

Agenda Item

2.3.2

Joint Commissioning Committee**Director of Commissioning Ambulance and 111**

Dyddiad y Cyfarfod / Date of Meeting	12/11/2024
Statws Cyhoeddi / Publication Status	Open/ Public Not Applicable
Awdur yr Adroddiad / Report Author	Ross Whitehead, Director of Commissioning for Ambulance and 111
Cyflwynydd yr Adroddiad / Report Presenter	Ross Whitehead, Director of Commissioning for Ambulance and 111
Noddwr yr Adroddiad / Report Sponsor	Stacey Taylor, Interim Chief Commissioner

Pwrpas yr Adroddiad / Report Purpose	To Endorse - Paragraph 2.4 To Note
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Engagement (internal/external) undertaken to date (including receipt /consideration at Committee/Group)					
Committee / Individuals	Group	Date	Outcome		
JCC Senior Meeting	Leadership Team	04/11/2024	Noted		

Acronyms / Glossary of Terms	
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

1. INTRODUCTION

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

Specifically, this report will update members on:

- Emergency Medical Retrieval and Transfer Service (EMRTS) Review – Judicial Review
- Manchester Arena Assessment – Progress update
- Welsh Health Circular on Ambulance Patient Handover guidance WHC/2024/041
- Evolution of the Clinical Response Model
- Non-Emergency Patient Transport Services (NEPTS)– Future Vision

2. SITUATION /BACKGROUND

2.1 Emergency Medical Retrieval and Transfer Service (EMRTS) Review – Judicial Review

Members will note that the notification of permission for the Claimant to proceed to a judicial review of the EMRTS Review decision made on 23 April 2024 was received on the 10 October 2024.

Members received a brief summary on the order of the Court at their development session on the 15 October 2024.

The Ambulance Services and 111 Commissioning Team are working closely with health board Directors of Corporate Governance/Board Secretaries on the development and submission of the collective detailed grounds of resistance.

It is expected that the hearing will take place early in the new year. Further updates will be provided at future meetings.

2.2 Manchester Arena Assessment – Progress update

Members will recall the brief update on the receipt of the Manchester Arena Inquiry assessment undertaken by the Welsh Ambulance Services at the meeting on 17 September. At that time there had been insufficient opportunity for the Ambulance & 111 Commissioning Team to consider the report in any detail.

Members will be aware that the submission of that assessment to the JCC was set out as Recommendation 106 within the Inquiry Report.

Recommendation 106

Having carried out that Review (rec 105), the trusts should make recommendations to their NHS commissioners about the additional and/or different resources they require in order to ensure that they are able respond effectively to a mass casualty incident in the numbers they require.

As previously reported to Members, the assessment received from WAST is extensive and complex. Additional project management support has now

been provided to the Ambulance & 111 Commissioning Team and together with the acting Director of Planning, a project plan for reviewing each of the requirements outlined in the assessment report is in development.

Engagement on the detail of the plan and the support required to undertake the review will be undertaken with the Directors of Planning Peer Group in the first instance and JCC members will be regularly updated.

2.3 Welsh Health Circular on Ambulance Patient Handover guidance WHC/2024/041

Members will note that on the 29 October 2024, a Welsh Health Circular on Ambulance Patient Handover Guidance was issued to Health Boards (HBs), the Welsh Ambulance Services and the JCC.

While Members will be cognisant of the requirements for individual HBs there are two key actions within the guidance that require the JCC to act upon namely:

- The Committee and sufficiently senior nominated HB and WAST leads should regularly come together to review ambulance patient pathway data to identify opportunities to better manage patients in the community where safe to do so. This should include an assessment of 'hear and treat' and 'see and treat' performance to enable a collective understanding of patient activity
- The Committee, WAST and HBs should regularly review and benchmark service provision matched to ambulance case mix and pattern of daily demand by local and regional area. Data should inform the delivery of robust community and alternative pathways by HBs which are clearly communicated to ambulance clinicians. This should include direct access pathways to enable patients to bypass the emergency department when safe and appropriate to do so.

The Ambulance Service and 111 Commissioning Team will lead the work with HB and WAST colleagues to develop appropriate mechanisms for these requirements to be undertaken, further detail on this arrangement will be presented to the Committee for endorsement at the next meeting.

2.4 Evolution of the Clinical Response Model

Members have received a number of updates over recent months on the evolution of the Clinical Response Model; work has continued to be refined and developed on this.

The attached briefing document at **Appendix 1** provides a more detailed update from the Welsh Ambulance Services on their proposal as part of the development of the model.

Of particular note to the Committee will be the proposal to introduce Rapid Clinical Screening which will see 999 calls being reviewed by a senior

clinician (Clinical Navigator) during or immediately after the initial call handling stage to determine the most suitable service to meet the patient's need.

