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Pwyllgor Gwasanaethau
Ambiwlans Brys
Emergency Ambulance
Services Committee

Reporting Committee	Emergency Ambulance Services Committee
Chaired by	Chris Turner
Lead Executive Directors	Health Board / Trust Chief Executives
Author and contact details.	Gwenan.roberts@wales.nhs.uk
Date of last meeting	5 February 2019

Summary of key matters including achievements and progress considered by the Committee and any related decisions made.

An electronic link to the papers considered by the EAS Joint Committee is provided via the following link: [EASC Joint Committee meeting agenda and papers 5 Feb 2019](#)

CHAIRS REPORT

Members **NOTED** that the Chair had met with the Director General of the NHS and with the all Wales Chairs of health boards and NHS Trusts.

CHIEF AMBULANCE SERVICES COMMISSIONERS REPORT

Stephen Harrhy presented an update on the following areas:

- Mental Health staff and the Clinical Desk - Discussions would take place with the Chief Constable of South Wales Police regarding the effectiveness of the clinical desk and how the initiative would work with other emergency services.
- Attendance at Audit Committee – internal audit report on Non Emergency Patient Transport Services (NEPTS)
- Update on emergency medical retrieval and transport services (EMRTS) – the phasing of the ongoing work was discussed and a briefing report would be developed for the Minister (as requested)
- Cross Border and Regional Activity (WAO Report) - as part of IMTP developments, quarter 3/4 (2018/19) this would be discussed further with Powys Health Board.

PROVIDER ISSUES

Jason Killens, CEO of the Welsh Ambulance Services NHS Trust gave an overview of the emerging lessons from the winter plan. Members **NOTED**:

- RED performance was better than last year
- Adverse weather plans worked well – minimal impact
- Good operational performance
- Reduction in handover losses
- Over 20 advanced paramedic practitioners recruited
- Winter schemes were still being implemented with staff for the clinical desk and advanced paramedic practitioners becoming available and having an impact.

AMBULANCE QUALITY INDICATORS

Members **NOTED** the most recently published Ambulance Quality Indicators and received an update on progress with related work to improve and strengthen their presentation and usefulness to Health Boards and Members of the public.

Members **NOTED** plans to hold workshops to help develop a comprehensive integrated performance report from the perspective of the health boards with sufficient detail to be useful and also to describe how the WAST service fits into the unscheduled care system. Members **AGREED** to nominate staff to attend in order that all health boards were well represented.

The key performance information when compared with the previous year showed:

- 999 calls reduced
- Conveyances to hospital reduced
- Lost hours reduced

However, the information was not available on a board by board basis and more granularity would be required to develop a comprehensive report for each health board.

ROLE FUNCTION AND MEMBERSHIP OF SUB GROUPS

The Chief Ambulance Services Commissioner provided an oral update in relation to the role, function and membership of the sub groups of the Committee.

Members were aware of the difficulties for some the sub groups to maintain consistent membership and representation and it was suggested that the sub groups could be streamlined into two groups.

It was suggested that the following sub groups could combine as an overall management group:

- The Quality & Delivery Framework: Planning, Development & Evaluation Group (PDEG) and
- The Joint Management Assurance Group (JMAG)

The aim would be to progress the work of the Committee and provide the necessary governance arrangements as to where decisions could be made. Combining the two groups would help health board staff to attend and to represent their organisations more consistently.

An update would be received at the meeting in May 2019.

EASC INTEGRATED MEDIUM TERM PLAN (IMTP)

The Committee received the Integrated Medium Term Plan for EASC and the report was presented by Stephen Harrhy.

Members **RESOLVED** to:

- **ENDORSE** the EASC element of the IMTP as presented and the Chair's action taken.
- **NOTE** and support the WAST IMTP as received by the Welsh Ambulance Services NHS Trust Board on 29 January 2019 was consistent with the commissioning intentions of the EASC.

AMBER REVIEW IMPLEMENTATION PROGRAMME

Members **NOTED** that work was underway and a small task and finish group had been set up to ensure momentum and pace. Each recommendation had been identified alongside the assurance mechanism and the Committee would provide oversight for the whole programme.

