordinate the day to day running of the service.

Recruiting more frontline staff is a priority both across the region and in Luton. By the end of March, 29 new student paramedics will have started in Luton, with five of these starting this month. In addition we have six graduate paramedics starting in Luton in November and have already recruited one qualified paramedic and one qualified emergency medical technician in Luton.

A new emergency ambulance is operational in Leighton Buzzard. This will help better meet patient demand in Leighton Buzzard and mean ambulances from Luton will spend less time in Leighton Buzzard and more time in Luton.

The local team have been working with staff to design new rotas. These rotas, once approved, will better support staff and provide better day and night cover for Luton across the week and weekend. These have received positive feedback from staff and implementation is expected for November 2014.

As part of the fleet replacement programme, Luton now has a modern ambulance fleet. The oldest emergency ambulance is three years old, meaning our staff have the best possible

vehicles to treat patients, patients get a better service and experience and the Trust has a more reliable fleet.

The local management team is working hard to better support staff. As part of this we have set up a buddy scheme for new starters. This has been designed by a local member of staff to support new starters and help them integrate into their new working environment. We are also creating dedicated clinical development lines on our main ambulance rota to provide structured support from our very experienced paramedics. We have been working hard to support staff in returning from sickness absence and have reduced sickness rates to under 4% currently.