



North East Ambulance Service



NHS Foundation Trust

The background of the slide is a blue-tinted photograph showing ambulance staff in uniform. One staff member is in the foreground wearing a headset and smiling. In the background, another staff member is attending to a patient on a stretcher. The overall scene is a busy ambulance environment.

# North East Ambulance Service

**North Tyneside Health and Wellbeing Board**

**15 June 2017**

# NEAS Overview

- We cover 3200 square miles
  - 10 CCGs,
  - 8 Acute Foundation Trusts,
  - 2 Mental Health Trusts,
  - 12 Local Authorities
  - plus local police & fire services
- 2.7 million population
- Over 2,500 staff including 1100 in Emergency Care



# Our Services

999

Emergency Care Service to respond to 999 calls

111

NHS111 Service provides urgent medical help and advice

PTS

Pre-planned non-emergency Patient Transport Service

We respond to  
over 1,000  
incidents a day

We receive 1.5  
million calls  
every year

# Our rating

1 November 2016

Inspected and rated

Good



***“The North East Ambulance Service has a lot of to be proud of and there were clearly many areas of good practice.***

***We found a general culture of passion and enthusiasm at the trust and it was clear that everyone’s first priority was the patient.”***

**Professor Sir Mike Richards  
Chief Inspector of Hospitals  
Care Quality Commission.**

# Where we are

## Key Messages

There is an increasing pressure to deliver on our response targets, impacted on by **increasing red demand, excess travel times with insufficient resources**, that are regularly **held up at hospitals** and unavailable to respond.

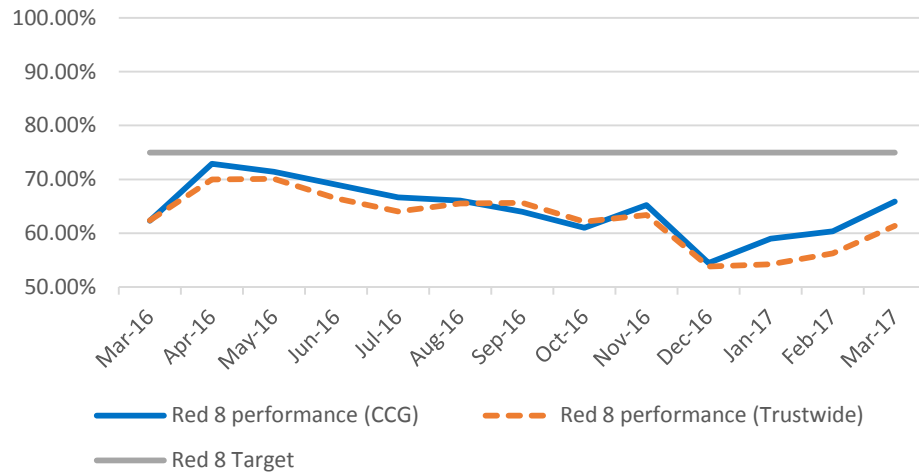
This is compounded by the high levels of health deprivation and rurality experienced in the North East, an older than average population and the challenging geographies of our most rural localities.

NEAS is a 'lean' organisation with significantly fewer paramedics and vehicles per square mile and head of population than most other ambulance services. And although response rates have deteriorated, our performance for both response and quality compares well with other Trusts nationally.

