



<b>Agenda Item</b>
2.5

**Joint Commissioning Committee**

**Director of Commissioning for Ambulance Services and 111**

<b>Dyddiad y Cyfarfod / Date of Meeting</b>	15/07/2025
<b>Statws Cyhoeddi / Publication Status</b>	Open/ Public
	Not Applicable
<b>Awdur yr Adroddiad / Report Author</b>	Ross Whitehead, Director of Commissioning for Ambulance Services and 111
<b>Cyflwynydd yr Adroddiad / Report Presenter</b>	Gavin Owen, Deputy Director of Commissioning for Ambulance Services and 111
<b>Noddwr yr Adroddiad / Report Sponsor</b>	Huw George, Chief Commissioner

<b>Pwrpas yr Adroddiad / Report Purpose</b>	For Noting Choose an item.
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<b>Engagement (internal/external) undertaken to date (including receipt/consideration at Committee/Group)</b>		
<b>Committee / Group / Individuals</b>	<b>Date</b>	<b>Outcome</b>
	Click or tap to enter a date.	Choose an item.

<b>Acronyms / Glossary of Terms</b>	
ACCTS	Adult Critical Care Transfer Service
EMRTS	Emergency Medical Retrieval and Transfer Service
JC	Joint Committee
NWJCC	NHS Wales Joint Commissioning Committee
NEPTS	Non-Emergency Patient Transport Service
WAST	Welsh Ambulance Services University NHS Trust

## **1. SITUATION/BACKGROUND**

The purpose of this report is to update Members of the Joint Committee (JC) on the specific areas related to the work of the Director and the team across the commissioning portfolio.

Specifically, this report will update Members on the specific matters for consideration (including progress against strategic programmes from the NHS Wales Joint Commissioning Committee's (NWJCC) Foundation Plan, high scoring and emerging risks and emerging and future developments) for each commissioned service including:

- Emergency Ambulance Services
- Non-Emergency Patient Transport Services (NEPTS)
- NHS 111 Wales
- Emergency Medical Retrieval and Transfer Service Review (EMRTS)
- Adult Critical Care Transfer Services (ACCTS)

## **2. SPECIFIC MATTERS FOR CONSIDERATION**

### **2.1 Emergency Ambulance Services**

#### **2.1.1 New Emergency Ambulance Performance Framework**

The Welsh Ambulance Services University NHS Trust (WAST) successfully implemented a revised ambulance response model on 1 July 2025 as part of a 12-month pilot. This change reflects a strategic shift from time-based targets to clinically driven, outcome-focused care, aligning with international best practice.

The new response categories introduced include the Purple Category: For patients in cardiac or respiratory arrest—highest priority and the Red Category: For patients at imminent risk of arrest without urgent intervention.

A debrief of the go-live process was held with WAST, Welsh Government and NWJCC colleagues on 4 July 2025 with no significant issues reported.

#### **2.1.2 Ambulance Patient Handover - National Improvement Approach**

The national ambulance handover taskforce has been established and is holding regular meetings. The taskforce is chaired by clinical executives drawn from Health Boards and is acting in an advisory capacity to the Cabinet Secretary through the NHS Leadership Board. The role of the group is to drive a clinical collaborative approach to ambulance handover improvement including the development of an improvement programme and readiness assessment.

JC members should note that a number of hospital sites across Wales have delivered recent improvements with their handover position which is supporting an overall improved national position in respect of the number of lost hours and the number of patients waiting over 45 minutes for ambulance handover.

## **2.2 NEPTS**

### **2.2.1 Capacity issues**

Following discussions at the previous joint committee meeting, a more detailed discussion was held by the Collaborative Commissioning Leadership Group on 24 June 2025. The group gave a clear steer to the Ambulance Services and 111 commissioning team on the priority areas for improving capacity availability. Further detailed work will now be undertaken through the NEPTS Delivery Assurance Group (DAG) and members will be kept updated as required.

## **2.3 NHS 111 Wales**

### **2.3.1 NHS 111 Wales Performance and Capacity**

A deep-dive on 111 performance and capacity reviews linked to the modelling undertaken as part of the 111 re-rostering work has been received. Further work is now being undertaken to explore additional delivery scenarios.

Members will have the opportunity to explore this work as part of the 111 strategy discussions at the JC's Strategy Session in August 2025.

