

EMRTS Cymru – EASC Focus

2022



GIG
CYMRU
NHS
WALES

Gwasanaeth Casglu a
Throsglwyddo Meddygol Brys
Emergency Medical
Retrieval & Transfer Service



Elusen
Ambiwlans
Awyr
CYMRU

WALESAir
Ambulance
Charity

The journey so far



The last 2 years....

- COVID recovery
- Phase 1 of 24 hour expansion
- Service Evaluation published
- National Critical Care Transfer Service project → ACCTS Cymru Launch
- SWTN & Trauma desk launch
- Aftercare service
- Cardiff day trial
- WAACT Strategic review
- CAREMORE Quality Delivery Framework (QDF)
- Commissioned Services Delivery Portal (CSDP)



2021/22 Operational Overview EMRTS



3247
incidents



46% Road



54% Air



51k
incidents
reviewed
in detail



87
incoming
calls per
day



8 trauma
desk calls
per night



412
Anaesthetics



68%
Conveyance



9 calls per
day



16% Air
stand down



141
sedations



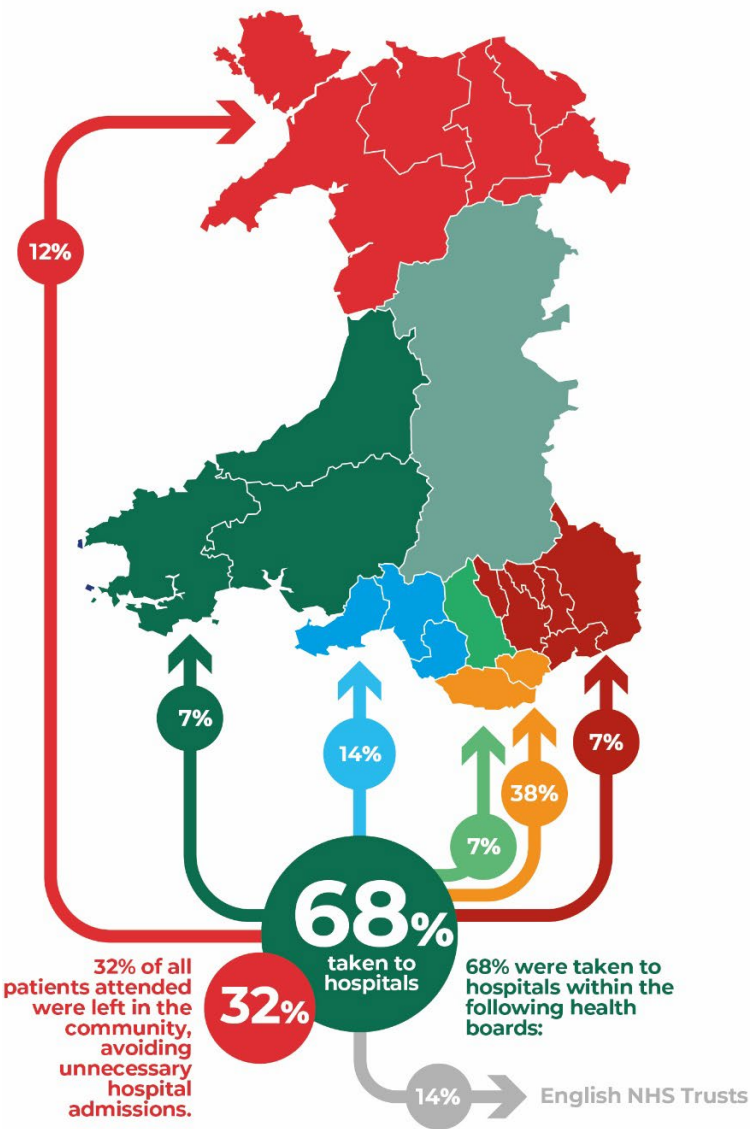
119 Blood
transfusions



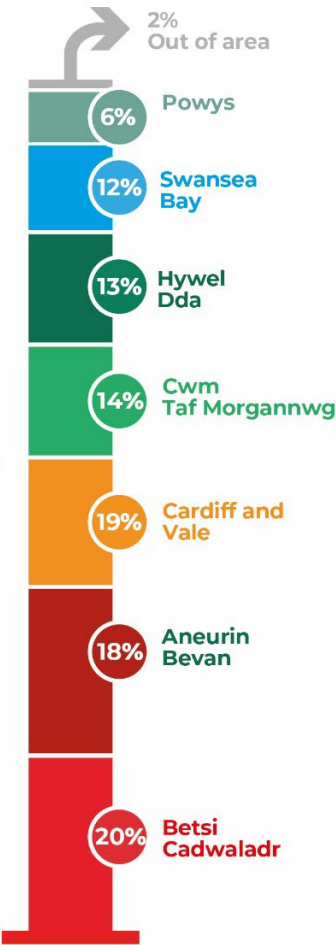
561
intubations



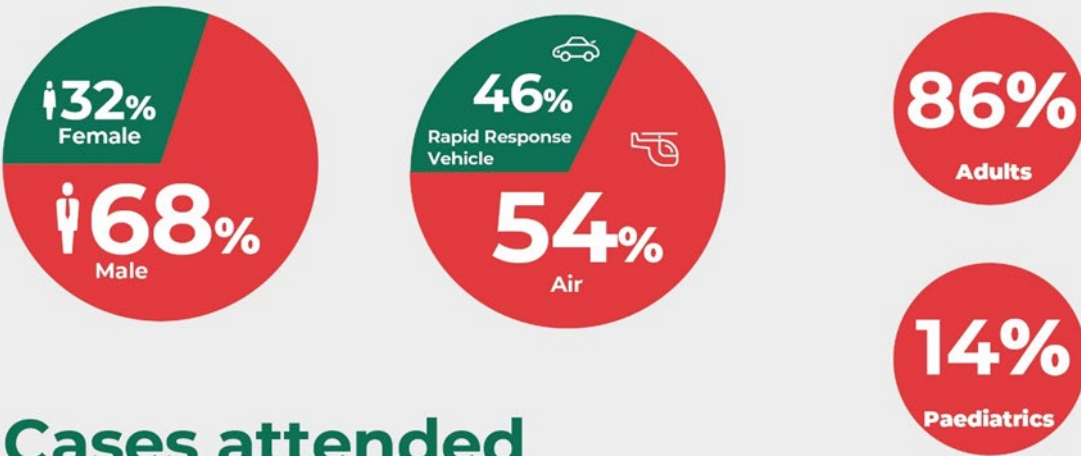
