

Agenda Item

2.4

Joint Commissioning Committee

Emergency Medical Retrieval and Transfer Service Review Update on Implementation Plan
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Dyddiad y Cyfarfod / Date of Meeting	21/05/2024
Statws Cyhoeddi / Publication Status	Open/ Public
	Not Applicable
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Pwrpas yr Adroddiad / Report Purpose	For Approval
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Engagement (internal/external) undertaken to date (including receipt /consideration at Committee/Group)		
Committee / Group / Individuals	Date	Outcome
(Insert Details)	Click or tap to enter a date.	Choose an item.

Acronyms / Glossary of Terms	
EMRTS	Emergency Medical Retrieval and Transfer Service
T&F Group	Task and Finish Group
TOR	Terms of Reference
WAST	Welsh Ambulance Services University NHS Trust

1. SITUATION/BACKGROUND

As part of the Emergency Medical Retrieval and Transfer Service (EMRTS) Review a recommendation was included for the development of a bespoke road-based enhanced / critical care response for rural and remote areas.

This recommendation was made in order to respond to the concerns raised by residents during the public engagement processes around the provision of emergency healthcare in rural and remote areas that would not fall into the remit of the EMRTS, this included 999 incidents for example such as falls, strokes and chest pain.

At the meeting of the NHS Wales Joint Commissioning Committee in April 2024, the Committee agreed to support the recommendations set out in the EMRT Service Review. In coming to this decision, Members requested further detail on the implementation plan for the bespoke road-based response service.

In considering this report, Joint Committee Members are reminded that the development of this additional bespoke road-based response service:

- Is a direct response to the concerns raised during the public engagement phases from people who shared their anxiety around emergency health provision in rural and remote areas
- Many of these concerns related to conditions that would not meet the criteria for the highly specialist pre-hospital critical care EMRT service as it currently operates
- Is in addition to the highly specialised EMRT Service **not** a replacement for or instead of EMRTS.

2. SPECIFIC MATTERS FOR CONSIDERATION

Frameworks and commissioning intentions are designed to support system leaders to work in a collaborative way, encouraging open and transparent discussions between commissioners and providers and to ensure engagement with other key stakeholders in the wider urgent and emergency care system. The aim is to support an improvement in service delivery, service quality, patient safety and performance with a view always to optimise patient outcomes and the patient experience.

Members will note that following the decision taken to support the recommendations of the EMRTS Service Review there has been a level of concern raised by politicians and stakeholders in relation to the decision.

This includes the development of an additional petition to the Welsh Parliament seeking a public enquiry and a statement from the campaign group on their intention to seek a judicial review.

2.1 Wales Air Ambulance Charity Trust

The Wales Air Ambulance Charity Trust (WAACT) is the strategic partner of NHS Wales in the delivery of pre-hospital critical care and the Committee will want to reaffirm its commitment to the Charity as we jointly implement the Review recommendations and future improvements to service delivery.

The WAACT has welcomed the decisions of the Committee to accept the recommendations of the Review. As a result of the decision, the Charity has now begun active engagement with their stakeholders on the implementation of the recommendations.

The Charity continues to monitor the public and stakeholder reaction to the decision and the impact on their income and funding position and will provide regular updates on any emerging risks to the Charity's operation to the Committee.

Members should note that as a result of the decision the Charity and its staff have been subject to difficult and inappropriate comments and behaviours. The Charity is providing additional support to its staff in response to this and Members will want to join the Charity in condemning such actions.

2.2 Emergency Medical Retrieval and Transfer Service

The EMRTS leadership team has welcomed the certainty the decision brings for them and their operational teams.

The leadership team is now focused on the development of the operational implementation plan and supporting its staff across Wales through the changes required as part of the implementation. EMRTS is hosted by Swansea Bay University Health Board and will utilise its organisational change policies and workforce procedures and provide support for staff through the coming changes.

2.3 Bespoke Road Based Model – Commissioning Approach

Initial discussions have been held with the Chief Executive of the Welsh Ambulance Services University NHS Trust (WAST) and the Clinical Director of EMRTS on the development of a bespoke road-based service and they have confirmed their organisational support for the development and implementation of such a service.

The table below sets out the proposed high level delivery plan for the Task and Finish Group (T&F Group) on the development of the commissioning requirements for the bespoke road-based model.

It is suggested that T&F Group would will meet monthly and will provide update briefings to the JCC following each meeting.

