

Welsh Ambulance Services NHS Trust

EASC 21st November 2023 IMTP Ambitions / Strategy

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GIG
CYMRU
NHS
WALES

Ymddiriedolaeth GIG
Gwasanaethau Ambwlans Cymru
Welsh Ambulance Services
NHS Trust



Our Strategic Objectives



Ambitions

Providing the right care or advice, in the right place, every time

Enablers

Enabling our people to be the best they can be

Being at the forefront of innovation and technology

Developing services in collaboration

Fundamentals

Being quality driven and clinically led

Delivering exceptional value

Well understood system pressures drive need for change

System Pressures



Wales ambulance: Man, 95, who died waited almost 12 hours

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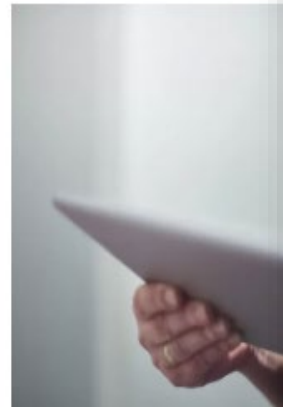
Ambulance response times: Services in Wales see record lows

© 10 January



NHS Wales: More than 4,000 staff vacancies, figures show

© 16 August

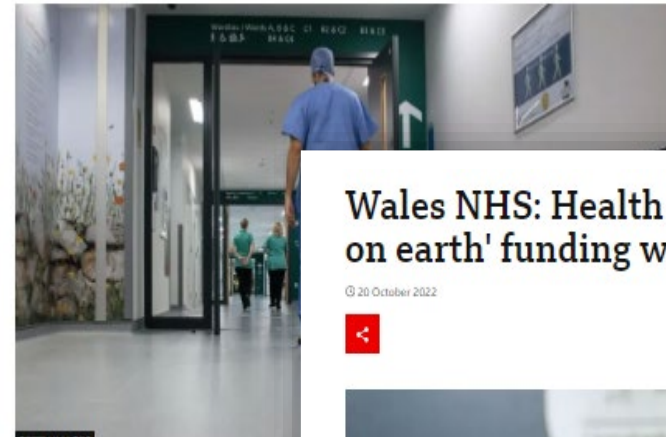


A&E in Wales: 'Broken system' after worst waiting times

© 21 April 2022 • Comments



Coronavirus



Wales NHS: Health minister's 'hell on earth' funding warning

© 20 October 2022



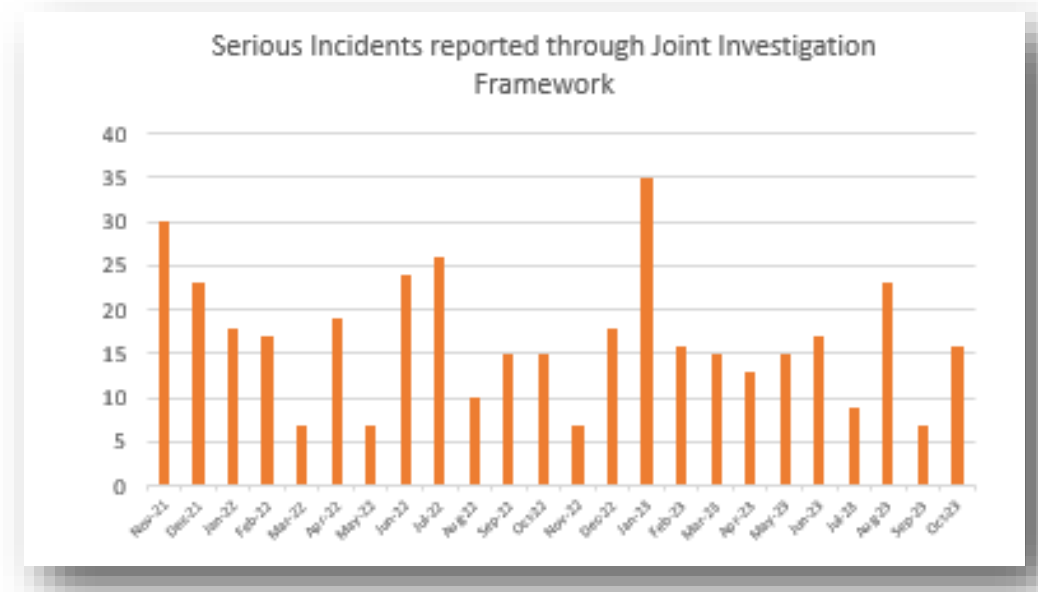
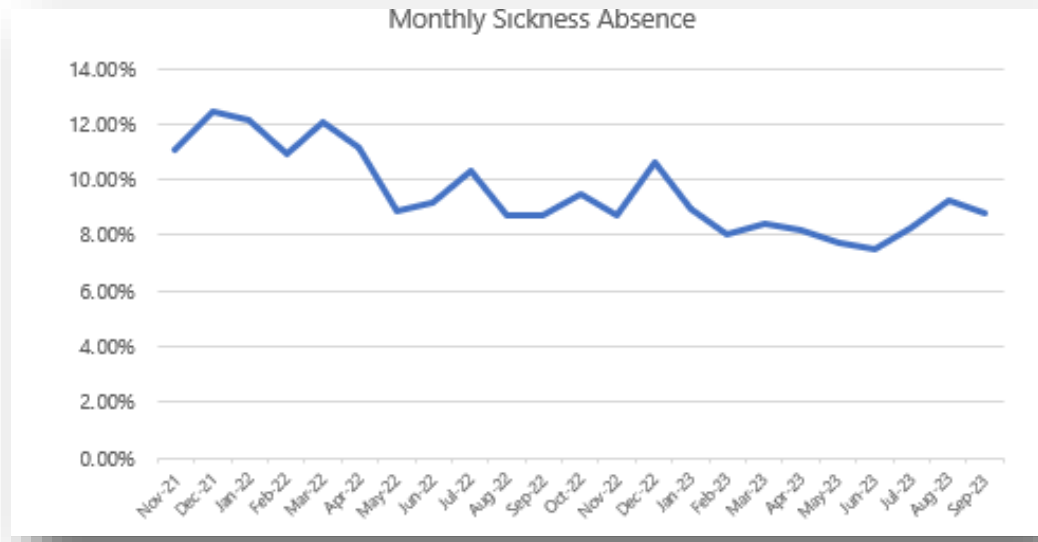
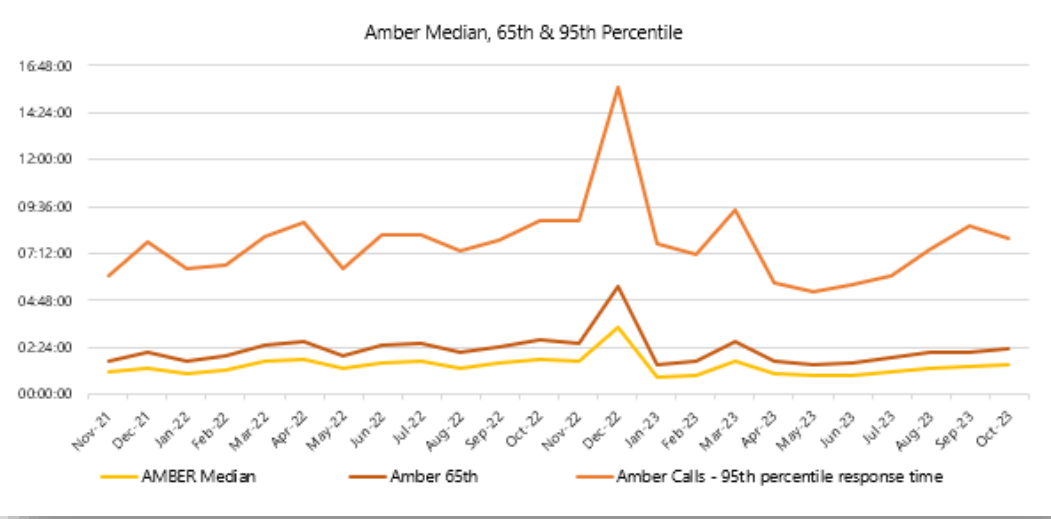
Ambulance delay crews thousands of hours

© 7 October 2021 • Comments



Pressures impact on patient and staff safety

System Pressures





What can WAST offer the system, health boards and patients?

