



West Midlands Ambulance Service **NHS**
NHS Trust

WARWICKSHIRE HOSC MAKE READY

makereadyproject@wmas.nhs.uk





WMAS Mission Statement

‘Delivering the right patient care, in the right place, at the right time, through a skilled and committed workforce, in partnership with local health economies .’



Warwickshire HOSC – Operational Overview



Warwickshire Overview

Population	535,000 +310,000
Ambulance Activity	52,750 (C&W 91,715)
Category A8 Performance	74.1% (C&W 77.5%)
Category A19 Performance	96.7% (C&W 97.9%)
Patients Conveyed to Hospital	60,141/56.41%
Operational A&E Vehicles	30 (C&W 64)
Operational Staff	189(C&W 296)
Operational CFR Schemes	32 groups (16 Schemes)

Data: 01/04/2011 – 31/01/2012

Warwickshire HOSC – Operational Overview



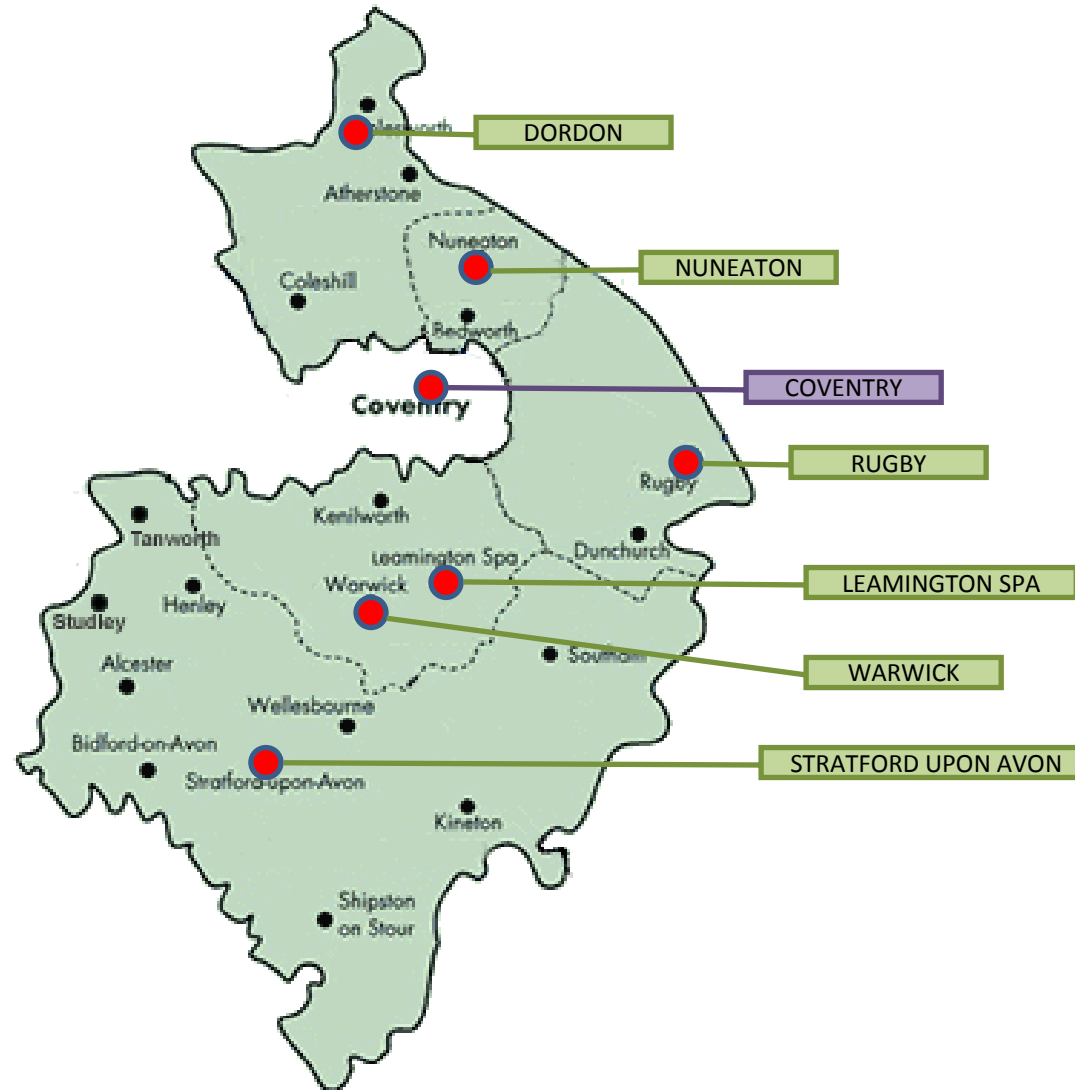
Current Ambulance Station Sites

- 1. Rugby (includes Fleet workshops)**
- 2. Nuneaton**
- 3. Dordon**
- 4. Warwick**
- 5. Leamington Spa**
- 6. Stratford upon Avon**

