

EMAS Update

Lincolnshire Division

NHS
East Midlands
Ambulance Service
NHS Trust



Health Overview Scrutiny Committee – October 2022

Respond – Develop - Collaborate

Our EMAS Update:



NHSe National Priorities Winter 2022:

Core objectives and key actions for operational resilience

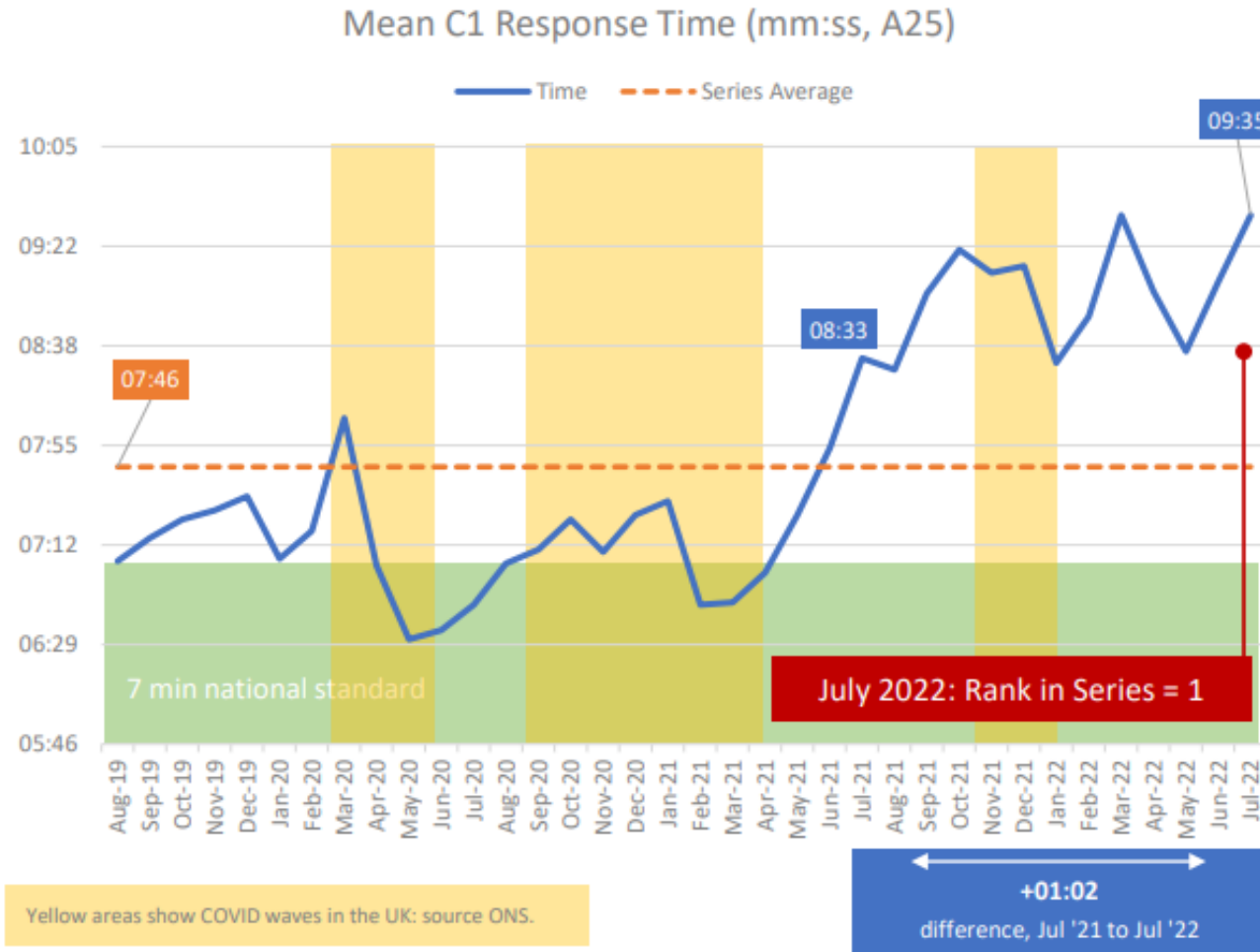
Our collective core objectives and actions are to:

- 1) **Prepare for variants of COVID-19 and respiratory challenges**, including an integrated COVID-19 and flu vaccination programme.
- 2) **Increase capacity outside acute trusts**, including the scaling up of additional roles in primary care and releasing annual funding to support mental health through the winter.
- 3) **Increase resilience in NHS 111 and 999 services**, through increasing the number of call handlers to 4.8k in 111 and 2.5k in 999.
- 4) **Target Category 2 response times and ambulance handover delays**, including improved utilisation of urgent community response and rapid response services, the new digital intelligent routing platform, and direct support to the most challenged trusts.
- 5) **Reduce crowding in A&E departments and target the longest waits in ED**, through improving use of the NHS directory of services, and increasing provision of same day emergency care and acute frailty services.
- 6) **Reduce hospital occupancy**, through increasing capacity by the equivalent of at least 7,000 general and acute beds, through a mix of new physical beds, virtual wards, and improvements elsewhere in the pathway.
- 7) **Ensure timely discharge**, across acute, mental health, and community settings, by working with social care partners and implementing the 10 best practice interventions through the '100 day challenge'.
- 8) **Provide better support for people at home**, including the scaling up of virtual wards and additional support for High Intensity Users with complex needs.