Patient destinations



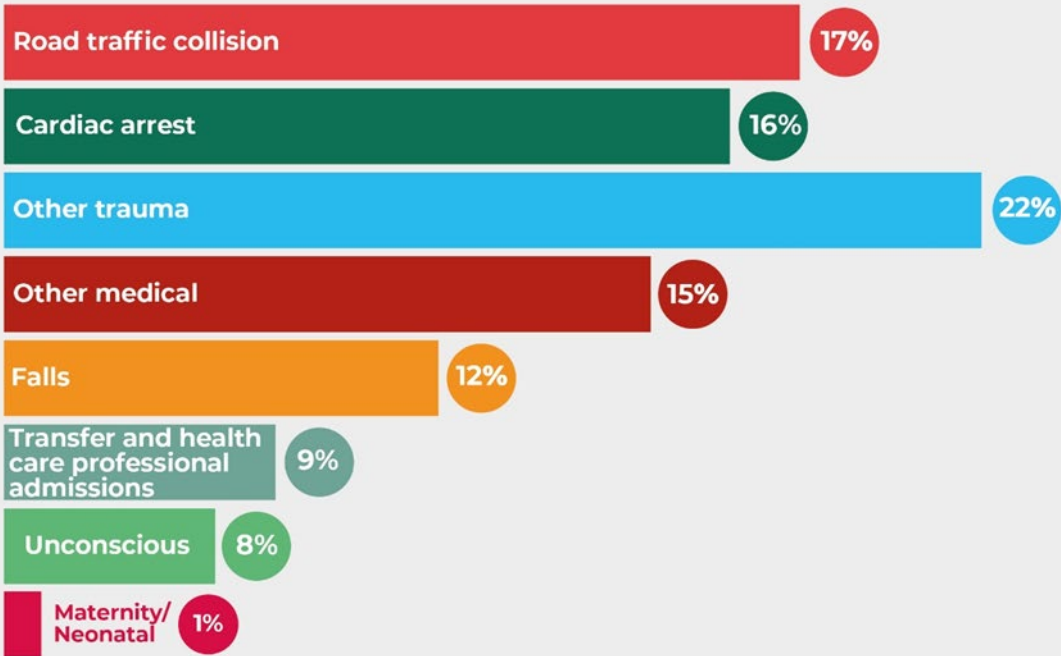
Incident location by health board



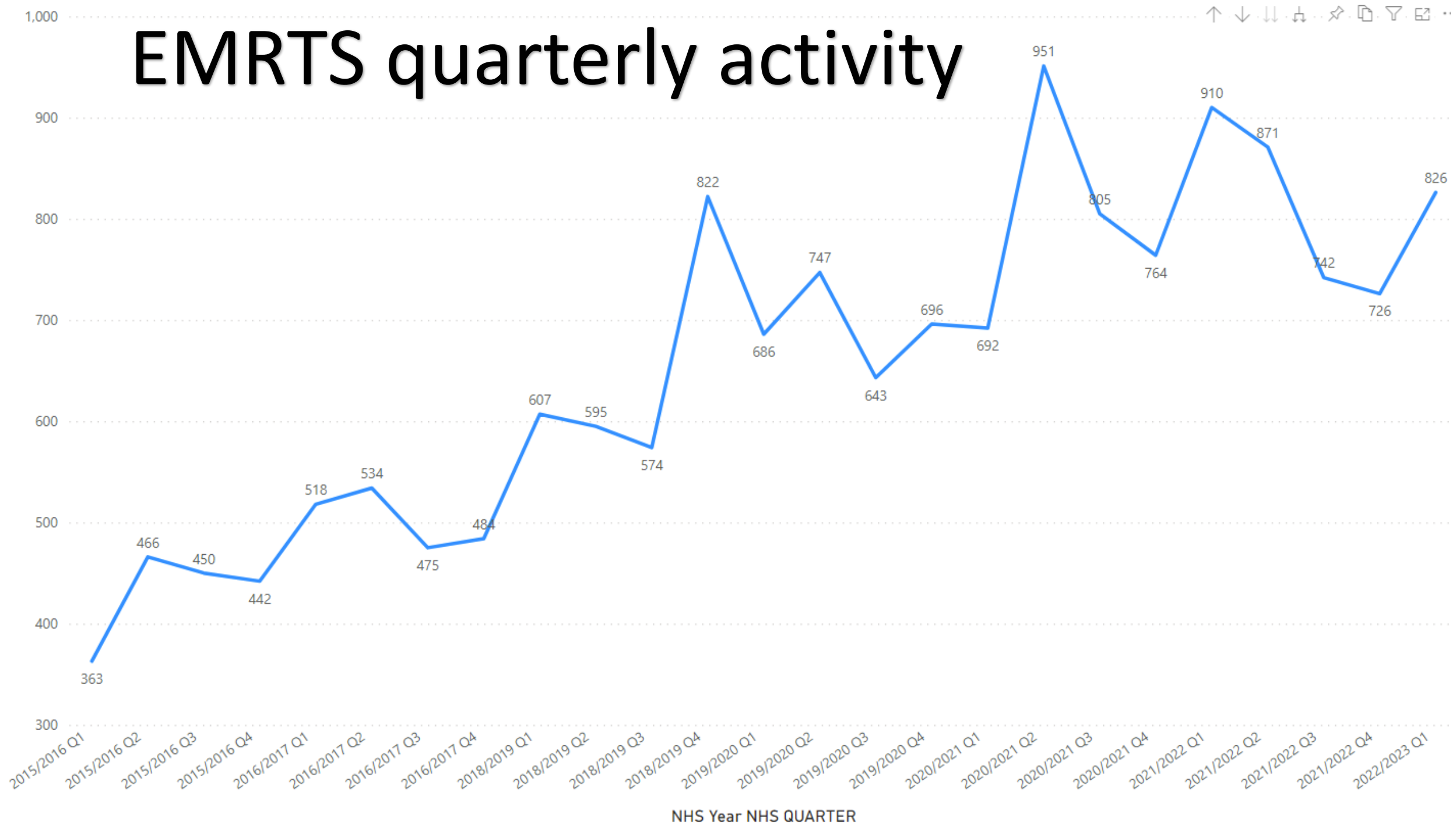
Total number of calls - 3247



Cases attended by category



EMRTS quarterly activity



EMRTS Commissioning Intentions 2022-23



GIG
CYMRU
NHS
WALES

Pwyllgor Gwasanaethau
Ambiwylans Brys
Emergency Ambulance
Services Committee

EMRTS Commissioning Intention – CI1: Service Expansion

EMRTS Commissioning Intention – CI2: Adult Critical Care Transfer Service (ACCTS)