EASC GOVERNANCE UPDATE

Members **NOTED** that Welsh Government officials were working with the Board Secretaries to develop model Standing Orders, this would include for EASC and would be presented to the Committee in due course. Members **AGREED** to provide a nominated deputy for each health board; were aware that the deputies would have delegated voting rights and that all decisions would be subject to a 2/3 majority of voting EASC members present.

Members **received** and **APPROVED** the Risk Register

RECEIVE AND ENDORSE THE CHAIRS UPDATES FROM THE ESTABLISHED EASC SUB GROUPS

Members **RECEIVED** and **ENDORSED** the following updates:

- Emergency Medical Retrieval and Transport Service Delivery Assurance Group (EMRTS DAG) 10 Dec 2018
- Quality & Delivery Framework: Planning, Development & Evaluation Group (PDEG) – Chairs summary 15 Jan 2019.

Key risks and issues/matters of concern and any mitigating actions

- The Committee **NOTED** matters considered within the Risk Register.

Matters requiring Board level consideration and/or approval

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Forward Work Programme

Considered and agreed by the Committee.

Committee minutes submitted	Yes	✓	No	
Date of next meeting	26 March 2019			

**EMERGENCY AMBULANCE SERVICES
JOINT COMMITTEE MEETING**

**'CONFIRMED' MINUTES OF THE MEETING HELD ON
13 NOVEMBER 2018 AT THE EASC OFFICES, HEOL BILLINGSLEY,
NANTGARW**

PRESENT

Members

Chris Turner	Independent Chair
Allison Williams (Vice Chair)	Chief Executive, Cwm Taf UHB
Stephen Harrhy	Chief Ambulance Services Commissioner
Judith Paget	Chief Executive, Aneurin Bevan UHB
Gary Doherty	Chief Executive, Betsi Cadwaladr UHB
Tracy Myhill	Chief Executive, Abertawe Bro Morgannwg UHB
Carol Shillabeer	Chief Executive, Powys Teaching LHB

In Attendance:

Jason Killens	Chief Executive, Welsh Ambulance Services NHS Trust
Sharon Hopkins	Deputy Chief Executive Cardiff and Vale UHB
Karen Miles	Director of Planning and Performance, Hywel Dda UHB
Julian Baker	Director, National Collaborative Commissioning Unit
Shane Mills	National Collaborative Commissioning Unit
Ross Whitehead	Assistant Chief Ambulance Services Commissioner
Ami Jones	Intensivist, Emergency Medical Retrieval and Transfer Service (EMRTS)
Matthew Edwards	EMRTS
Gwenan Roberts	Interim Board Secretary, Host Body

Part 1. PRELIMINARY MATTERS		ACTION
EASC 18/96	<p>WELCOME AND INTRODUCTIONS</p> <p>Chris Turner welcomed Members to the meeting of the Emergency Ambulance Services Committee and those present introduced themselves.</p>	

EASC18/103	<p>CHIEF AMBULANCE SERVICES COMMISSIONER'S REPORT</p> <p>Stephen Harray presented a verbal report on one key area of concern which was the continued poor attendance at the EASC Sub groups – this would need to be addressed otherwise the EASC would increasingly need to deal with more operational rather than strategic matters. A review of the sub groups had been planned for the new year and the options would need to be discussed including potentially consolidating activities.</p> <p>Members RESOLVED to:</p> <ul style="list-style-type: none"> • NOTE the update and ensure appropriate representation at sub group meetings. 	All
EASC18/104	<p>PROVIDER ISSUES BY EXCEPTION</p> <p>Jason Killens raised issues around activity. Members NOTED that:</p> <ul style="list-style-type: none"> • Red activity had increased by 12% from last year although the performance had reduced • Amber activity had increased by 5.9% and in the last 4 weeks there had been a steep increase in activity • Less conveyance to A&E <p>Jason Killens agreed to provide the data collected to Stephen Harray.</p> <p>Discussion took place on the use of community paramedics and the need to include this initiative in the IMTP; discussion had taken place in the Planning, Delivery and Evaluation Group to debate on the models across Wales. The difference between the community paramedic and the advanced paramedic was also discussed. It was NOTED that further work was progressing with a chief pharmacist and the development of patient group directions (PGDs). Members suggested that this could be a discussion paper in a development session in the future although it was recognised that this was an urgent matter.</p> <p>Members RESOLVED to NOTE the update.</p>	Jason Killens
EASC18/105	<p>AMBULANCE QUALITY INDICATORS (AQIs)</p> <p>Ross Whitehead, Deputy Ambulance Services Commissioner presented the quarterly AQI report.</p>	