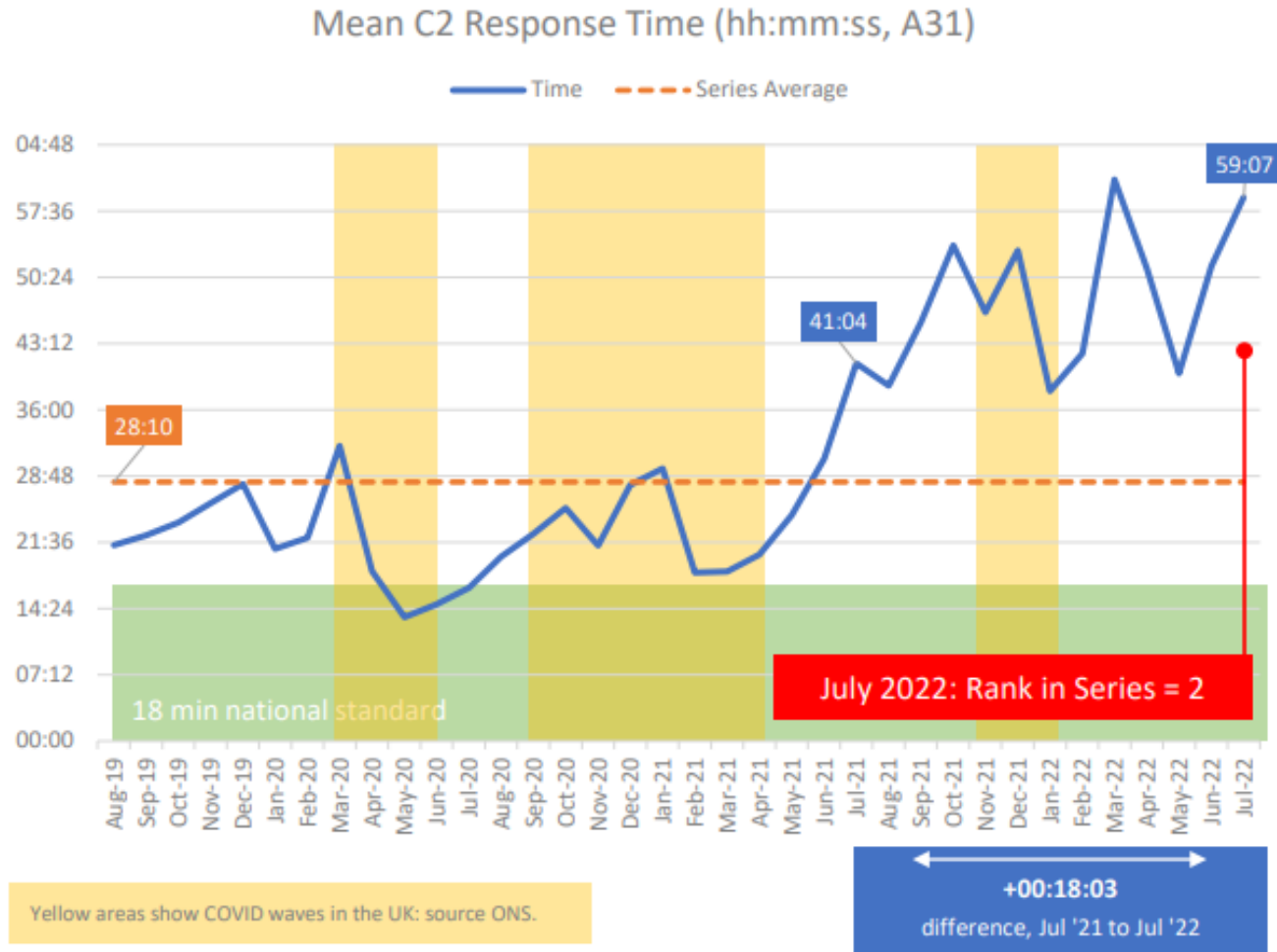
Top Priorities Winter 2022/23:

- Safe and effective care delivery
- Patient quality and safety focus over solely performance driven
- Staff welfare and wellbeing:
 - Extended hospital turnaround
 - Flu vaccination
 - Covid boosters