Date	Outcome
June	Establishment of T&F Group, agree membership and Terms of Reference (TOR)
July	Agreement of the clinical response criteria
August	Modelling to define location (by geography, incidents or population)
September	Operational model development
October	Recommendations to the JCC
November	Approval and issue of service Commissioning Intentions
December – March	WAST and EMRTS implementation the commissioning intentions for this service with a go-live no later than 1 April 2025.

2.4 Task and Finish Group Membership

The following membership is suggested for the Task & Finish Group:

- Chair to be confirmed
- Director of Commissioning for Ambulance and 111 Services
- Deputy Director of Commissioning for Ambulance and 111
- Head of Ambulance Commissioning and Performance JCC
- Clinical Director EMRTS
- Clinical Informatics & Research Manager EMRTS
- Director of Operations EMRTS
- Director of Paramedicine WAST
- Director of Operations WAST
- Assistant Director of Commissioning and Performance WAST
- Health Board Representatives (7 Health Boards)
- Llais Representatives.

The Task and Finish Group would be supported by a small technical group that would undertake any analysis and modelling work required by the T&F group to deliver it aims. This Technical Sub Group would be led by the Deputy Director of Commissioning for Ambulance and 111.

3. KEY RISKS / MATTERS FOR ESCALATION

There are a number of risks associated with the ongoing programme of work following the decision made by Members in the meeting on 23 April.

- The need to establish the Task and Finish Group to further refine and develop the approach and to deliver a detailed implementation plan by the end of September 2024.
- The need for timely progress by the Wales Air Ambulance Charity in securing an appropriately located operational base.
- The need for a joint plan to be developed by EMRTS and the Charity, that maintains service provision across Wales during the transition to a new base.
- The need for the implementation of the bespoke road-based model prior to the commencement of the service from the consolidated base.

- The need to ensure appropriate commissioning arrangements for the new bespoke service.

4. ASSESSMENT

Objectives / Strategy	
Dolen i Nod(au) Strategol CBC /Link to JCC Strategic Goal(s)	Not Applicable
Dolen i Feysydd Strategol CBC /Link to JCC Strategic Areas	Not Applicable
Dolen i Ddeddf Llesiant Cenedlaethau'r Dyfodol – Nodau Llesiant / Link to Wellbeing of Future Generations Act – Wellbeing Goals 150623-guide-to-the-fg-act-en.pdf (futuregenerations.wales)	A Healthier Wales
	A more equal Wales
Dolen i Hwyluswyr Ansawdd <i>(Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) /</i> Link to Enablers of Quality <i>(Duty of Quality Statutory Guidance (gov.wales))</i>	Whole-systems Perspective
	Culture and valuing people Data to knowledge Leadership Learning, Improvement and Research
Dolen i Feysydd Ansawdd <i>(Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) /</i> Link to Domains of Quality <i>(Duty of Quality Statutory Guidance (gov.wales))</i>	Effective
	Efficient Equitable Person centred Timely Safe All domains of quality
Effaith Amgylcheddol/ Cynaliadwyedd (5R) / Environmental /Sustainability Impact (5Rs)	Yes - Reuse

Impact Assessment		
Ansawdd	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>

<p><i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Ansawdd? /</i> Quality <i>Have you undertaken a Quality Impact Assessment Screening?</i></p>	Outcome:	If no, please include rationale below: For consideration by T&F Group
<p>Cydraddoldeb <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Gydraddoldeb? /</i> Equality <i>Have you undertaken an Equality Impact Assessment Screening?</i></p>	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
	Outcome:	If no, please include rationale below: For consideration by T&F Group
Cyfreithiol / Legal	There are no specific legal implications related to the activity outlined in this report.	
Enw da / Reputational	Yes (Include further detail below)	
	Of public interest in mid and north Wales particularly	
<p>Effaith Adnoddau <i>(Pobl / Ariannol) /</i> Resource Impact <i>(People / Financial)</i></p>	There is no direct impact on resources as a result of the activity outlined in this report.	

5. RECOMMENDATIONS

The Joint Commissioning Committee is asked to:

- **Discuss** and **approve** the timeline for the delivery of the commissioning approach for the bespoke road based model
- **Discuss** and **approve** the proposed membership and chair of the Task and Finish Group
- **Discuss** and **note** the public and stakeholder position in relation to the decision of the JCC
- **Discuss** and **note** the WAACT position in relation to the decision of the JCC
- **Discuss** and **note** the EMRTS Leadership team position in relation to the decision of the JCC.

6. NEXT STEPS

Make arrangements for the Task and Finish Group, seek nominations from EMRTS, WAST, health boards and Llais.

Update report to the next JCC in July.