

Agenda Item

4.1

Joint Commissioning Committee**Recommendation 4 - Update**

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| 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, Deputy Chief Commissioner |

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| Pwrpas yr Adroddiad / Report Purpose | To Endorse |
|---|------------|

| Engagement (internal/external) undertaken to date (including receipt /consideration at Committee/Group) | | |
|--|-------------|----------------|
| Committee / Group / Individuals | Date | Outcome |
| JCC Development Session | 15/10/2024 | Discussed |
| Recommendation 4 Task and Finish Group | 22/10/2024 | Endorsed |

| Acronyms / Glossary of Terms | |
|-------------------------------------|--|
| EMRTS | Emergency Medical Retrieval & Transfer Service |
| HBs | Health Boards |
| JCC | NHS Wales Joint Commissioning Committee |
| ROSC | Return of spontaneous circulation |
| WAST | Welsh Ambulance Services University NHS Trust |

1. INTRODUCTION

This report aims to update Members on progress with the developments in response to Recommendation 4 – ‘The development of a commissioning proposal for bespoke road-based enhanced and/or critical care service in rural, remote and coastal areas’.

Members will recall Recommendation 4 was made as part of the Emergency Medical Retrieval and Transfer Service (EMRTS) Review. Recommendation 4 was specifically designed to respond to the concerns raised during the public engagement about the core ambulance response for conditions that do not reach the threshold for patients to receive an EMRTS highly specialised pre hospital critical care response.

2. BACKGROUND

The Joint Committee approved the recommendation of the EMRTS service review at their meeting on 23 April 2024. A Task and Finish Group was then established to develop the commissioning requirements for the new bespoke road-based service to:

- Develop the operational model (how the service will work)
- Agree the clinical response criteria (what conditions the service will respond to)
- Identify the infrastructure requirements (what type of buildings, vehicles and equipment the service will need)
- Ensure an appropriate joint communication and engagement plan.

Each health board, the Welsh Ambulance Services University NHS Trust (WAST) and EMRTS nominated colleagues to support the Task and Finish Group and its Technical Subgroup.

Committee Members have received regular updates on the progress of the Task and Finish Group. This report presents the work of the Task and Finish Group and the draft Commissioning Intentions that have been developed to enable delivery of Recommendation 4.

The attached report provides an overview of the work of the Task and Finish Group (**Appendix 1**).

2.1 Draft Commissioning Intentions

As outlined in the attached report it is intended that this bespoke road based service will support the ambulance response in the defined rural, remote and coastal areas. This will augment the current service delivery with a staffed resource that can deliver enhanced care over and above that of the normal ambulance service, with a focus on earlier interventions / assessment to save a life or extend the opportunity for arrival of definitive care.

The draft Commissioning Intentions are presented for consideration by Members and are outlined below. These draft Commissioning Intentions are based on discussions with the Task and Finish Group and further feedback from health board, Welsh Ambulance Service and EMRTS colleagues.

CI-A1 - To deliver an additional bespoke road-based service that responds to rural, remote and coastal populations within the defined rural and remote geographic area, seven days per week and 24-hours per day.

CI-A2 - To ensure that the bespoke service appropriately responds to a wide range of conditions in rural, remote and coastal communities where it can improve outcomes.

CI-A3 - To ensure that the bespoke service has the required staff, operational, clinical and technological infrastructure

CI-P1 - Two road-based assets based at the optimal locations, ensuring effective geographic and population coverage seven days per week and 24-hours per day across the defined rural and remote geographic area within a 60-minute travel duration seven days per week.

CI-P2 - A bespoke service targeted at a broad range of higher acuity incidents with highly trained staff providing enhanced clinical care over and above the care provided normally by the ambulance service.

CI-P3 - A rotational working model for staff working on this service to develop, enhance and maintain their exposure and skill set.

CI-I1 – As a minimum the following measures will be routinely monitored by the service and compared to usual ambulance response, as a mechanism for recognising areas of improvement:

- Response times
- Back up requests and time to arrival of conveying resource
- Return of spontaneous circulation (ROSC) rates
- Interventions used over and above the normal ambulance service
- Utilisation rates
- Call to door times for STEMI (type of heart attack) and stroke
- Patient experience feedback.