National Position Category 1:



National Position Category 2:

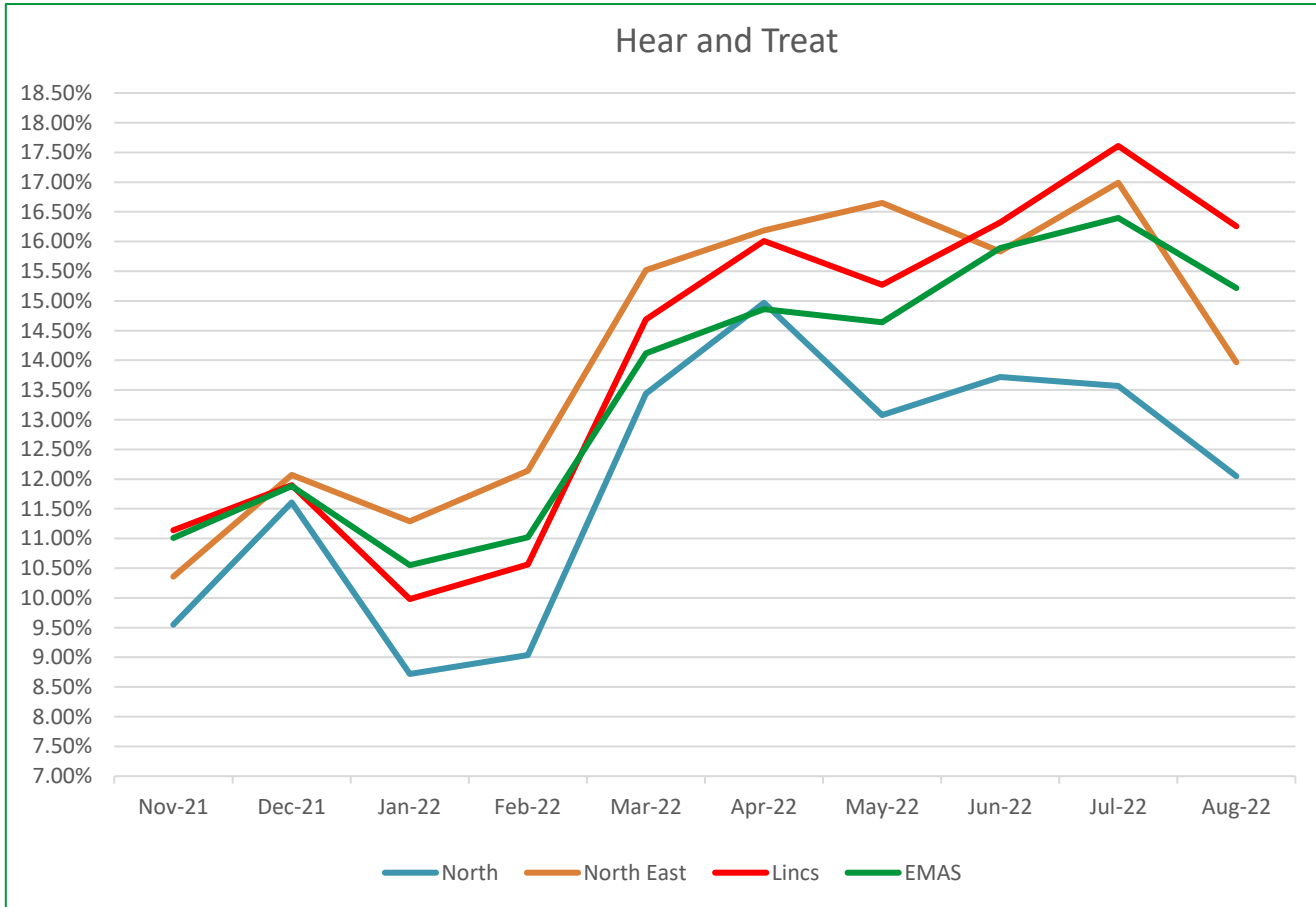


EMAS Performance – 2022 year to date

Nov 2021 - Aug 2022

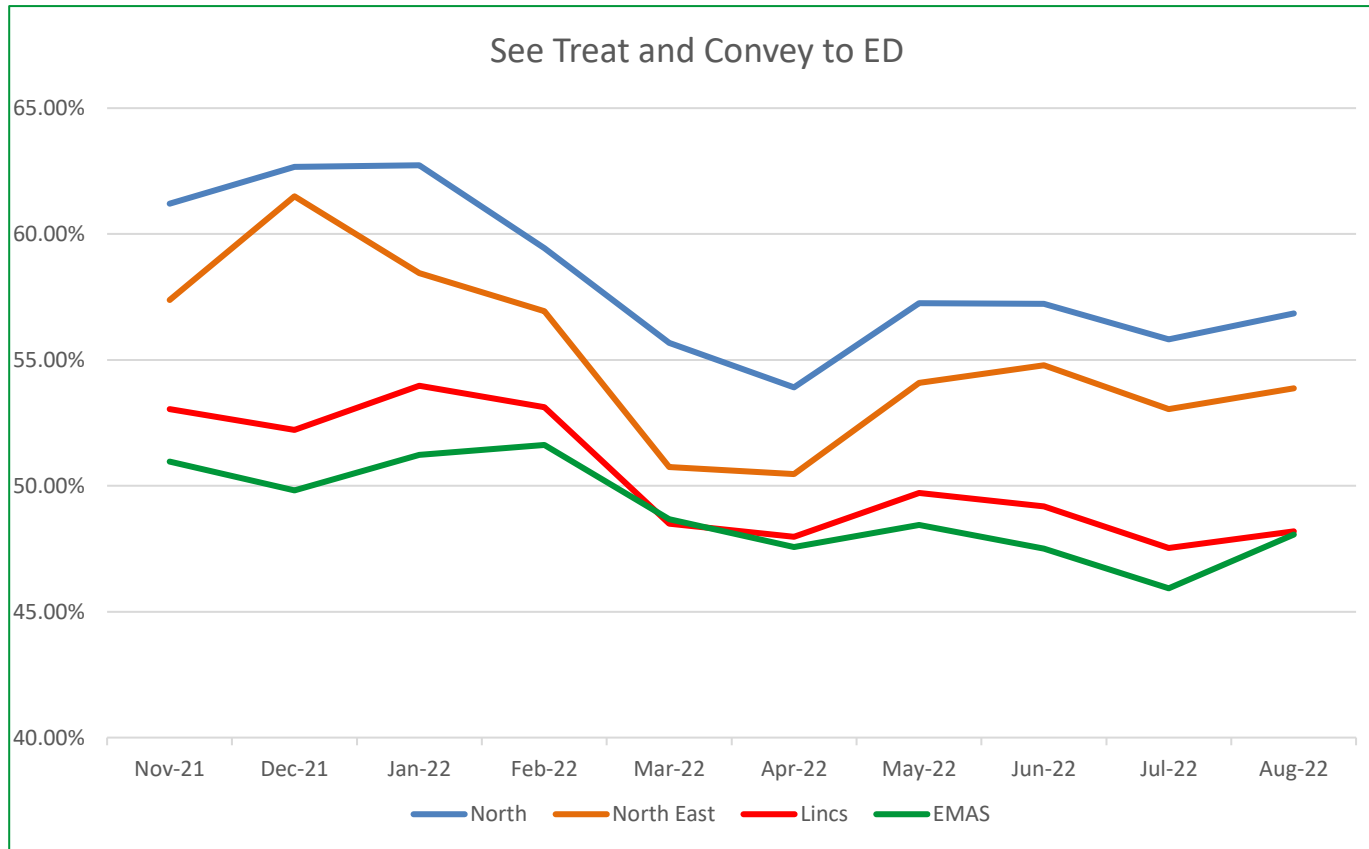
- Calls up 7.9% compared to previous year period
- Hear and Treat up 52.82%
- Category 1 (Most life threatening) up 29.67%
- Category & 2 combined calls up 14.79%, responses down 6% but Hear and Treat up 72%