	<p>Members NOTED:</p> <ul style="list-style-type: none"> • A major difference to the AQIs presented included that information was available by health board area • The user friendly approach (part of Stats Wales) which would allow for trend information • Analysis would show how variation was being dealt with by different areas • The CASC met with the executive team from WAST on a monthly basis to challenge the variation and progress with changes planned • A different approach in line with the work of the Amber review including patients not conveyed and this as work in progress. <p>Members agreed that having additional information and using the learning from the Amber Review was helpful. It was NOTED that the Integrated performance report would also support the work.</p> <p>Members RESOLVED to NOTE the last latest version of the ambulance quality indicators.</p>	
EASC18/106	<p>PUBLICATION OF THE AMBER REVIEW AND DELIVERY OF THE RECOMMENDATIONS</p> <p>The report was presented by Stephen Harray and a full discussion was held by Members on the AMBER Review and it was NOTED that a lively debate had been held in the Senedd with interest from the press. The Members were asked to RATIFY the Chair's Action to publish the Review in line with the agreed expectations.</p> <p>The following issues were discussed and NOTED:</p> <ul style="list-style-type: none"> • An action plan would be developed • The team would meet with the Stroke Association as part of the engagement with patient groups and develop an appropriate model of care • Programme of engagement would be developed to co-create and fully describe the model • How winter funding would be prioritised • Ongoing discussions with the Welsh Ambulance Services NHS Trust (WAST) • Work continued to capture the detail by health board site in terms of lost hours • that clarity would be provided on reasonable expectations for patients • lifting cushions (aids) were being provided to ambulance crews and care homes to safely lift patients following falls 	

	<ul style="list-style-type: none"> • the ongoing pilot involving having mental health nurses in the 999 control room • demand and capacity plans were being developed with the WAST • the Cabinet Secretary was keen to start and action the recommendations at pace. <p>Stephen Harrhy explained that further detail was available to support the recommendations which would be shared; key matters would need to be linked back to the Integrated Medium Term Plans to inform the process. Members felt that the data was helpful particularly by site and the team would be meeting with health boards to discuss ways to progress areas of work. This would include handover delays and the work to develop and implement the winter plan. Members discussed the importance of the link to the IMTP and to reflect in the commissioning intentions. Members felt that the opportunities presented by the data within the report would allow for more bespoke work with health boards in the future.</p> <p>In view of the number of recommendations Members felt it would be helpful to highlight a small number of key areas to deliver ensuring a whole systems approach and also to track progress.</p> <p>Stephen Harrhy explained that a tailored report would be provided for all health boards which would be of interest to Board Committees dealing with performance matters as the information would provide locality based information.</p> <p>The Team were thanked for their work to date to deliver the report.</p> <p>Members RESOLVED to:</p> <ul style="list-style-type: none"> • NOTE the ongoing actions related to the Amber Review • RATIFY Chair's action to publish the Amber Review report. 	<p>Ross Whitehead/ Shane Mills</p> <p>Stephen Harrhy</p>
EASC18/107	<p>EMERGENCY MEDICAL RETRIEVAL AND TRANSFER SERVICE (EMRTS) SERVICE EXPANSION REVIEW</p> <p>Stephen Harrhy presented the EMRTS service expansion review report and Members were requested to discuss and ENDORSE the preferred option.</p>	

