



<b>Agenda Item</b>
2.4

**Joint Commissioning Committee**

**Director of Commissioning Ambulance and 111 Services**

<b>Dyddiad y Cyfarfod / Date of Meeting</b>	21/01/2025
<b>Statws Cyhoeddi / Publication Status</b>	Open/ Public
	Not Applicable
<b>Awdur yr Adroddiad / Report Author</b>	Ross Whitehead, Director of Commissioning for Ambulance and 111 Services
<b>Cyflwynydd yr Adroddiad / Report Presenter</b>	Ross Whitehead, Director of Commissioning for Ambulance and 111 Services
<b>Noddwr yr Adroddiad / Report Sponsor</b>	Stacey Taylor, Interim 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>
Interim Ambulance and 111 Services Commissioning Group	09/01/2025	Noted

<b>Acronyms / Glossary of Terms</b>	
EMRTS	Emergency Medical Retrieval and Transfer Service
HBs	Health Boards
JCC	NHS Wales Joint Commissioning Committee
NEPTS	Non-Emergency Transport Service
WAST	Welsh Ambulance Services University NHS Trust
CCLG	Collaborative Commissioning Leadership Group

## **1. SITUATION/BACKGROUND**

The purpose of this report is to update Members of the Joint Commissioning Committee on the specific areas related to the work of the Director of Commissioning for Ambulance & 111 Services and the team on issues across the commissioning portfolio.

Specifically, this report will update members on:

- Emergency Ambulance Pressures
- Emergency Medical Retrieval and Transfer Service (EMRTS) Review – Judicial Review
- Recommendation 4 – Bespoke Road based model
- Manchester Arena Assessment – Progress update
- Emergency Medical Technician Re-banding
- Ambulance Measures Review.

## **2. COMMISSIONER UPDATES**

### **2.1 Emergency Ambulance Pressures**

Members will note the recent significant pressures across the urgent and emergency care system, including the declaration of a critical incident by the Welsh Ambulance Services University NHS Trust (WAST) on 30 December 2024.

This pressure has continued into January, with significant community and handover waits across Wales. Operational actions continue to be taken by WAST and Health Boards. Work is ongoing following the December Joint Commissioning Committee development session on an improvement plan across the ambulance patient journey that will support the Committee’s ambition for the delivery of ambulance services in Wales.

### **2.2 Emergency Medical Retrieval and Transfer Service Review – Judicial Review**

The Ambulance and 111 Services Commissioning Team have worked closely with health board Directors of Corporate Governance/Board Secretaries on the development and submission of the collective detailed grounds, witness statements and evidence required as part of the Judicial review submission. The hearing is due to take place on the 22 and 23 January 2025. Further updates will be provided at future meetings.

### **2.3 Recommendation 4 – Bespoke Road based model**

At the November Committee meeting, Members will recall that the draft Commissioning Intentions and the delivery criteria related to the provision of Recommendation 4 were endorsed; these were subsequently issued to the Welsh Ambulance Services University NHS Trust.

WAST provided a report on options in response to the most recent meeting of the Interim Ambulance and 111 Services Commissioning Group on 9 January 2025.

The Group received the options report but was not quorate, although a discussion was held on the options presented.

The Group recognised that significant work had been undertaken by WAST in developing options that could lead to enhanced service delivery in rural and remote areas, but balanced this against the financial and operational implications of the options and importantly the current disparity in performance and delivery across Wales. As such it was recognised that further discussions would be required before recommendations could be made to the Committee on the next steps for this work to ensure it fits within the broader strategic commissioning approach that the Committee is taking across all commissioned services.

It is intended to hold further discussions on this work at the Chief Commissioner's Collaborative Commissioning Leadership Group (CCLG) and Members will be further updated on this issue.

#### **2.4 Manchester Arena Inquiry Assessment – Progress update**

Members have previously been made aware that the Welsh Ambulance Service has submitted its assessment of its requirements to deliver Manchester Arena Inquiry recommendations to the JCC.

This is an extensive submission and work has been ongoing to develop project management arrangements to managed the scrutiny and assessment of each element of the submission.

The first stakeholder workshop on this matter will take place in the coming weeks, health board representative nominations have been provided from Directors of Planning.

#### **2.5 Emergency Medical Technician Re-Banding**

Members will recall the discussion on the re-banding of Emergency Medical Technicians at the previous meeting. Whilst the Committee was unable to support the case presented, the provider has confirmed that they have moved forward with the implementation, in order to avoid a potentially protracted industrial dispute and its associated consequences.