EMRTS Commissioning Intention – CI3: Service Evaluation

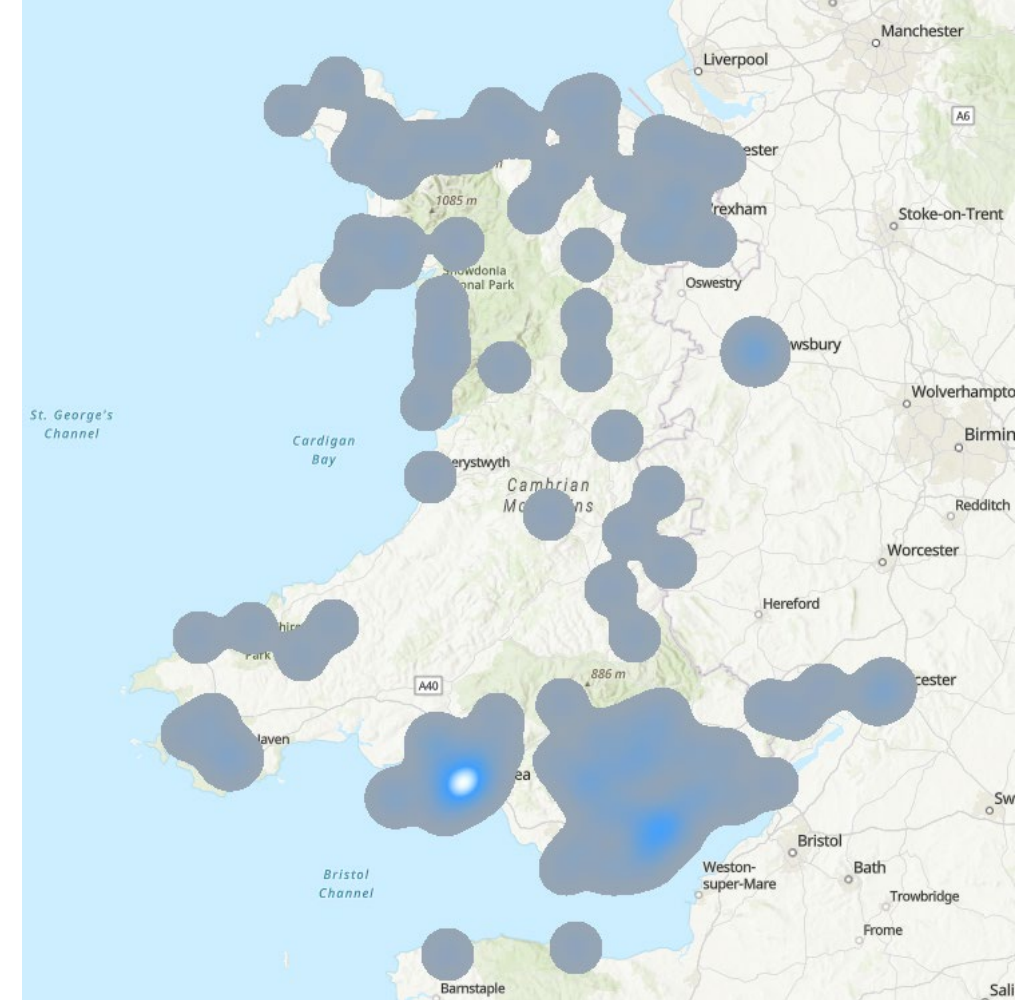
EMRTS Commissioning Intention – CI4: System Transformation Demand & Capacity

EMRTS Commissioning Intention – CI1: Service Expansion

CI1a	Enhanced CCP-led response – Building on the findings of recent winter initiatives and demand and capacity planning undertaken within the service, support the implementation of an enhanced daytime response that will ensure more effective use of resources, improve service quality and the patient experience and provide opportunities for workforce development.
CI1b	Planning – Build on the implementation and consolidation of Phase 1 of the EMRTS Service Expansion project, working collaboratively with commissioners to plan the implementation of the remaining phases of the EMRTS Service Expansion programme.