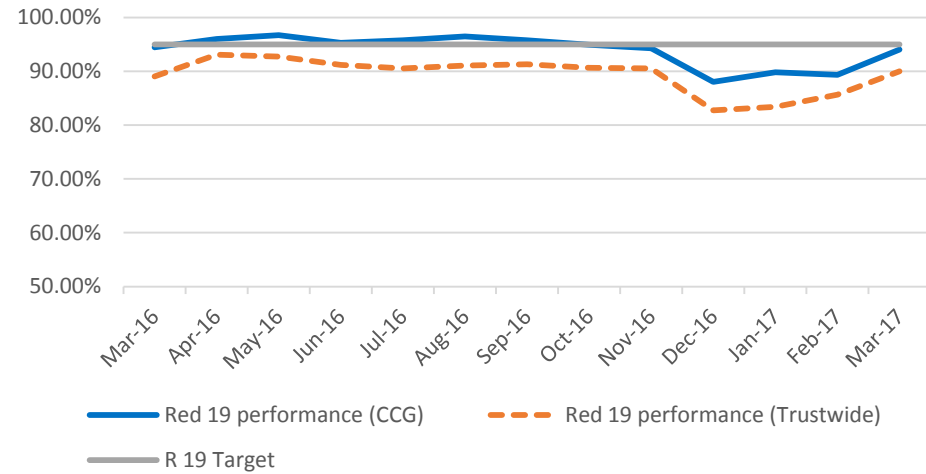
Despite that, NEAS continues to respond to the changing needs of the urgent and emergency care system, and has delivered reductions in the number of patients conveyed to emergency departments through increased hear and treat and see and treat rates.

# Our Performance in 2016/17

## Red 8 Performance



## Red 19 Performance



# Right advice first time

- Continued development of our Clinical Assessment Service (CAS), this already includes:
  - 111 triage
  - Revalidation of Ambulance calls
  - Welfare checks
  - Mental health pathway to local crisis teams
- Plans to expand the range of pathways which can be directly accessed via our services include:
  - Recruitment of Pharmacists
  - Out of Hours dental pathway
  - Clinical triage of calls from nursing homes
  - ‘Speak to’ Primary Care out of hours service

# Providing care closer to home

Volume	2013/14	2014/15	2015/16	2016/17	
Hear and Treat	12,278	18,144	19,949	24,012	+4,063 (20.4%)
See and Treat	80,133	81,990	85,021	92,141	+7,120 (8.4%)
See, Treat and Convey	389,367	302,009	295,213	290,093	-5,120 (1.7%)
See and Convey to ED	N/A	247,847	245,820	236,841	-8,979 (3.7%)

Over the last 3 financial years we have seen clear improvement in providing care closer to home with a 20% increase between 2015/16 and 2016/17 in hear and treat volumes and a 3.7% reduction in patients conveyed to Emergency Departments.



# NHS Organisations

## Mental Health – NTW and TEWV

- Over the past 12 months, we have been working with the 2 regional Mental Health Trusts to improve the patient pathway
- Started with one agreed patient outcome to trial a new working arrangement
- NEAS can refer this patient outcome directly to a crisis team with either NTW or TEWV
- A single number for each organisation for our Operations Centre to contact to transfer the patient to the crisis team who will then contact the patient
- This avoids the patient having to go to an emergency department and any associated waiting times
- The point of care transfer is at the point of call which provides a direct transfer to an appropriate mental health colleague
- An informal evaluation has been positive and a formal evaluation is underway with the view to identifying the next patient cohort

# Emergency services

## Fire and Rescue Services

- Since January 2016 we have been operating a co-responding trial with 4 regional FRS
- Evaluations have been positive with evidence of some successful patient outcomes
- Responded to over 7,000 incidents with an average response time of 7 minutes 25 seconds
- Collaboration over forced entry with a memorandum of understanding in place that allows NEAS to ask the FRS to attend a scene



# Voluntary Sector

## MacMillan

- Builds on existing work to develop an educational strategy and develop referral rights to palliative care services
- NEAS secured a palliative care facilitator during 2016/17 to develop our proposed model and from this were able to apply for MacMillan funding
- NEAS were successful in winning funding for 3 years with MacMillan for key posts including a MacMillan Nurse
- This will enable NEAS to provide education to keep all roles up to date with best practice and national developments
- These roles will build the working relationships with our GPs to ensure end of life registers, care plans and special arrangements are on the system, up to date and regularly reviewed
- For patients this will help NEAS deliver the care that they need, when they need it and in the right location



*For Life*

[www.neas.nhs.uk](http://www.neas.nhs.uk)



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