	<p>The Service Expansion Review had been prepared following discussions at recent committee meetings, recommendations made in the Welsh Government (WG) Gateway Review (May 2017) and in response to correspondence from the Chief Executive, NHS Wales (dated 14 June 2018).</p> <p>The service had worked with the EMRTS Delivery Assurance Group (DAG) to explore the options and opportunities to extend the service and to prepare a business case for consideration by EASC to provide advice to the Cabinet Secretary. Members NOTED as a key partner, there has been engagement with the Wales Air Ambulance Charity throughout this work.</p> <p>The Chair welcomed Ami Jones & Matt Edwards to give a short presentation on the propose service expansion for EMRTS. Members NOTED the overview of the services provided and the aims for the current service. The rationale for expansion was discussed including the unmet need and highlighted areas where a difference could be made for patients.</p> <p>Members NOTED the ongoing work with Swansea University in terms of quality measures, population health and undertaking complex analysis for survival rates. Questions raised included the pattern change for maternity, neonatal and children's services and the potential impact. The potential of phasing was discussed and learning lessons at each phase of development.</p> <p>Members felt that the presentation had been helpful to clarify some key operational and medical issues. Members felt it was important to move forward in partnership with the Air Ambulance Charity and need to provide the strategic context, mindful of the desire to increase the service across Wales. The aspects of retrieval were key although the actual process would need to be clarified.</p> <p>Following discussion Members felt that expansion should also include work on major trauma and its impact. A detailed business case would be required to ensure all options were fully considered to move ahead. The options for funding were considered and further discussion would need to take place with the Welsh Government officials.</p>	<p>Ami Jones / Matthew Edwards</p>
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	<p>Members discussed the option of the phased approach to the full option of services 24 hours a day over a timescale of the next few years and should align to the three year plan. Members felt in principle that it was important to address the unmet need identified. Other options included having a hybrid approach with other ways of working to provide high quality services for patients across Wales including advanced paramedic practitioners.</p> <p>Members RESOLVED to</p> <ul style="list-style-type: none"> • NOTE the work to date and requested further information to ensure a strategic approach. 	
EASC18/108	<p>FORWARD PLAN OF BUSINESS</p> <p>Members received the forward plan of business.</p>	ALL
EASC18/109	<p>RECEIVE AND ENDORSE THE CHAIRS UPDATES FROM THE ESTABLISHED EASC SUB GROUPS</p> <p>Members RECEIVED and ENDORSED the following updates:</p> <ul style="list-style-type: none"> • Emergency Medical Retrieval and Transport Service Delivery Assurance Group (EMRTS DAG) Chair's Summary 18 June 2018 • Emergency Medical Retrieval and Transport Service Delivery Assurance Group (EMRTS DAG) Action Notes 18 June 2018 • Non-Emergency Patient Transport Services (NEPTS) Commissioning and Delivery Assurance Group (CDAG) Action Notes 25 June 2018 • NEPTS CDAG Action notes 23 July 2018 • NEPTS Chair's Summary 23 April 2018 • Joint Management Assurance Group (JMAG) Action Notes 24 April 2018 • JMAG Action Notes 21 Sept 2018 • Quality & Delivery Framework: Planning, Development & Evaluation Group (PDEG) Action Notes 26 June 2018 EASC 17 Oct 2018 • PDEG Chair's Summary 29 Aug 2018 <p>Members NOTED that good representation was taking place at the NEPTS DAG but Members were struggling to give feedback into organisations.</p>	All