North and North East Lincolnshire – Nov 2021 – End August 2022



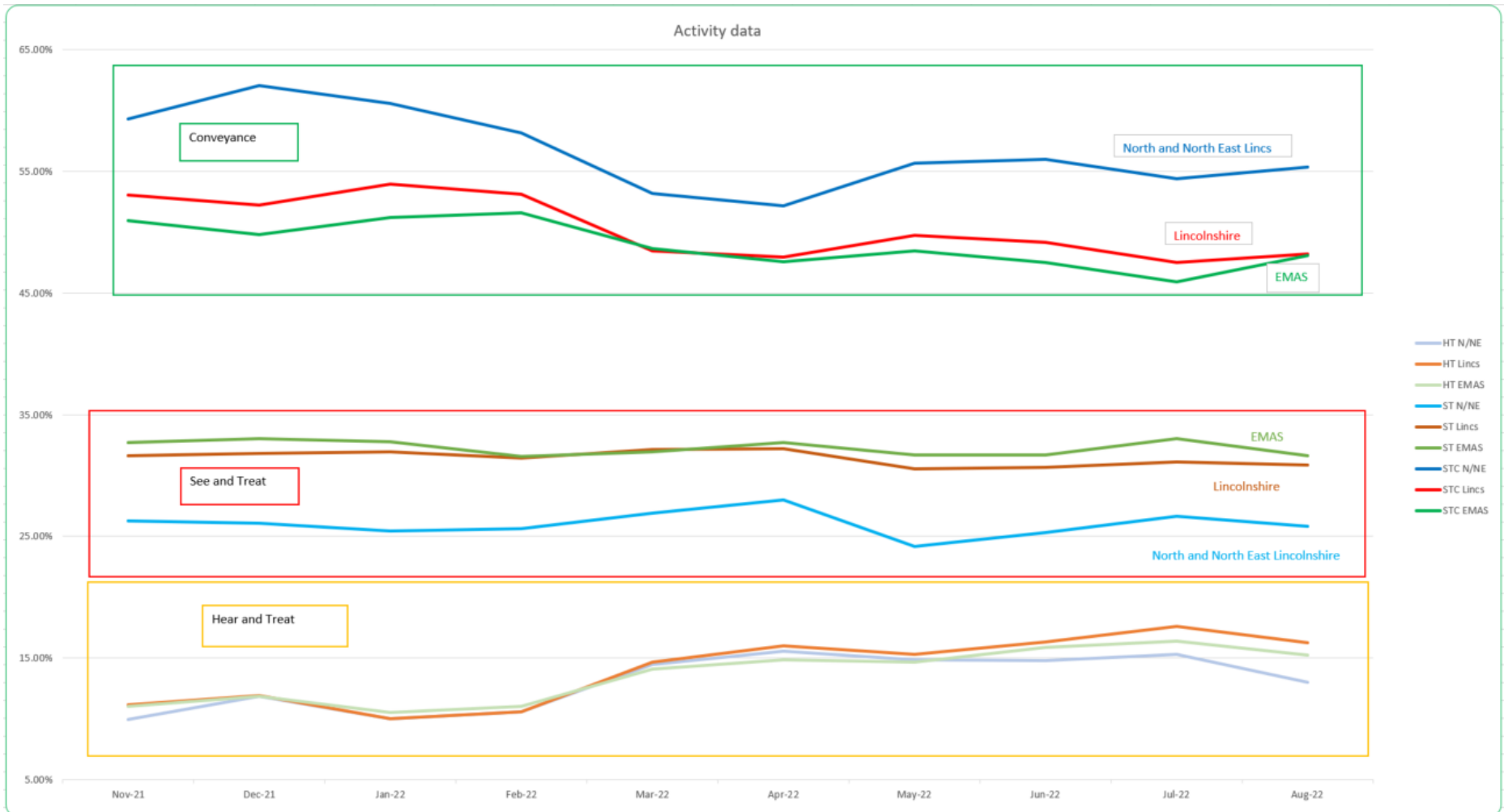
Hear and Treat has increased from within North and North East from 9.96% to >15%