As confirmed by the Interim Chief Commissioner at the November JCC meeting, any in-year consequence would be considered a provider issue and as such there are no in-year consequences for the Committee as a result of this. However the provider will need to develop a range of options to mitigate this and return to the baseline position as soon as possible.

The Collaborative Commissioning Leadership Group will lead on the scrutiny and assurance of these options in support of this work.

#### **2.6 Ambulance Measures Review**

Members will note that on 26 November 2024, the Cabinet Secretary outlined in an oral statement to assembly members of the intention to establish a National Group to review the appropriateness of emergency ambulance response measures and targets.

The group will consider the Health and Social Care Committee's recommendation in the context of the strategic priorities. This means a focus on measuring the quality and safety of the service, as set out in the NHS Wales health and care quality standards, and standards in the NHS Wales performance framework. The Group will also consider the appropriateness of the national target in the context of the ongoing evolution of the Trust's clinical model.

The Group is due to produce options in January with advice to the Cabinet Secretary to follow in February, both the Director of Commissioning for Ambulance and 111 Services and the Interim Chief Commissioner are members of the Group.

## **2.7 Non-Emergency Patient Transport Services Future Vision**

Members will recall that in October 2023, the former Emergency Ambulance Service Committee (EASC), tasked the Chief Ambulance Services Commissioner with the development of a Future Vision for NEPTS, following the formal closure of the 2016 NEPTS Business Case which modernised, developed and delivered patient transport services at a local and national level.

In the development of the NEPTS Future Vision for patient transport services in Wales, the NWJCC team engaged and communicated with a range of stakeholders, through the hosting of events, workshops, meetings and surveys.

The NEPTS Future Vision provides strategic direction for the collaborative development and delivery of patient transport services in Wales, over the next 5 years, incorporating the needs of the population and health boards, as they look to evolve their service delivery models.

'The Future Vision for Non-Emergency Patient Transport Services (NEPTS) in Wales (2030)'; the NEPTS Future Vision is attached as **Appendix 1**. Members are asked to review the document and provide feedback to the Director of Commissioning for Ambulance & 111 Services and to incorporate any relevant areas into their respective Integrated Medium Term Plans (IMTPs), the final document will be presented to members in March for approval to go live on the 1 April 2025.

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

### **3.1 Emergency Ambulance Pressures**

Ambulance commissioning remains the highest risk for the Committee, ongoing operational challenges and performance delivery are likely to compound the harm and quality levels of service delivery.

### 3.2 Emergency Medical Retrieval and Transfer Service Review – Judicial Review

There is significant additional work for the Ambulance and 111 Services Commissioning Team to respond to the judicial review. Committee Members have previously been appraised of the limited capacity in the team for its 'business as usual' requirements. The team alongside the wider JCC team is working to mitigate this but capacity will be fragile in the short to medium term.

### 3.3 Recommendation 4 – Bespoke Road based model

There are public and political expectations on the delivery of this service. The Committee will need to recognise this whilst it progresses this work alongside its broader commissioning responsibilities.

### 3.4 Manchester Arena Inquiry – Recommendation Report

There will likely be an expectation from the Inquiry for services to report back of their progress with the recommendation, this is likely to attract both media and political attention.

### 3.5 Emergency Medical Technician Re-Banding

The mitigations and actions required to return the provider to a baseline position whilst continue to maintain operational capacity, may have financial consequences for the committee.

## 4. ASSESSMENT

Objectives / Strategy	
Dolen i Amcan (au) Strategol CBC / Link to JCC Strategic Objectives(s)	Facilitate Integration
	All JCC strategic objectives are applicable
Dolen i Ddeddf Llesiant Cenedlaethau'r Dyfodol – Nodau Llesiant / Link to Wellbeing of Future Generations Act – Wellbeing Goals <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
Dolen i Hwyluswyr Ansawdd	Leadership

<i>(Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) /</i> <b>Link to Enablers of Quality</b> <i>(Duty of Quality Statutory Guidance (gov.wales))</i>	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> <i>(Duty of Quality Statutory Guidance (gov.wales))</i>	Safe  If more than one applies please list below: All domains of quality are applicable
<b>Effaith Amgylcheddol/ Cynaliadwyedd (5R) / Environmental /Sustainability Impact (5Rs)</b>	No - Not Applicable If more than one applies please list below:

<b>Impact Assessment</b>		
<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: 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> <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: 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> <b>Resource Impact</b> <i>(People / Financial)</i>	Yes (Include further detail below)	
	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 JCC are asked to:

- **Note** and **discuss** the contents of the report.

## 6. NEXT STEPS

Ongoing work for each item will progress as described in this report, the JCC will be updated regularly.