24 hour expansion

- Delivery of phase 1
- Cardiff 19:00-07:00 night shift
 - July 2020 by Road, Dec 2020 by air
- Supporting workstreams
 - Recruitment
 - Training & Education
 - Aftercare
 - National systems implementation for stock and medicines management



EMRTS Commissioning Intention – CI3: Service Evaluation

CI3a Improvement Plan – Develop and implement an improvement plan in response to the EMRTS Service Evaluation Report.

Service Evaluation

2015 - 2020

Increased chance of survival

A significant 37% reduction in mortality after 30 days for patients with serious blunt trauma.

Flying emergency department

63% of patients (6,018) had treatments at the scene of their incident which previously they could only have within a hospital (including blood transfusions and anaesthesia).

Taking the patients to the right place, first time

Thanks to advanced decision-making, 42% of patients bypassed local hospitals to be taken directly to specialist care – saving time for the patient and extra resources for the NHS.

Attracting consultants into Wales

12 new consultants had been recruited into Wales due to the attraction of working with Wales Air Ambulance.



EMRTS Commissioning Intention – CI2: Adult Critical Care Transfer Service (ACCTS)

CI2a	Service Delivery – The ACCTS team will continue to manage ongoing service delivery and will ensure robust performance management with a focus on outcomes, value, quality and safety of service delivery.
CI2b	Engagement – Building on established relationships, continue to engage with all stakeholders to review and strengthen the service model(s) implemented to maximise the clinical outcomes, value, quality and safety of service delivery.
CI2c	Evaluation and Review – Undertake evaluation and review relating to the implementation of the ACCTS, reporting on lessons learned, service activity and providing the required assurance regarding the realisation of anticipated outcomes and benefits going forward.

ACCTS project → live Service

Project team appointed

- 16th August 2021- ACCTS South
 - 12 hour service
- October 2021 – ACCTS North
 - 24 hour on call
- Activity 22% higher than forecast.

CRITICAL CARE TRANSFER SERVICE LAUNCHES ACROSS NORTH WALES

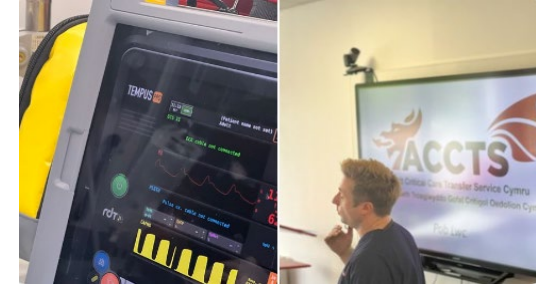
Posted by The Bangor Aye | Oct 7, 2021 | Health, Bangor News | 0 ● | ★★★★★



A new Critical Care Transfer Service, that will be responsible for transferring the most critically ill and injured patients to specialist centres for treatment, has launched in North Wales.

The Adult Critical Care Transfer Service Cymru (ACCTS) is a new road-based service based at Ysbyty Gwynedd in Bangor, and will ensure timely transfers of critically ill or injured patients who are already in hospitals across the region to

specialist centres for treatment and specialist intensive care.



