

COMMISSIONING INTENTIONS - EMS

Products	
CI4-P1	Aligned Escalation and Clinical Safety Plan – Health Boards in partnership with WAST will ensure they have complementary plans and actions to support the patient safety during deployment of high levels of escalation and clinical safety plans.
CI4-P2	National Transfer and Discharge Commissioning Framework – A collaborative commissioning framework for a national transfer and discharge service will be developed to enable the enactment of an improved service provision.
Indicators	
CI6-I1	System Pressures Dashboard – WAST and Health Boards will collaborate with DHCW to ensure that a live system pressures dashboard is in place that enables users to understand current and emerging pressures.

COMMISSIONING INTENTIONS - NEPTS

NEPTS Commissioning Intention – CI1: Plurality Model 2023-24

The Trust and its Commissioners will collaborate to improve the efficiency, quality of service and outcomes for patients.

Commissioning Statement

The delivery of a quality ambulance service requires effective, safe and people-centred care. To realize the benefits of quality health care, ambulance services must be timely, equitable, integrated and efficient. The plurality model creates a single national market place that sources a range of patient transport providers that are quality assured by a robust governance framework, creating opportunities to deliver a more efficient, timely and people-centred service.

CI1a	Resource Efficiency - Demonstrate that resources are being utilised effectively following transfer of work. This will include the re-design and renewal of patient contracts inherited via the transfers of work to deliver the best patient transport model for Wales ensuring value and efficiency of utilisation. The second phase will of this work will focus on the procurement strategy, fully reviewing who is best placed to deliver the various aspects of patient transport in accordance with NEPTS objectives and standards.
CI1b	Plurality Providers - Continue to expand and improve the availability of plurality providers and to increase the focus on quality, improved patient experience, value and sustainability.

COMMISSIONING INTENTIONS - NEPTS

NEPTS Commissioning Intention – CI2: Demand 2022-23

The Trust and its Commissioners will collaborate with stakeholders to understand system requirements in order to align resources to effectively manage service demand.

Commissioning Statement

Non-emergency patient transport services operate in a complex environment. The delivery of a quality ambulance service requires effective, safe and people-centred care. To realize the benefits of quality health care, ambulance services must be timely, equitable, integrated and efficient. A mature health system proactively seeks opportunities to improve quality and performance. Continuous improvement based on learning from data and feedback must be a cornerstone of ambulance provision.

CI2a

Planning - Implement improved and dynamic planning process that maximises the utilisation of resources and ensure stability and resilience for future demand.

CI2b

Demand Management - Utilise a range of options including effective use of resources, effective rostering and closer working with the patient and Health Board colleagues to deliver appropriate transport requirements.

COMMISSIONING INTENTIONS - NEPTS

NEPTS Commissioning Intention – CI3: Capacity 2022-23

The Trust and its Commissioners will collaborate with stakeholders to understand system requirements in order to create, align and maximise resource capacity.

Commissioning Statement

Non-emergency patient transport services operate in a complex environment. The delivery of a quality ambulance service requires effective, safe and people-centred care. To deliver the benefits of a quality health care service, ambulance services must be timely, equitable, integrated and efficient. To ensure delivery of these benefits the Trust and stakeholders must work collaboratively to create, align and maximise resource capacity.

CI3a	Transforming Capacity - Implement processes to increase NEPTS capacity within current internal and external resources including workforce and fleet.
CI3b	Reducing Lost Capacity - Implement improvement plans and oversight arrangements to deliver reduction in lost capacity due to system inefficiencies. This includes a requirement on WAST to ensure more effective use of internal resources (workforce, fleet and estates), there is also a requirement for improved collaboration and communication with Health Boards to minimise lost time at hospital sites.