North and North East Lincolnshire – Nov 2021 – End August 2022

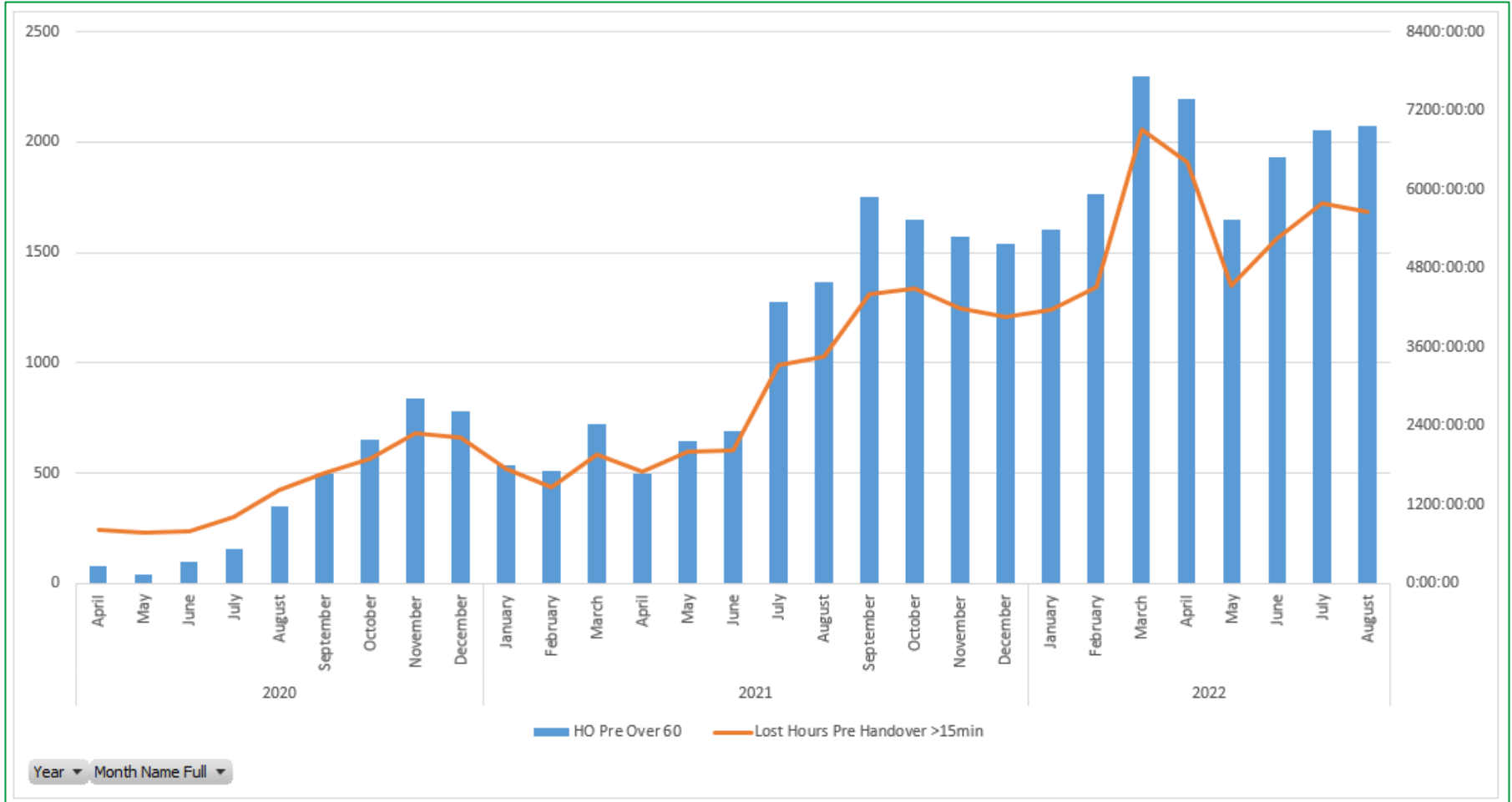


Conveyance to ED has decreased across the