40 staff



Residential
training



500+ Transfers



>53k Miles



>4000 hours
driving



All Hospitals in
Wales



1400 Calls to
coordinator



Quaternary
care support



WCCN Training



RCOA/ ITU
training



Attracting staff
into Wales

EMRTS Commissioning Intention – CI4: System Transformation

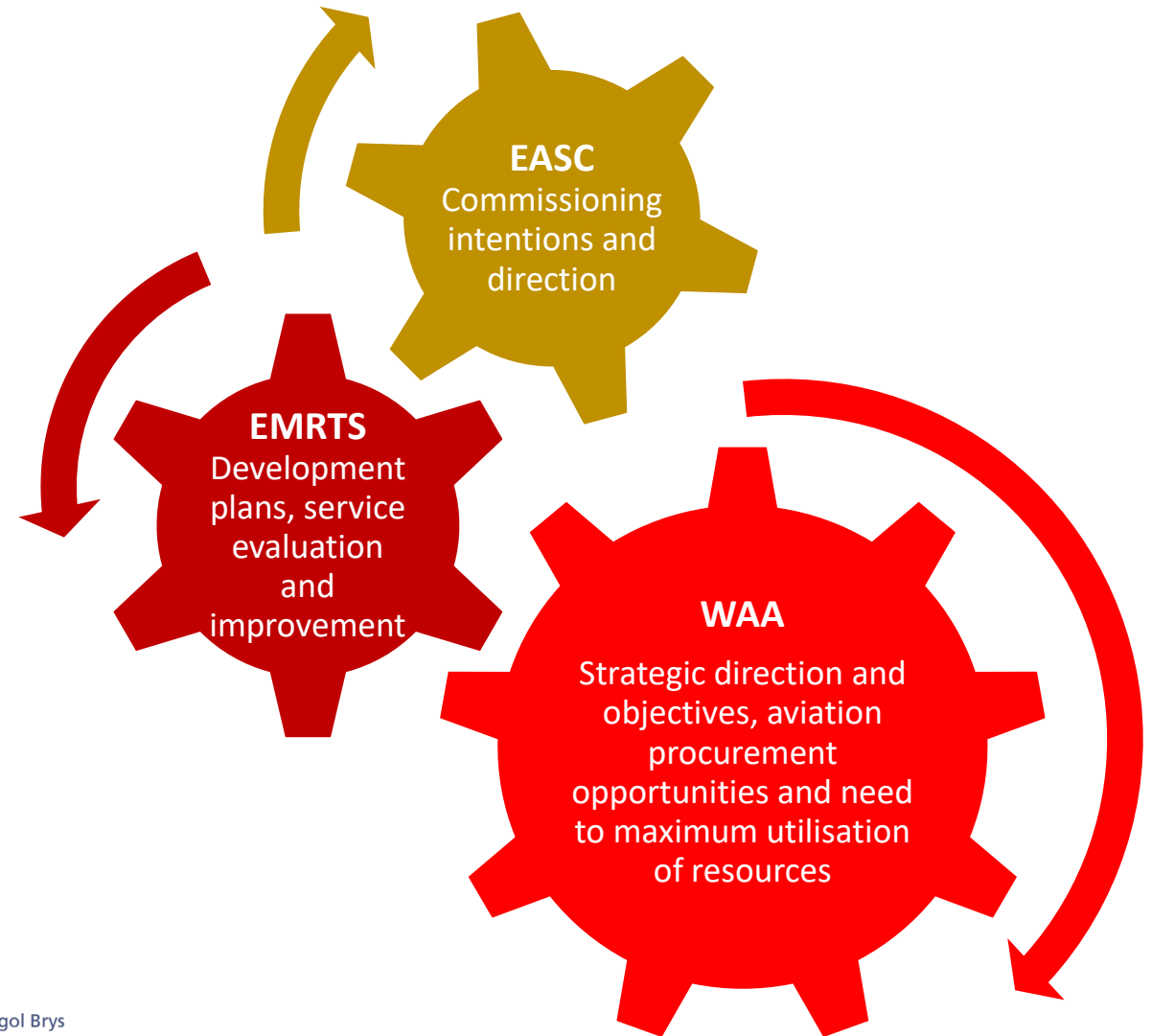
CI4a

Demand and Capacity Strategy – To continue with the work on a collaboratively developed demand and capacity strategy will set out the ongoing arrangements for proactively undertaking this work for the next decade, this will include the use of forecasting, modelling and health economic evaluations.

Our drivers and our joint objectives

Joint Outcome

To determine the optimal operational configuration and physical footprint for our lifesaving services that brings greatest benefit to all the people of Wales