### **2.3.2 NHS 111 Wales Digital Front End**

The digital front end of 111, namely the website and symptom checkers are currently out of date and require addressing. This was highlighted by the recent Audit Wales report on Urgent and Emergency Care – Arrangements for Managing Demand by WAST.

The Director of Commissioning for Ambulance Services and 111 and the Chief Commissioner have been working with Welsh Government, Six Goals Programme and WAST to secure additional funding to accelerate improvement of the digital offering this year. The work will focus on addressing the current areas of high risk and where possible the introduction of systems to support capacity reduction through the telephony system.

## **2.4 EMRTS**

Following the judgment in relation to the Judicial Review, work will now begin with the service on the development of the implementation plan to support the JC's decision for the future of the service.

Alongside this, work will begin with Swansea Bay University Health Board on the review of the hosting arrangements for both EMRTS and ACCTS to ensure they remain appropriate and fit for the future.

## **3. KEY RISKS / MATTERS FOR ESCALATION**

### **3.1 Ambulance Patient Handover - National Improvement Approach**

Utilisation of commissioned ambulance capacity remains the highest risk for the JC, close monitoring of the improvement work and its impact on productivity will be essential to reducing this risk.

### 3.2 NEPTS Capacity Issues

Increased costs and service demand are impacting on WAST’s ability to provide sufficient capacity to support planned care, enhanced care and discharge and transfer journeys.

### 3.3 NHS 111 Wales Digital Front End

The digital front end of 111, namely the website and symptom checkers are currently out of date and require addressing. Failure to address these may create clinical and system risk for patients receiving the right care in the right place.

## 4. ASSESSMENT

<b>Objectives / Strategy</b>	
<b>Dolen i Amcan (au) Strategol CBC / Link to JCC Strategic Objectives(s)</b>	Facilitate Integration
	All JCC strategic objectives are applicable.
<b>Dolen i Ddeddf Llesiant Cenedlaethau'r Dyfodol – Nodau Llesiant / Link to Wellbeing of Future Generations Act – Wellbeing Goals</b> <a href="#">150623-guide-to-the-fg-act-en.pdf</a> <a href="#">(futuregenerations.wales)</a>	A Healthier Wales
	If more than one applies please list below: A more equal Wales.
<b>Dolen i Hwyluswyr Ansawdd</b> <i>(Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) /</i> <b>Link to Enablers of Quality</b> <a href="#">(Duty of Quality Statutory Guidance (gov.wales))</a>	Leadership
	If more than one applies please list below: All enablers of quality are applicable.
<b>Dolen i Feysydd Ansawdd</b> <i>(Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) /</i> <b>Link to Domains of Quality</b> <a href="#">(Duty of Quality Statutory Guidance (gov.wales))</a>	Safe
	If more than one applies please list below: All domains of quality are applicable.
<b>Effaith Amgylcheddol/ Cynaliadwyedd (5R) /</b>	No - Not Applicable
	If more than one applies please list below:

<b>Environmental /Sustainability Impact (5Rs)</b>	
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<b>Impact Assessment</b>		
<b>Ansawdd</b> <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Ansawdd? /</i>	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
<b>Quality</b> <i>Have you undertaken a Quality Impact Assessment Screening?</i>	Outcome:	If no, please include rationale below: This is an update from the Director of Commissioning to the Committee.
<b>Cydraddoldeb</b> <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Gydraddoldeb? /</i>	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
<b>Equality</b> <i>Have you undertaken an Equality Impact Assessment Screening?</i>	Outcome:	If no, please include rationale below: This is an update from the Director of Commissioning to the Committee.
<b>Cyfreithiol / Legal</b>	Yes (Include further detail below) This report aims to update members, but all decisions are subject to legal recourse e.g. the Judicial Review information.	
<b>Enw da / Reputational</b>	Yes (Include further detail below) Ambulance services are regularly in the media and subject to scrutiny and discussion.	
<b>Effaith Adnoddau</b> <i>(Pobl /Ariannol) /</i>	Yes (Include further detail below)	
<b>Resource Impact</b> <i>(People / Financial)</i>	The report identifies areas where resource impacts are likely to be required and therefore further work is required to present at future meetings.	

## 5. RECOMMENDATIONS

The Joint Committee are asked to:

- **Note** the report.

## 6. NEXT STEPS

Ongoing work for each item will progress as described in this report, the JC will be kept updated as appropriate.