North and North East from c.60% to 55%

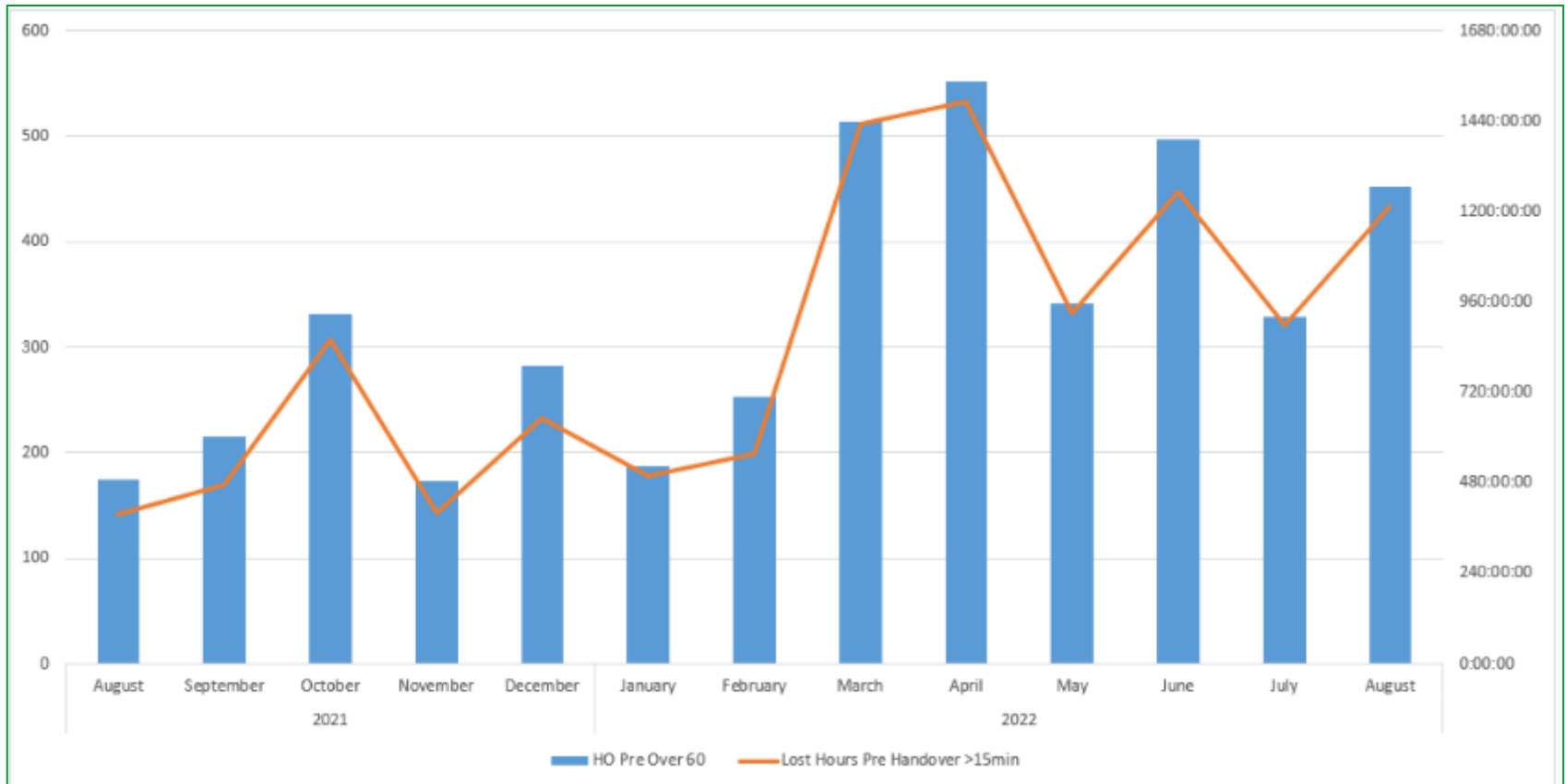
North and North East Lincolnshire – Nov 2021 – End August 2022