Work to date



www.csamhealth.com/solutions/public-safety



24 hour service review



10 year analysis



Deep dive into base activity



Service Evaluation



Night service reviews



Comprehensive demand and capacity analysis



Review of dispatch criteria



Review of EMRTS strategy



Road & Air Isochrones

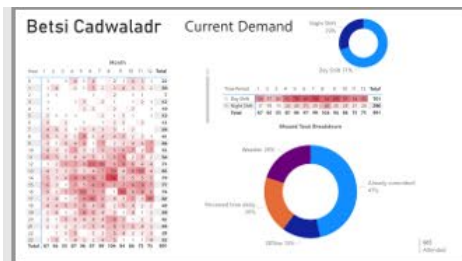


5 year forecast

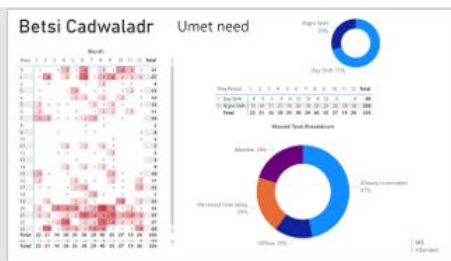


Continuous monitoring and improvement

→ Strategic Review & Optima Modelling



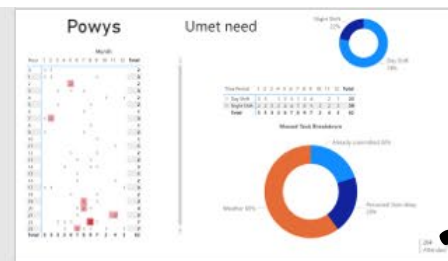
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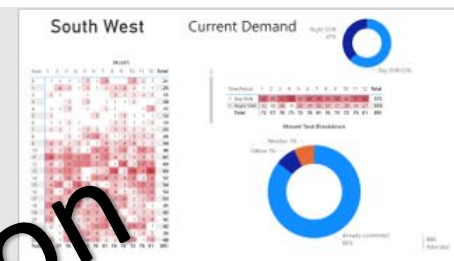
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28



29



31



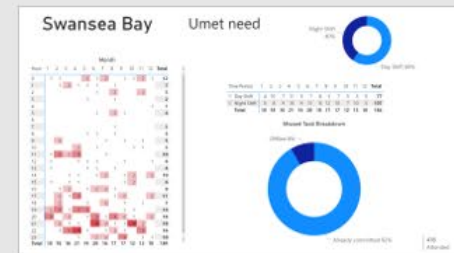
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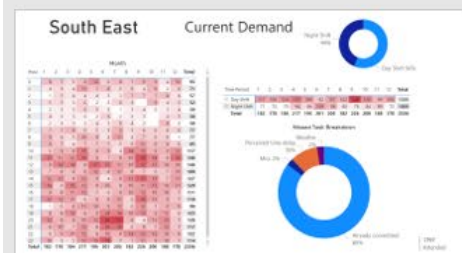
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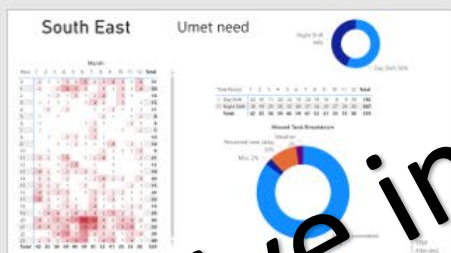
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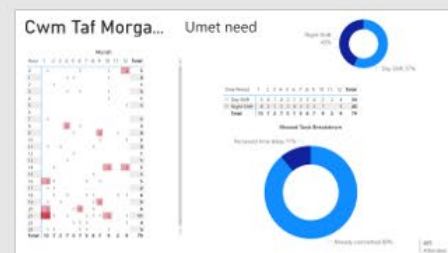
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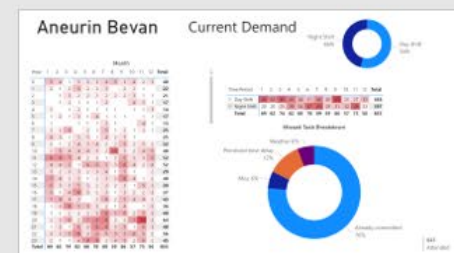
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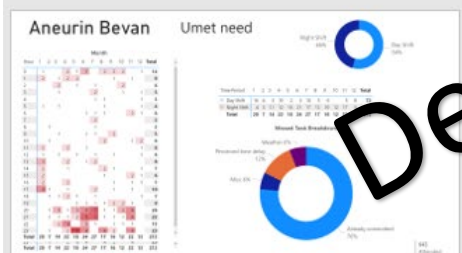
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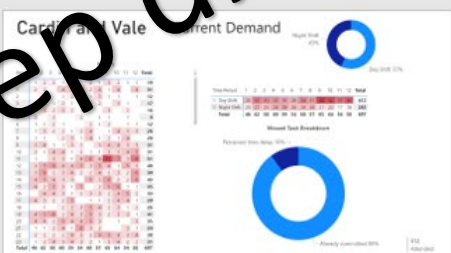
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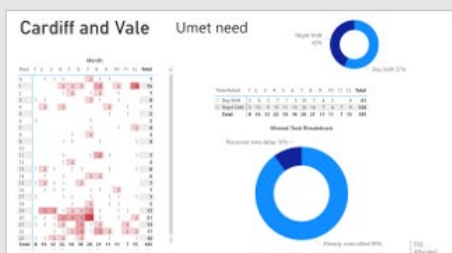
40



41



42



43

Videos of the optima model

EMRTS vs WAST



Strategic Review Headlines

- Under Utilisation
- Unmet need
 - Geographic
 - Overnight
 - Hours of darkness
- Analysis and modelling to date
 - Extended hours
 - Optimise location
 - Road vs Air



Challenges

- Media Leak
- Strong Reaction
- Perception – Loss of service
- HR – OCP Negativity
- Charity timelines – new aviation and costs.