CI-I2 - An interim evaluation of the impact of the service will be undertaken jointly by the provider and commissioners 6-months post implementation with a final evaluation following 12 months of operation.

CI-I3 - The provider should develop a set of criteria that it would use as a mechanism for assessing if similar services are required in other parts of Wales, aligned to the needs of the populations in those areas.

In supporting these draft Commissioning Intentions, it is also recommended by the Ambulance and 111 Commissioning Team that the Committee Member support the following criteria for the ambulance service to operate within as it develops the specific delivery model for this service:

- The service should operate within the commissioning resource envelope available for ambulance services
- The delivery of the service should not adversely affect the availability of operational resource in other parts of Wales.
- The service should as far as possible, build on and complement the existing Cymru High Acuity Response Units (CHARU) in these areas maximising value and outcomes for patients.

The paper proposes that the committee issues these requirements to the ambulance service as the provider organisation for them to deliver a detailed delivery model for consideration by the committee at their next meeting.

3. KEY RISKS / MATTERS FOR ESCALATION

- Members should note the ongoing public interest in the delivery of this work
- Sufficient information will need to be available to enable the delivery of a meaningful public engagement process on this development
- The committee may need to consider the prioritisation of its commissioning resource in order to support development of this service
- Following evaluation there is potential that the committee may need to consider the expansion of development such as this in other rural, remote and coastal parts of Wales.

4. ASSESSMENT

| Objectives / Strategy | |
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| Dolen i Amcan (au) Strategol CBC / Link to JCC Strategic Objectives(s) | Improve Equity and Population Health |
| | All 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 |

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| Dolen i Hwyluswyr Ansawdd <i>(Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) /</i> Link to Enablers of Quality <i>(Duty of Quality Statutory Guidance (gov.wales))</i> | Learning, Improvement & Research |
| | If more than one applies please list below: Data to knowledge; culture and valuing people; leadership ; whole system perspective |
| Dolen i Feysydd Ansawdd <i>(Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) /</i> Link to Domains of Quality <i>(Duty of Quality Statutory Guidance (gov.wales))</i> | Person Centred |
| | If more than one applies please list below: All apply |
| 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? /</i> Quality <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: More information needed and the provider will undertake the screening to provide the service if commissioned |
| Cydraddoldeb <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Gydraddoldeb? /</i> Equality <i>Have you undertaken an Equality Impact Assessment Screening?</i> | Yes: <input checked="" type="checkbox"/> | No: <input checked="" type="checkbox"/> |
| | Outcome: If commissioned, the service provider will need to undertake an EIA. EIA commenced in preparation for engagement requirements | If no, please include rationale below: |

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| Cyfreithiol / Legal | Yes (Include further detail below) |
| | Will be important to consider the WG Guidance on Service Change and any specific issues with engagement or consultation in line with the Public Sector Equality Duty |
| Enw da / Reputational | Yes (Include further detail below) |
| | This work is linked to, but not dependent on the ongoing work for the EMRTS Service Review |
| Effaith Adnoddau (Pobl /Ariannol) / Resource Impact (People / Financial) | Yes (Include further detail below) |
| | This will need to be assessed when the provider can provide more information related to the service |

5. RECOMMENDATIONS

The Joint Commissioning Committee is asked to:

- **Discuss** and **note** the content of the Task and Finish Group report,
- **Endorse** the draft Commissioning Intentions and delivery criteria for issuing to the Welsh Ambulance Services University NHS Trust seeking a response for consideration at the next meeting,
- **Note** the requirement for the Welsh Ambulance Services University NHS Trust to develop a detailed delivery model/s for the committee to consider at the January 2025 meeting; and
- **Note** that any engagement requirements will be undertaken following the Committees endorsement of the detailed delivery model.

6. NEXT STEPS

A further update will be provided at the next Joint Committee meeting.