Hours Lost Pre-Handover to Hospital – Lincs Division



Hours Lost Pre-Handover to Hospital – Grimsby



Hours Lost Pre-Handover to Hospital – Scunthorpe



Hours Lost Pre-Handover to Hospital – NLaG



Hospital handover lost hours:

	DPoW	SGH	NLaG Total	Total Lincolnshire
	Pre-handover hours >15 minutes	Pre-handover hours >15 minutes	Pre-handover hours >15 minutes	Pre-handover hours >15 minutes
Nov-21	400:03:05	819:25:47	1219:28:52	4207:49:56
Dec-21	651:54:39	881:47:50	1533:42:29	4069:15:00
Jan-22	500:31:31	1099:38:50	1600:10:21	4165:59:31
Feb-22	556:48:10	1031:29:42	1588:17:52	4527:24:56
Mar-22	1433:53:07	1730:35:02	3164:28:09	6913:33:17
Apr-22	1491:40:06	1467:21:47	2959:01:53	6415:51:08
May-22	930:28:25	642:20:05	1572:48:30	4550:16:30
Jun-22	1254:15:53	963:49:44	2218:05:37	5255:57:23
Jul-22	906:55:06	1347:46:01	2254:41:07	5829:37:08
Aug-22	1213:30:48	956:01:27	2169:32:15	5656:11:48

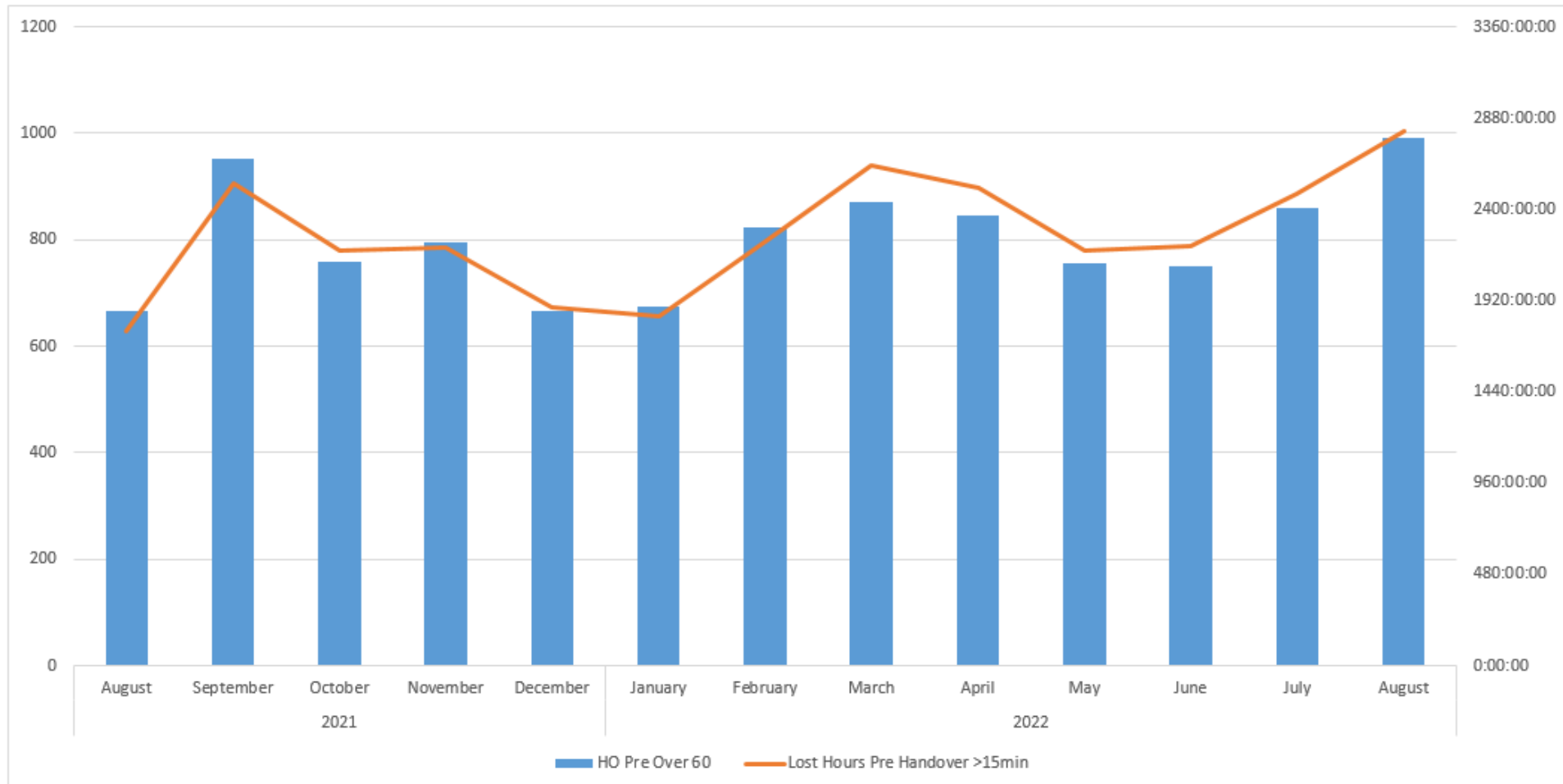
January 2019 lost hours:

