

Step 5

Take me to Hospital



Handover to LHB Services & Alternatives
facilities available for WAST to take patients for further assessment and / or treatment as part of a defined pathway – avoiding conveyance to A&E



Emergency Ambulance Services Care Standards for Step 5:
15: Handover/Turnaround 14: Appropriate Conveyance 13: Alternatives to A&E

Step 4

Give me treatment



Refer to LHB Services & Alternatives
alternative care treatment options available for WAST to refer patients for further assessment and / or treatment – after ambulance arrival on scene



Emergency Ambulance Services Care Standards for Step 4:
12: Alternate referral 11: Clinical Standards

Step 3

Come to see me



Divert to LHB Services & Alternatives
alternative response services ‘owned’ by the LHB – instead of an ambulance vehicle response



Emergency Ambulance Services Care Standards for Step 3:
10: Life Threatening Response 9: Serious Response 8: Appropriate Dispatch

Step 2

Answer my call



Signpost to LHB Services & Alternatives
care advice options which are available for WAST to transfer callers for guidance



Emergency Ambulance Services Care Standards for Step 2:
7: Signpost “hear & direct” 6: Advise “hear & treat” 5: Triage 4: Public Calls 3: HCP Calls

Step 1

Help me to choose



Direct to LHB Services & Alternatives
care options which are available to avoid a ‘999’ call



Emergency Ambulance Services Care Standards for Step 1:
2: Collaborative Development 1: Citizen Engagement

5-Step Care Model

CAREMORE

A transformational programme for commissioning healthcare



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Care Standards



The right expectations are defined for quality and safety

Activity



The right capacity available to meet the right demand

Resource Envelope



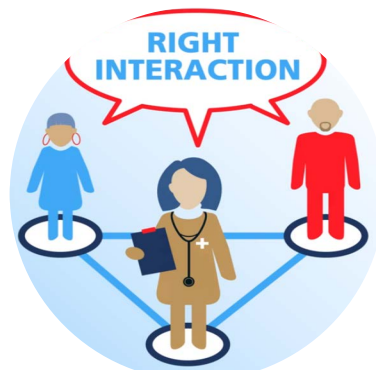
The right ambition to make best use of all existing resources

Models of care



The right staff at the right place at the right time

Operational arrangements



The right interactions between patients, professionals and organisations

Review of performance



The right measures, monitoring and management to ensure continuous improvement

Evaluate



The right outcomes, from the right patient experience, at the right cost