

## Emergency Ambulance Services Committee – Emergency Medical Retrieval and Transfer Service Commissioning Intentions 2022-23

This document sets out the approach and guiding principles to the Commissioning Intentions for the Emergency Medical Retrieval and Transfer Service (EMRTS) for the period 2022-23 and beyond.

These intentions aim to reflect the strategic direction from Committee members to limit the additional asks on commissioned organisations this year including, but not limited to, minimising meetings, reporting and developments in order to allow for EMRTS to focus on consolidating following recent service expansion projects and embracing the findings of the EMRTS Service Evaluation.

***These intentions are not intended to set out all activity that will be undertaken this year by commissioners or the provider, but to provide a clear indication of the priorities of the Committee for the Emergency Medical Retrieval and Transfer Service for 2022-23.***

### Guiding Principles for 2022-23

- Intentions will:
  - be at the strategic level
  - focus on outcomes, value, quality and safety of service delivery
  - support the delivery of the quadruple aims
  - have annually agreed aim(s), product(s) and indicator(s) that will provide an outline of what will be provided within each intention
  - ensure reasonable expectations for the improvement of EMRTS
  - recognise the challenges of resetting in the post-covid environment and the opportunities to fast track service transformation and modernisation
- Ongoing engagement and review between EMRTS, commissioners and Health Boards will allow the detail of each intention to be refined during the period, if required
- Intentions will not replace or override extant requirements within the EMRTS Quality and Delivery Framework or statutory targets or requirements

### Development and monitoring

- In line with the agreed commissioning cycle, organisations have been asked for their view on the priorities for next year and consequently a principle of the incremental development of existing commissioning intentions has been adopted
- EASC Management Group will hold responsibility for the development and monitoring of progress against these intentions to ensure the strategic intent is achieved
- Regular updates will be provided to the EMRTS DAG
- Future intentions will continue to be developed in a collaborative and timely manner in line with the agreed commissioning cycle

<b>EMRTS Commissioning Intention – CI1: Service Expansion</b>	
<b>CI1a</b>	<b>Enhanced CCP-led response</b> – 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.
<b>CI1b</b>	<b>Planning</b> – 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.

<b>EMRTS Commissioning Intention – CI2: Adult Critical Care Transfer Service (ACCTS)</b>	
<b>CI2a</b>	<b>Service Delivery</b> – 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.
<b>CI2b</b>	<b>Engagement</b> – 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.
<b>CI2c</b>	<b>Evaluation and Review</b> – 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.

<b>EMRTS Commissioning Intention – CI3: Service Evaluation</b>	
<b>CI3a</b>	<b>Improvement Plan</b> – Develop and implement an improvement plan in response to the EMRTS Service Evaluation Report.

<b>EMRTS Commissioning Intention – CI4: System Transformation</b>	
<b>CI4a</b>	<b>Demand and Capacity Strategy</b> – 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.