Unique position as a **national (all Wales) service, providing care 24/7, 365 days a year.**

Ability to deliver a **consistent national model** of care and / or **respond to local variations.**

Critical infrastructure already in place across Wales.

Interact with **thousands of patients every day** across our core services EMS, NHS11 & NEPTS.

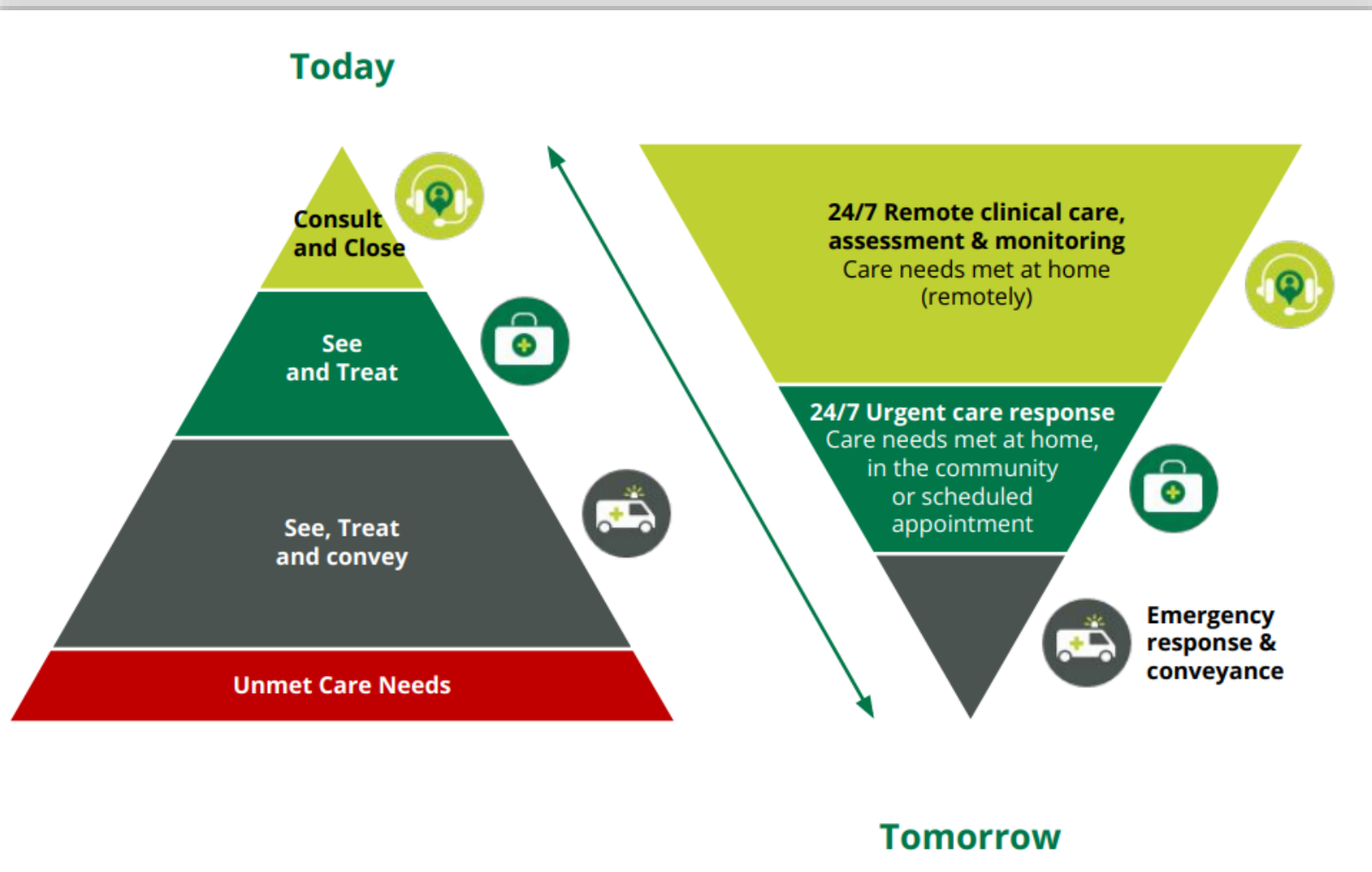
WAST's activity **influences patient flow** across the wider health system everyday.