- DPoW – 330 hours
- Scunthorpe – 362 hours
- Lincolnshire – 2701 hours

June 2019:

- DPoW - 162 hours
- SGH – 175 hours
- Lincolnshire – 1879 hours

Lost Hours per Acute Trust - ULHT



Respond – Develop - Collaborate

Sickness abstractions (November 2021 – August 2022):

Month	Nov -21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug -22
Sickness Absence	9.49%	8.13%	7.09%	6.15%	6.71%	7.75%	7.92%	9.12%	9.37%	9.43%

Recruitment and Retention (November 2021 to August 2022):

Leavers: 43

- Paramedics - 16
- Technicians - 22
- UCA/ECA - 5

Joiners: 27

- Paramedic/Technicians - 12
- Ambulance Support Crew - 15

What does this mean?

- Increased Serious Incidents reported across Lincolnshire.
- Despite challenges we have improved ACQI outcomes.

Transactional Changes:

- New organisational Structure:
 - Tactical Commander Team monitoring call cycle efficiencies
 - Active and dynamic cohorting plans to offset staff and patient harm.
 - Wellbeing focus from Station Managers
 - Increased clinical care delivery by Senior Clinical Leaders
 - 6 and 12 month reshaping review
- Development of relationships with NLaG.

Transformational Achievements:

- Pathway Lead for North and North East Lincolnshire
- Enhanced working with North and North East SPA/CAS Services
- Focus to develop '1 number' for North and North East SPA/CAS Services.
- Automated call passing to SPA/CAS services – C3 and C5 calls.
- Mental Health Development Leads
- HALO posts to be explored at acute sites.
- Increased focus on Specialist Paramedic (SP) providing remote triage of incidents.
- Development of future education and careers paths with Lincoln University and Nottingham Trent University
- Military engagement and development

THANK YOU
Any Questions ?

Emergency Department

- Urgent Care Service 98% performance within the 4 hour standard:
 - Less acute average time to be seen 90 mins
 - Only operating 8am until 10pm
- Emergency Department
 - More acute: increased demand on Diagnostics, increase in attendance of chronically ill patients
 - 40% (all attendances) transferred to Same Day Emergency Care and Discharged
 - 21% Admitted
- Nursing fully staffed/vacancies created by new department recruiting
- Medical staff recruiting to current vacancies/use of agency and locum staff
- Physical space:
 - Current department constrained
 - New department (DPoW) opening later this month
- Ambulance arrivals are down c 2,500 year to date
- 84% of NLaG Discharges are from ED

Patient Flow

- Impact of Infection:
 - Availability of beds and staff
 - Outbreaks can lead to ward/residential care closures
- Out of area patients
 - 7,205 ytd NEL Lost Bed Days, this averages 52 per day
 - 21,936 ytd Lincs Lost Bed Days, this averages 158 per day
- Working as a system
- Average Length of Stay for Emergency Patients is 3.9 days against national picture of 4.1
- Second best performing trust in region for 21+ LOS 10.6%
- NEL Home Care Team being enhanced