



<b>Agenda Item</b>
2.5

**Joint Commissioning Committee**

**Emergency Medical Retrieval and Transfer Service (EMRTS) Review Update**

<b>Dyddiad y Cyfarfod / Date of Meeting</b>	16/07/2024
<b>Statws Cyhoeddi / Publication Status</b>	Open/ Public
	Not Applicable
<b>Awdur yr Adroddiad / Report Author</b>	Ross Whitehead, Interim Deputy Director of Commissioning - Ambulance and 111 Lee Leyshon, Deputy Director of Commissioning - Ambulance and 111 Matthew Edwards, Head of Commissioning and Performance
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<b>Noddwr Gweithredol yr Adroddiad / Report Executive Sponsor</b>	Abigail Harris, Interim Chief Commissioner

<b>Pwrpas yr Adroddiad / Report Purpose</b>	For Approval For Noting
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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>
Ambulance and 111 Commissioning Management Group	20/06/2024	Noted

<b>Acronyms / Glossary of Terms</b>	
EMRTS	Emergency Medical Retrieval and Transfer Service
NWJCC	NHS Wales Joint Commissioning Committee
TOR	Terms of Reference
WAACT	Wales Air Ambulance Charitable Trust
WAST	Welsh Ambulance Services University NHS Trust

## 1. SITUATION/BACKGROUND

Members will recall that as part of the Emergency Medical Retrieval and Transfer Service (EMRTS) Review a recommendation was agreed to develop a bespoke road-based enhanced / critical care response for rural and remote areas.

Members will also recall that Recommendation 4 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.

## 2. SPECIFIC MATTERS FOR CONSIDERATION

### 2.1 Recommendation 4: Bespoke Road Based Service – Commissioning Approach

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.

The Recommendation 4 Task and Finish Group has been established in line with the timescale agreed at the last NWJCC meeting. The group met on 28 June 2024 and as agreed is chaired by the Director of Commissioning – Ambulance and 111.

Membership includes representatives of WAST, EMRTS and health boards. Members will be pleased to note that Llais are also represented; the representative is the Llais Regional Director for Powys.

The key points discussed at the meeting included:

- That Recommendation 4 was included in response to the concerns raised during the public engagement phases
- Terms of reference including the purpose of the group and membership
- The importance of a joint commissioning and engagement plan
- The role of health boards in engaging with their populations
- The need to develop a project plan
- The need to ensure that the highly specialist nature of the EMRTS service is not compromised
- The need to provide briefings to the NWJCC
- The role of the supporting Technical Subgroup.

The Terms of Reference were discussed at the first meeting and a revised version is attached for approval at **Appendix 1**.

Monthly dates have been agreed with a view to meeting the timeline and delivery of the commissioning approach for the bespoke road-based model as agreed at the NWJCC meeting in May 2024.

The group will be supported by the Technical Subgroup that will develop the technical specification, operational analysis and modelling work required by the Task and Finish Group to deliver its aims. The subgroup will be led by the Deputy Director of Commissioning for Ambulance and 111. Task and Finish Group members have also been added to the membership of the subgroup.

A draft project plan (gant chart and narrative) has been developed and is attached as **Appendix 2 and Appendix 3**. This will be considered for endorsement at the next Task and Finish Group meeting and will be considered at a future NWJCC meeting for approval.

The work is on track within the agreed timeline.

## **2.2 Communication and Engagement**

The recognition of the importance of ongoing communication and engagement with stakeholders on the implementation of the Review's recommendations has been recognised by the Committee. The membership of the Recommendation 4 Task and Finish Group has been updated to incorporate the NWJCC Team's Communication and Engagement lead. A joint communication and engagement plan is a key element of this work and will be included within the project plan.

Communication will continue throughout the implementation period aligned to the work of the Task and Finish Group that will continue to link in with the national Communications and Engagement leads across NHS Wales.

A Stakeholder Update has already been issued to the stakeholder distribution list summarising the current implementation position and more detailed content is in development, in tandem with the Task and Finish Group's project plan. The update is also available on the NWJCC website <https://jcc.nhs.wales/latest-news/emrts-service-review-recommendation-4-task-and-finish-group-update/>.

Regular checkpoint meetings are in place with health board communications and engagement leads focusing on the implementation period to ensure alignment and co-ordination and recognising the importance of the role of health boards in engaging with their populations.

Regular meetings are also in place with national Llais leads to support and advise throughout the implementation period, and a regional Llais representative (for Powys) has been confirmed as an attendee at the Task and Finish Group meetings to maintain this supportive role.

Members will be pleased to note that following the completion of the Review, the Wales Air Ambulance Charity and the EMRTS have been re-engaging with their stakeholders. Their respective Communications and Engagement plans are at **Appendix 4** and **Appendix 5**, as requested by the NWJCC.