Strong **recruitment, low vacancies**, with staff looking to be utilised more creatively to support patients



Transforming our Clinical Service Model

Transforming Care



How do we improve our model?

- Patients
- Partnerships
- NHS 111 Wales
- Digital
- NEPTS

Alignment with the National 6 Goals Programme

Opportunities



Digital First 111

NHS 111 Wales

Remote clinical assessment and monitoring service

24/7 urgent care service

999 emergency response

Inter - hospital transfer service

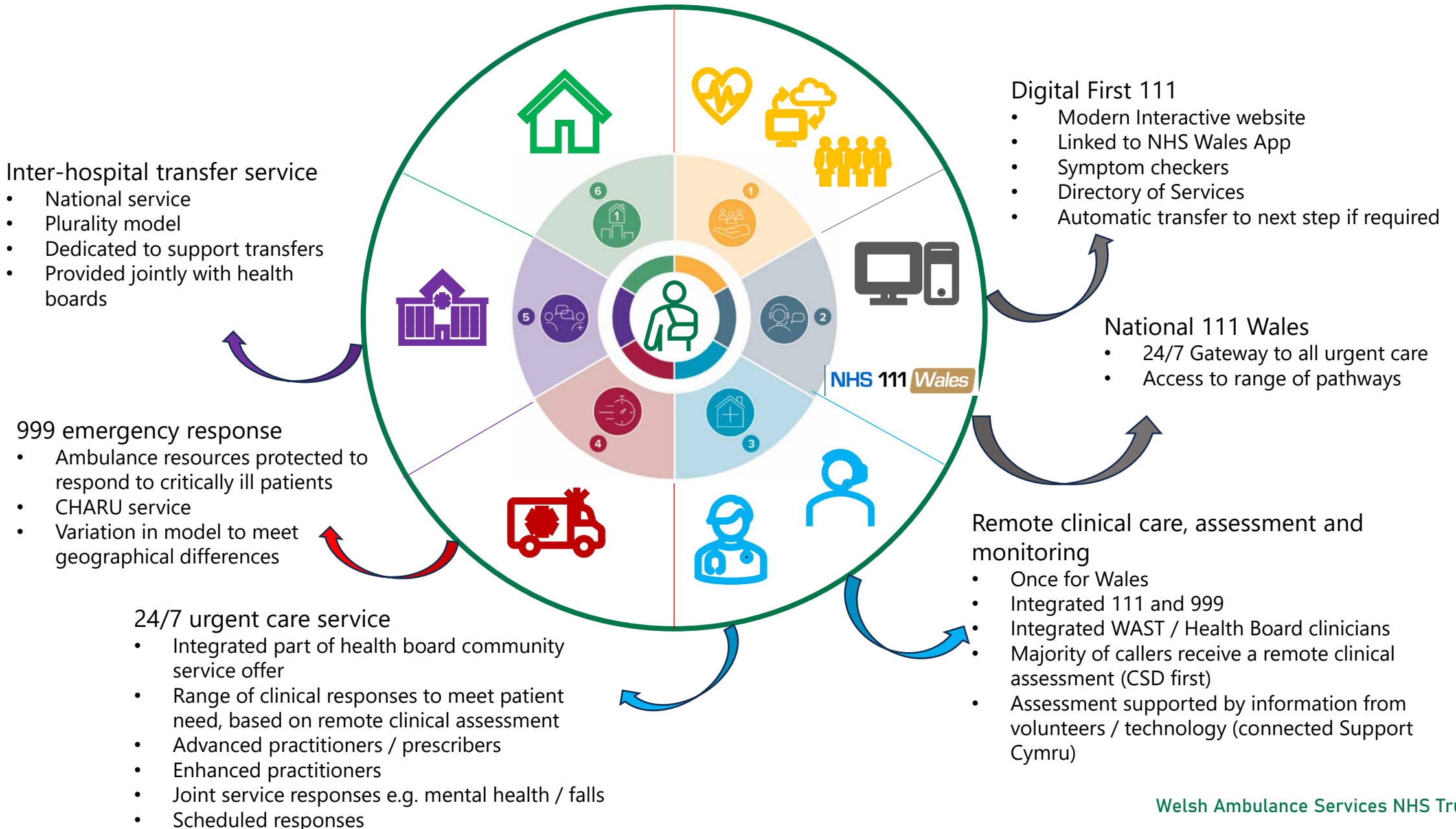
Discharge service

Wearable technology monitoring

Making every contact count

Data sharing

Alignment with the National 6 Goals Programme

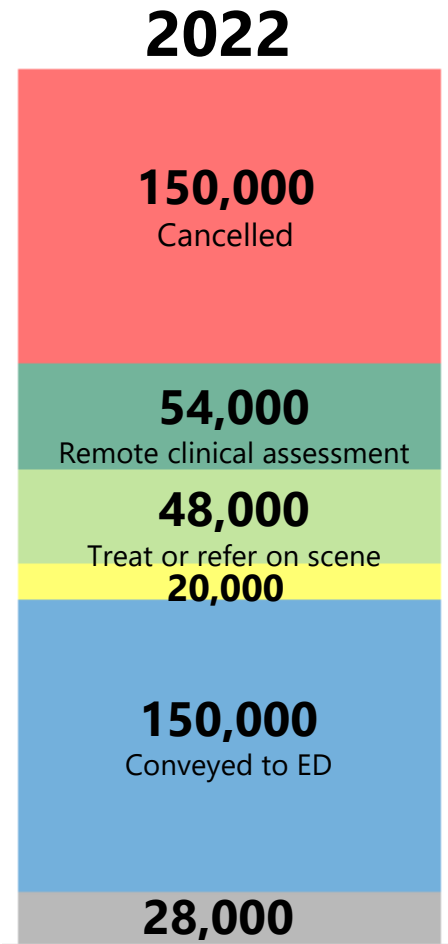


Opportunities



Impact of the changes we could make together

What will be different?



Immediate remote clinician review reduces cancellations

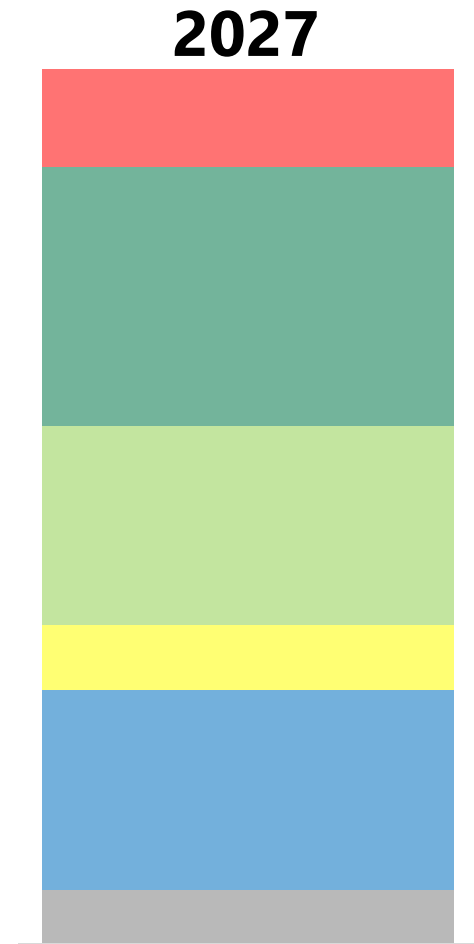
Integrated remote clinical assessment service linked to clinical diagnostics gathered on scene or through technology increases closure of more calls and meets needs closer to home

24/7 urgent community response service, with advanced, enhanced and wider range of skills means more patients treated at home or referred to community services

Emergency response resource protected to get critically ill patients to hospital quickly

Staff in WAST and across health boards have **better work experience**, reducing pressure and sickness

Patients receive a more timely and appropriate service to meet their needs, **reducing harm**





What do we need from the system to enable change?

- Endorsement and **overt support** from commissioners and senior decision makers
- **Pump-priming** or transition fund support to increase the pace of change
- Explicit **enablement** of the integration of WAST services with community services
- Acknowledgement of **once for Wales** potential in many instances



Through, for example:

- Inclusion of specific deliverables in the **6 goals programme** for 2024/25
- Support from HEIW to increase **APP training** places
- Explicit agreement to **referral pathways**