The service proposes that the introduction of screening would see improvements in:

- Prioritisation of life-threatening emergencies
- Early clinical review
- Efficient resource utilisation
- Improved patient care

Committee Members will recognise that the challenges for ambulance service delivery that will occur during the winter period and that the introduction of additional clinical screening will support the mitigation of a number of current commissioning risks held by the Committee on ambulance services.

The document also sets out a range of additional proposals including the continued development of remote integrated care services that could deliver additional benefits to the ambulance service and the wider system. Further collaborative work across WAST, HBs and national programmes will be required to deliver these benefits.

2.5 Non-Emergency Patient Transport Services (NEPTS) – Future Vision Update

Following the closure of the Non-Emergency Patient Transport Services business case by the former Emergency Ambulance Services Committee, Members requested the development of a long-term vision for NEPTS in Wales.

The NEPTS Future Vision document has been developed through collaborative engagement with HBs, WAST, NHS organisations, patient body representatives, Welsh Government, local authorities and the voluntary sector.

The NEPTS Future Vision provides a strategic system approach to the development and delivery of patient transport in Wales up to 2030. The Future Vision is focused on building on the work delivered through the 2016 NEPTS Business Case.

The Future Vision sets out 5 key priorities of:

- Modernising for change
- Digital transformation
- Strategic integration
- Patient focused, and
- Working in partnership.

Focusing on the delivery of these 5 key priorities will ensure we are able to maximise resource utilisation, improve patient experience and respond to the changing requirements of the planned care system.

The draft NEPTS Future Vision document has been reviewed and endorsed by the NEPTS Delivery Assurance Group and also discussed at the Interim Ambulance and 111 Commissioning meeting.

Feedback on the content of the document has been received from HBs and WAST. This feedback will be reviewed collectively and considered for inclusion in an updated version of the NEPTS Future Vision to be presented at the next NWJCC meeting for approval.

3. KEY RISKS / MATTERS FOR ESCALATION

3.1 Emergency Medical Retrieval and Transfer Service Review – Judicial Review

There is significant additional work for the Ambulance and 111 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.

3.2 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.

There are potentially significant financial consequences that will need to be considered and prioritised by the JCC.

3.3 Welsh Health Circular on Ambulance Patient Handover guidance WHC/2024/041

Ambulance handover levels across Wales continue to occur at much higher levels that the commissioned capacity is able to absorb. This risk is covered in detail within the Risk Register report for this meeting.

3.4 Evolution of the Clinical Response Model

The Ambulance and 111 Commissioning Team will provide future briefings to ensure that members can be assured that there is sufficient collaboration between the ambulance service and HB clinical and operational teams to manage any unintended consequences as a result of the proposed model. This includes the system understanding of the future measures for the model.

4. ASSESSMENT

Objectives / Strategy	
Dolen i Amcan (au) Strategol CBC / Link to JCC Strategic Objectives(s)	Facilitate Integration
	All strategic objectives are applicable
Dolen i Ddeddf Llesiant Cenedlaethau'r Dyfodol – Nodau Llesiant / Link to Wellbeing of Future Generations Act – Wellbeing Goals 150623-guide-to-the-fg-act-en.pdf (futuregenerations.wales)	A Healthier Wales
	If more than one applies please list below: A more equal Wales
Dolen i Hwyluswyr Ansawdd <i>(Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) / Link to Enablers of Quality</i> (Duty of Quality Statutory Guidance (gov.wales))	Leadership
	If more than one applies please list below: All enablers of quality are applicable
Dolen i Feysydd Ansawdd <i>(Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) / Link to Domains of Quality</i> (Duty of Quality Statutory Guidance (gov.wales))	Safe
	If more than one applies please list below: All domains of quality are applicable
Effaith Amgylcheddol/ Cynaliadwyedd (5R) / Environmental /Sustainability Impact (5Rs)	No - Not Applicable
	If more than one applies please list below:

Impact Assessment		
Ansawdd <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Ansawdd? / Quality</i>	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
	Outcome:	If no, please include rationale below:

<i>Have you undertaken a Quality Impact Assessment Screening?</i>		This is an update from the Director of Commissioning to the Committee
Cydraddoldeb <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Gydraddoldeb? /</i>	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
Equality <i>Have you undertaken an Equality Impact Assessment Screening?</i>	Outcome:	If no, please include rationale below: This is an update from the Director of Commissioning to the Committee
Cyfreithiol / Legal	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	
Enw da / Reputational	Yes (Include further detail below) Ambulance services are regularly in the media and subject to scrutiny and discussion	
Effaith Adnoddau <i>(Pobl /Ariannol) /</i>	Yes (Include further detail below)	
Resource Impact <i>(People / Financial)</i>	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 is asked to:

- **Note** the content of the report,
- **Endorse** the introduction of rapid clinical screening by the ambulance service as a means of mitigating harm this winter,
- **Note** that further collaborative work is required on further development of the Clinical Response model,
- **Note** the update on the development of the Non-Emergency Patient Transport Service (NEPTS) Future Vision; and
- **Discuss** the key risks and matters for escalation.

6. NEXT STEPS

Further updates will be provided at future meetings.