

Joint Commissioning Committee

Emergency Medical Retrieval and Transfer Service Review Draft Project Plan – Recommendation 4

1. SITUATION/BACKGROUND

Members will recall that updates have been provided on the EMRTS Service Review at each meeting.

The JCC agreed to support the recommendations set out in the EMRT Service Review report at its meeting on 23 April 2024. The recommendations were:

- **Recommendation 1** – The Committee approves the consolidation of the Emergency Medical Retrieval and Transfer Services currently operating at Welshpool and Caernarfon bases into a single site in North Wales
- **Recommendation 2** - The Committee requests that the Charity secures an appropriately located operational base in line with the findings of this Report
- **Recommendation 3** - The Committee requires that a joint plan is developed by EMRTS and the Charity, that maintains service provision across Wales during the transition to a new base and that this plan is included within the Committee’s commissioning arrangements
- **Recommendation 4** – The Committee approves the development of a commissioning proposal for bespoke road-based enhanced and/or critical care services in rural and remote areas.

In addition, the Committee approved the following recommendations:

- **Recommendation 5** – The Committee supports a Lessons Learned exercise of the review and engagement process to help inform the future work of the JCC
- **Recommendation 6** – The Committee agrees to receive regular progress reports on achievement of the implementation plan milestones, and benefits realisation.

Members received additional detail on the implementation plan for the bespoke road-based response service (Recommendation 4) at its 21 May 2024 meeting.

A draft project plan (gantt chart) with a focus on Recommendation 4 has been developed in order to provide the routine updates on progress as requested by Members. The draft is also attached.

The draft project plan will be considered for endorsement by the Recommendation 4 Task and Finish Group at its meeting on 23 July 2024.

The key principles of the draft project plan for Recommendation 4 are described below.

2. SPECIFIC MATTERS FOR CONSIDERATION

The plan focuses on the immediate delivery of the bespoke additional road-based service included against Recommendation 4.

2.1. Recommendation 4: Bespoke road-based service

This element of the draft project plan includes:

- Monthly R4 Task and Finish Group meetings
- Fortnightly R4 Technical Subgroup meetings
- Monthly reporting to JCC regarding progress with this work
- The development of R4 including:
 - clinical response criteria
 - modelling to define base locations
 - service and infrastructure requirements
 - operational model
- Development and issuing of Commissioning Intentions for the new bespoke service
- Implementation of the new bespoke service in early 2025 and the new bespoke service established in April 2025.

In addition, the plan includes the required:

2.2. Communication and Engagement

This element of the draft project plan includes:

- Monthly R4 Newsletters
- Developing and agreeing a joint Communication Engagement Plan (July 2024)
- Continued Communication and Engagement Lead checkpoints
- Ongoing discussion with Llais National Leads throughout this service development
- Weekly meetings with the Charity and EMRTS
- Weekly Commissioning Team meetings.

2.3. Governance and Reporting

This element of the draft project plan includes:

- Highlight reporting to NWJCC meetings including progress made, risks and issues
- Reporting to the Interim Ambulance and 111 Commissioning Group meetings (or equivalent group).

The project plan will be developed to incorporate Recommendations 1, 2 and 3. In addition project plan will include the arrangements for ongoing commissioning, review and evaluation including

- Quarterly reporting against agreed Commissioning Intentions
- Service evaluation as per EMRTS Commissioning Intention 3 (2024-25) including patient outcomes and benefits realised.

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, including:

- The need to establish the Technical Subgroup
- The need for an agreed joint communication and engagement plan
- The need for an agreed project plan
- 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 to ensure that the highly specialist EMRTS service is not compromised during this period
- 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.