Members are asked to note that the petition [I demand a full public enquiry into the closure of Welsh Air Ambulance bases in mid and North Wales - Petitions \(senedd.wales\)](#) created via Welsh Government's Petition webpages, closed on 30 June 2024 having accrued more than 10k signatures. This will be considered by the Petitions Committee for debate.

### **2.3 Wales Air Ambulance Charity Trust**

The NWJCC will continue to work with the Charity as its strategic partner of in the delivery of pre-hospital critical care as we jointly implement the Review recommendations and future improvements to service delivery.

The Charity continues to:

- Actively engage with their stakeholders on the implementation of the recommendations
- 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
- Make arrangement to secure an appropriately located operational base in line with the findings of this Report (Recommendation 2).
- Work with EMRTS to develop a joint plan 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 3).

### **2.4 The Emergency Medical Retrieval and Transfer Service**

The EMRTS leadership team has welcomed the certainty the decision provided for them and the operational teams. The leadership team continues to focus on the development of the operational implementation plan. In addition, the team has met with staff at their bases and will continue to engage with colleagues across Wales through the changes required as part of this important service development. 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 forthcoming changes.

### **2.5 Commissioning Approach**

Members are reminded that the role of the Committee in the commissioning of this new service. In this regard, Commissioning Frameworks and Commissioning Intentions will be fully utilised 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 ensure an improvement in service delivery, service quality, patient safety and performance with a view always to optimise patient outcomes and the patient experience.

## 2.6 Potential Judicial Review – Letter Before Action

Members will note that the Chair of the JCC and each individual Health Board received a Letter Before Action on the 5 July 2024 in relation to the potential Judicial Review of the decision related to the EMRTS Service Review.

Legal advice has been sought in relation to this matter and members will continue to be updated on this.

## 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 for the Recommendation 4 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 a joint communication and engagement 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 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
- The receipt of a Letter Before Action in relation to a potential judicial review and the impact this may have on the delivery of this work.

## 4. ASSESSMENT

<b>Objectives / Strategy</b>	
<b>Dolen i Nod (au) Strategol CBC / Link to JCC Strategic Goal(s)</b>	Not Applicable
	Not yet developed for new NWJCC
<b>Dolen i Feysydd Strategol CBC / Link to JCC Strategic Areas</b>	Not Applicable
	Not yet developed for new NWJCC
<b>Dolen i Ddeddf Llesiant Cenedlaethau'r Dyfodol – Nodau Llesiant /</b>	A Healthier Wales
	A more equal Wales

<b>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> )	
<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> )	Whole-systems Perspective
	Culture and valuing people Data to knowledge Leadership Learning, Improvement and Research
<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> )	Effective
	Efficient Equitable Person centred Timely Safe All domains of quality
<b>Effaith Amgylcheddol/ Cynaliadwyedd (5R) / Environmental / Sustainability Impact (5Rs)</b>	Yes - Reuse

Impact Assessment		
<b>Ansawdd</b> <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Ansawdd? /</i> <b>Quality</b> <i>Have you undertaken a Quality Impact Assessment Screening?</i>	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
	Outcome:	If no, please include rationale below: For consideration by T&F Group
<b>Cydraddoldeb</b> <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Gydraddoldeb? /</i> <b>Equality</b> <i>Have you undertaken an Equality Impact Assessment Screening?</i>	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
	Outcome:	If no, please include rationale below: For consideration by T&F Group
<b>Cyfreithiol / Legal</b>	Yes (Include further detail below)	
	Highlighted in the report	

<b>Enw da / Reputational</b>	Yes (Include further detail below)
	Of public interest in mid and north Wales particularly
<b>Effaith Adnoddau</b> ( <i>Pobl / Ariannol</i> ) / <b>Resource Impact</b> ( <i>People / Financial</i> )	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:

- **Note** the first meeting of the Recommendation 4 Task and Finish Group meeting held on 28 June 2024
- **Approve** the revised Terms of Reference for the Task and Finish Group
- **Discuss** and **Approve** the approach to communication and engagement relating to the additional bespoke road-based service (Recommendation 4)
- **Note** the WAACT position in relation to the decision of the NWJCC, the engagement with their stakeholders, the work being undertaken to secure an appropriately located operational base and the work with EMRTS on the joint transition plan
- **Note** the EMRTS Leadership team position in relation to the decision of the NWJCC, and that the team will continue to engage with colleagues across Wales
- **Note** the petition that will be considered by the Petitions Committee for debate
- **Note** the commissioning approach
- **Note** the work to update the previous legal advice following the decision made at the NWJCC in April 2024.
- **Note** the receipt of the Letter Before Action in relation to a potential judicial review

## 6. NEXT STEPS

- Task and Finish Group to progress its work in line with the agreed timeline
- Develop the joint communication and engagement plan
- Technical Subgroup to support the Task and Finish Group
- Update report to the next NWJCC meeting in August
- Further legal advice for the NWJCC and health boards.