Improving the Ambulance Response

Meeting the New Ambulance Service Standards

Monday 22 January 2018 De Vere West One Conference Centre, London

Chair and Speakers Include:

Anthony Marsh
Chief Executive
West Midlands Ambulance Service Foundation Trust

Bob Fellows
Head of Professional Development
College of Paramedics

Supporting Organisation

[Images and logos]
"Ambulance trusts have now moved into the critical delivery phase of programme..."The new targets will remove “hidden” and long waits suffered by millions of patients, including reducing lengthy waits for the frail and elderly... The redesigned system will focus on ensuring patients get rapid life-changing care for conditions such as stroke rather than simply “stopping the clock”."” Professor Jonathan Benger, NHS England’s National Clinical Director for Urgent Care

On 13th July 2017 NHS England announced a new set of performance targets for the ambulance service which will apply to all 999 calls for the first time, learning from the National Ambulance Response Programme. The new targets include:

- National response targets to apply to every single 999 patient for the first time
- Faster treatment for those needing it to save 250 lives a year
- An end to “hidden waits” for millions of patients
- Up to 750,000 more calls a year to get an immediate response
- New standards to drive improved care for stroke and heart attack
- World’s largest clinical ambulance trial updates decades-old system

"Call handlers will change the way they assess cases and will have slightly more time to decide the most appropriate clinical response...The redesigned system will focus on ensuring patients get rapid life-changing care for conditions such as stroke rather than simply “stopping the clock”... Ambulances will now be expected to reach the most seriously ill patients in an average time of seven minutes. The ‘clock’ will only stop when the most appropriate response arrives on scene, rather than the first.” NHS England July 2017

This conference focuses on improving the ambulance response and meeting the new targets in practice, changing the focus from ‘8 minutes’ to improving outcomes for patients through a clinically appropriate response. Through national updates and practical case studies from the National Ambulance Response Programme the event will support you to improve responses and patient care in your service.

"Patients across the country deserve to benefit from the significant improvements seen in the trial areas, from ambulances reaching cardiac arrests in London 30 seconds faster to the one minute improvement on stroke responses in the West Midlands. These changes, together with ambitious new clinical standards for heart attack and stroke patients, will end the culture of ‘hitting the target but missing the point.’ They will refocus the service on what actually counts: outcomes for patients.” Sir Bruce Keogh, Medical Director NHS England 13 July 2017

“Our core priority will always be patient safety, but paramedics are rightly frustrated that under the current ‘stop the clock’ system they are frequently dispatched to simply hit targets. This has led to the inefficient use of ambulances, with the knock-on effect of ‘hidden waits’.This is not about relaxing standards but updating a decades old system to respond to modern needs. In most 999 calls we know the best clinical outcome for patients is not about the fastest response by the nearest vehicle, but the most appropriate one. These are changes which have been called for by paramedics, and the evidence shows that they will save lives. Independent researchers from Sheffield University studying the pilot sites have shown patient care has been maintained with no safety concerns or adverse patient outcomes identified. Elements of the new ambulance programme are already being trialled within England’s ten ambulance trusts, and will now be introduced as a permanent change during Autumn this year.” Professor Keith Willett, Medical Director for Acute Care, NHS England, 13th July 2017
10.00 Chairman’s welcome: Creating an ambulance service fit for the future
Anthony Marsh  Chief Executive West Midlands Ambulance Service Foundation Trust

10.20 The New Ambulance Service Standards
Prof Helen Young  
Exec Director of Patient Care and Chief Nurse
South Central Ambulance NHS Foundation Trust

• implementing the new ambulance service standards
• findings from the evaluation of the National Ambulance Response Programme
• how do we change the focus from 8 minutes to improving outcomes?
• how can we change the way we deliver ambulance services to improve the quality of care and outcomes for all patients?
• how can we ensure that every patient who rings 999 receives a response in a clinically appropriate time?
• drive improvement in stroke and heart attack care
• changing public expectations
• developing the workforce for the future and reviewing clinical coding of ambulance calls

11.00 Identifying and responding to high risk patients
Dr Rob Greenhalgh  
PRU (Physician Response Unit) Fellow
Barts Health NHS Trust

• identifying the most frequent users of ambulance services
• establishing a Physician and Community Rapid Response
• bringing together Pre-hospital emergency care and Community & social care rapid response

11.30 Question and answers, followed by tea & coffee at 11.40

11.50 EXTENDED SESSION: Delivering care differently through dispatch on disposition
Allocating the most appropriate resource in terms of vehicles and clinical skills to the right patients

Speaker to be announced

• how do we ensure patients get the right resource in terms of vehicles and skills
• increasing time for triage to ensure we send the right resource
• reducing multiple vehicle allocations: decreasing the number of vehicles allocated to incidents leaving resources free for other calls and reducing the number of vehicles that are stood down
• increasing ‘hear and treat’ and ‘see and treat’
• our experience as a pilot site

12.40 Question and answers, followed by lunch at 12.50

14.00 EXTENDED SESSION: Moving away from time based targets: responding to non urgent calls
Learning from The Welsh experience

Julian Baker  
Director of Collaborative Commissioning
Emergency Ambulance Services Committee

• moving away from time based targets
• responding differently to patients
• delivering care differently through dispatch on disposition
• allocating the most appropriate resource in terms of vehicles and clinical skills to the right patients
• increasing ‘hear and treat’ and ‘see and treat’
• the Welsh experience

14.45 Working in partnership to improve the response to people in mental health crisis

Sue Putman  
Clinical Lead Mental Health and Learning Disability Lead
South Central Ambulance NHS Trust

and Duncan Moore  
Mental Health Lead
East of England Ambulance Trust

• developing a partnership approach between ambulance services and the police
• a case study from a joint street triage scheme
• how can we improve the ambulance response to people in mental health crisis?

15.15 Question and answers, followed by tea & coffee at 15.25

15.50 Paramedic training and developing paramedic roles

Bob Fellows  
Head of Professional Development
College of Paramedics

• working in new ways: implications for paramedics
• developing the paramedic of the future
• developing paramedic roles and paramedic training: what needs to change

16.20 Commissioning effective Ambulance Services

Mark Docherty  
Director of Clinical Commissioning and Strategic Development/Executive Nurse
West Midlans Ambulance Service NHS Foundation Trust

• delivering on the national quality indicators for ambulance services
• local quality benchmarking and improvement
• working with the independent ambulance service

16.50 Question and answers, followed by close at 17.00
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Venue
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A map of the venue will be sent with confirmation of your booking.

Date Monday 22 January 2018

Conference Fee
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