What does this mean?

We can potentially attend **'583' additional lifesaving missions every year***.

Average response time **improved by 11-minutes***.

With our current service model, we are meeting 72% of total demand.
The proposed service expansion would potentially allow us to
achieve 88% of total demand*.

*Optima modelling using 2021 data

Innovation & Research

- Live video from scene of 999 call
- Remote ECCH working
- E-referral and scheduling for transfers
- Artificial intelligence in the control room to support decision making (Swansea University)
- Risk negotiation linguistics research (RFPPB)
- Trauma calls (PRIME, SWTN, WAST, EMRTS)



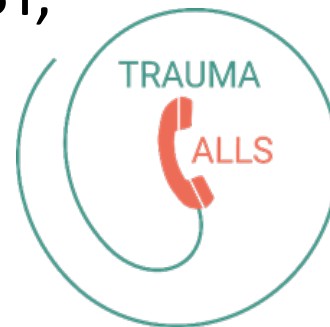
Ymchwil Iechyd
a Gofal **Cymru**
Health and Care
Research **Wales**



Canolfan
PRIME Cymru
Wales PRIME
Centre

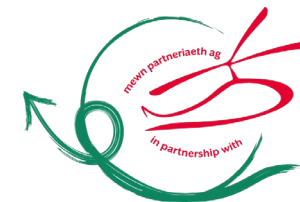


GoodSAM
Instant.Help



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Throsglwyddo Meddygol Brys
Emergency Medical
Retrieval & Transfer Service



Elusen **WALES**
Ambiwlans Air
Awyr Ambulance
CYMRU Charity

Summary

- A busy 2 years
- Strategic review next steps
- Service expansion plans
- Commissioning data now online →

The screenshot shows the website for the Emergency Ambulance Service Committee. At the top, the GIG CYMRU NHS WALES logo is displayed alongside the text 'Pwyllgor Gwasanaethau Ambiwylans Brys' and 'Emergency Ambulance Services Committee'. The main heading is 'Emergency Ambulance Service Committee COMMISSIONED SERVICES DATA PORTAL'. Below this is a 'Click to enter' button. The lower section is titled 'Emergency Medical Transfer and Retrieval Service (EMRTS)' and states 'EMRTS Cymru supplies a highly-trained NHS Critical Care team comprised of Consultants and Critical Care Practitioners'. It features a five-step process: Step 1 (Understand how we work), Step 2 (Identify critical care), Step 3 (Response), Step 4 (High quality critical care), and Step 5 (Take me to my destination). Each step has a 'More Info' link. Below the steps are three 'Under Development' sections: 'EMRTS Core Requirements', 'EMRTS Forecasting', and 'EMRTS Escalation', each with a 'More Info' link. The footer includes production information and a security grading notice.

GIG CYMRU NHS WALES | Pwyllgor Gwasanaethau Ambiwylans Brys
Emergency Ambulance Services Committee

Emergency Ambulance Service Committee COMMISSIONED SERVICES DATA PORTAL

[Click to enter](#)

GIG CYMRU NHS WALES | Pwyllgor Gwasanaethau Ambiwylans Brys
Emergency Ambulance Services Committee

Emergency Medical Transfer and Retrieval Service (EMRTS)

EMRTS Cymru supplies a highly-trained NHS Critical Care team comprised of Consultants and Critical Care Practitioners

- Step 1: Understand how we work [More Info](#)
- Step 2: Identify critical care [More Info](#)
- Step 3: Response [More Info](#)
- Step 4: High quality critical care [More Info](#)
- Step 5: Take me to my destination [More Info](#)

Please choose from the options above by pressing CTRL on the keyboard and clicking 'More Info'

- EMRTS Core Requirements [More Info](#)
- EMRTS Forecasting [More Info](#)
- EMRTS Escalation [More Info](#)

Under Development

Under Development

Under Development

Produced by NCCU Corporate Services | Web: <https://nccu.nhs.wales> | Email: GIG.NCCU@wales.nhs.uk
Page Security Grading: NHS Protect until published then General Release



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