ANY OTHER BUSINESS		
EASC18/110	<p>EASC INTEGRATED MEDIUM TERM PLAN (IMTP)</p> <p>Julian Baker outlined the requirements of the planning framework and sign off by the end of January.</p> <p>A letter had been sent to the Directors of Planning and shared with the Welsh Ambulance Services NHS Trust (WAST) and finance colleagues and shared the process regarding commissioning.</p> <p>Members AGREED that when finalised the Chair would sign the IMTP for submission and this action would be ratified at the meeting on 5 February.</p> <p>Members RESOLVED to:</p> <ul style="list-style-type: none"> • NOTE the timescale for the EASC IMTP. 	Chris Turner
DATE AND TIME OF NEXT MEETING		
EASC18/111	<p>A meeting of the Joint Committee would be held at 13:30hrs, on Tuesday 5 February 2018 at the Bowel Screening Wales, Training Room 1, Unit 6, Greenmeadow, Llantrisant, CF72 8XT.</p>	Committee Secretary

Signed
Christopher Turner (Chair)

Date

**EMERGENCY AMBULANCE SERVICES
JOINT COMMITTEE MEETING**

**'CONFIRMED' MINUTES OF THE MEETING HELD ON
17 OCTOBER 2018 AT THE EASC OFFICES, HEOL BILLINGSLEY,
NANTGARW**

PRESENT

Members:

Allison Williams (Vice Chair)	Chief Executive, Cwm Taf UHB
Stephen Harrhy	Chief Ambulance Services Commissioner
Judith Paget	Chief Executive, Aneurin Bevan UHB

In Attendance:

Jason Killens	Chief Executive, Welsh Ambulance Services NHS Trust
Hannah Evans	Director of Transformation, Abertawe Bro Morgannwg UHB
Julian Baker	Director, National Collaborative Commissioning Unit
Shane Mills	National Collaborative Commissioning Unit
Ross Whitehead	Assistant Chief Ambulance Services Commissioner
Stuart Davies	Director of Finance (EASC)
Gwenan Roberts	Interim Board Secretary, Host Body

Part 1. PRELIMINARY MATTERS		ACTION
EASC 18/81	<p>WELCOME AND INTRODUCTIONS</p> <p>Allison Williams (Vice Chair) welcomed Members to the meeting of the Emergency Ambulance Services Committee and those present introduced themselves.</p> <p>Allison Williams explained to all present that due to last minute apologies the Committee was not quorate (as required within the Standing Orders).</p> <p>It was NOTED that the In Committee meeting had received the draft Amber Review Report.</p>	
EASC 18/82	<p>APOLOGIES FOR ABSENCE</p> <p>Apologies for absence were received from Carol Shillibeer, Gary Doherty, Len Richards, Robert Williams, Steve Moore, Tracey Cooper and Tracy Myhill.</p>	
EASC 18/83	<p>DECLARATIONS OF INTERESTS</p> <p>There were no additional interests to those already declared.</p>	
EASC 18/84	<p>MINUTES OF THE MEETING HELD ON 10 JULY 2018</p> <p>The minutes were confirmed as an accurate record of the meeting held on 10 July 2018.</p>	
EASC 18/85	<p>ACTION LOG</p> <p>Members received the action log and NOTED that progress with some of the related matters would be considered within the agenda or postponed to the next meeting for further discussion.</p> <p>The Committee RESOLVED to: NOTE the action log.</p>	
EASC 18/86	<p>MATTERS ARISING</p> <p>The following items were discussed:</p> <ul style="list-style-type: none"> • Emergency Medical Retrieval and Transfer Service (EMRTS) discussion to be deferred to the next meeting. It was NOTED that all Health Boards had a key link member of staff working with the service. 	Board Secretary

Part 2. KEY ITEM FOR DISCUSSION		
EASC 18/87	<p>CHAIRS REPORT</p> <p>Members NOTED that the meeting was primarily concerned with the Amber Review. It was anticipated that an announcement would be made regarding the new Independent Chair before the next meeting in November.</p> <p>Members RESOLVED to: NOTE the report.</p>	
EASC 18/88	<p>CHIEF AMBULANCE SERVICES COMMISSIONER'S REPORT</p> <p>Stephen Harrhy, Chief Ambulance Services Commissioner presented the report.</p> <ul style="list-style-type: none"> • National Quality and Delivery Framework agreement for <ul style="list-style-type: none"> - Emergency Ambulance Services (EMS) - Non-Emergency Patient Transport services (NEPTS) - Emergency Medical Retrieval and Transfer Service (EMRTS) <p>Members NOTED the update and the ongoing work with the new Chief Executive of the Welsh Ambulance Services NHS Trust, Jason Killens. The Frameworks would feature in the Integrated Medium Term Plan (IMTP) and any actions would also take the Amber Review recommendations into account.</p> <ul style="list-style-type: none"> • Strategic Commissioning Intentions Work on the strategic commissioning intentions would take place in line with the development of service plans and the Integrated Medium Term Plan (IMTP); and the recommendations and actions related to the Amber Review. Members NOTED that the Directors of Planning had received information from the EAS Team related to the development of the IMTP which would be discussed in more detail at the next meeting. The overarching assumptions with the commissioning intention and allocation letter would be clarified and Stuart Davies AGREED to discuss with the Directors of Finance regarding the assumptions for EASC. 	<p><i>CASC/ EAST/ Jason Killens</i></p> <p><i>Stuart Davies</i></p>

	<ul style="list-style-type: none"> • National Programme of Unscheduled Care – Members discussed the funding allocated for winter pressures and the connection between WAST and the health boards particularly in relation to community paramedic support. <p>Discussion took place on the role of the Advanced Paramedic Practitioner (APPs) within health boards and how this would provide an opportunity to work more closely with community teams, with GPs and also with the GP out of hours services. Members NOTED that the business case for APPs had been developed and around 20 staff within WAST were qualified although there would be the issue for backfill. The role for community paramedics would also need to be further discussed. Members NOTED that a workforce plan was being developed in WAST and the request from health boards was the need to embed the staff within the GP clusters. It was felt this matter needed further discussion at a future meeting.</p> <p>Members RESOLVED to: NOTE the report.</p>	CASC
EASC 18/89	<p>PROVIDER ISSUES BY EXCEPTION</p> <p>There were none.</p>	
EASC 18/90	<p>AMBULANCE QUALITY INDICATORS (AQI)</p> <p>Members NOTED that the information was now provided by Stats Wales and the data could be used and amended to provide information by health board and NHS Trust area. More work was underway to provide information on a monthly basis.</p> <p>Members RESOLVED to: NOTE the report.</p>	
EASC 18/91	<p>EASC MONTH 6 FINANCE REPORT</p> <p>The report was presented by Stuart Davies. Members NOTED that the information was in line with expectation of achieving breakeven at the end of the financial year. It was NOTED that the allocation funding was pending. Further discussion took place around understanding where the resources were allocated across the 5 steps and the aim to provide information for the investments to the next level within the schedule was welcomed.</p> <p>Members RESOLVED to: NOTE the report.</p>	

EASC 18/92	<p>AMBER REVIEW</p> <p>Members received and NOTED the presentation on the Amber Review.</p> <p>Members AGREED to receive the final version at the next meeting and work through the recommendations and the next steps. Members NOTED the importance of agreeing who would be leading on the actions required and meeting timescales.</p> <p>Members RESOLVED to:</p> <ul style="list-style-type: none"> • NOTE the presentation and • AGREED the next steps. 	CASC
EASC 18/93	<p>FORWARD PLAN OF BUSINESS</p> <p>Members received the forward plan of business. Priority areas for the next meeting were AGREED as:</p> <ul style="list-style-type: none"> • EMRTS • Amber Review • Community Paramedics 	ALL
EASC 18/94	<p>RECEIVE AND ENDORSE THE CHAIRS UPDATES FROM THE ESTABLISHED EASC SUB GROUPS</p> <p>Members AGREED to receive at the next meeting.</p>	
DATE AND TIME OF NEXT MEETING		
EASC 18/80	<p>A meeting of the Joint Committee would be held at 13:30hrs, on Wednesday 13 November 2018 at the National Collaborative Commissioning Unit (NCCU), No 1 Charnwood Court, Heol Billingsley, Parc Nantgarw, Cardiff, CF15 7QZ</p>	Committee Secretary

Signed

Allison Williams (Vice Chair)

Date