Warwickshire HOSC- Make Ready



Current Ambulance Station Locations



Warwickshire HOSC – Operational Overview



Hospital Activity

	Activity
Warwick	12,989 (14.1%)
George Eliot	10,042 (10.9%)
St Cross	638 (0.7%)
UHCW	36,472 (39.7%)
YTD Conveyance	60,141 (64.00%)

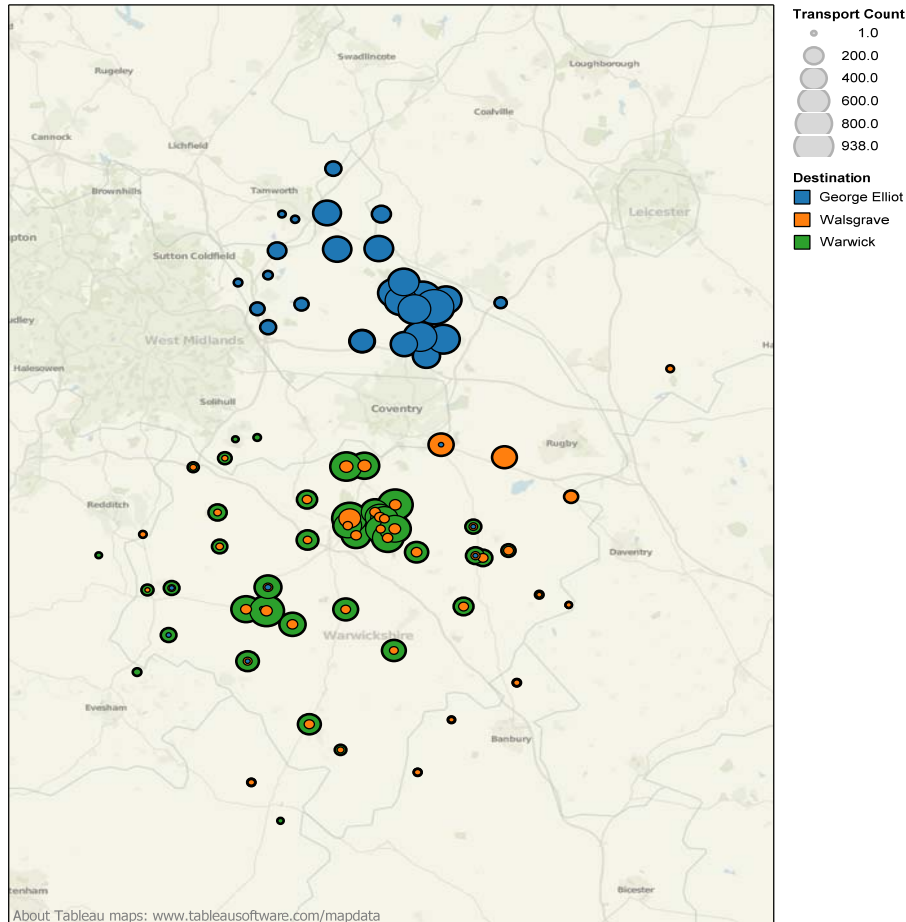
Data: 01/04/2011 – 31/01/2012

Warwickshire HOSC – Operational Overview



Origin of Patients and Destination Hospital

Activity Mapping (Transports)



Patients from Warwickshire are conveyed out of the county to the University Hospital of Coventry & Warwickshire in Coventry on a regular basis to ensure that the patient is presented at the most appropriate facility for their condition/injury ie cardiac, major trauma.

Map based on Longitude (generated) and Latitude (generated). Color shows details about Destination. Size shows Transport Count. Details are shown for Postcode Sector Group. The context is filtered on Call Type, Date and Geography. The Call Type filter keeps 999 CAT A/B/C Emergency. The Date filter keeps 2011/2012. The Geography filter has multiple members selected. The view is filtered on Destination, which has multiple members selected.

Warwickshire HOSC- Make Ready



‘A quality assurance vehicle and equipment preparation programme designed to improve efficiencies across the whole spectrum of Ambulance Operations.’



Warwickshire HOSC- Make Ready



Why Do Make Ready?

Support the Trust's key objectives (Right time, right place, right care)

Improving efficiencies within Operations

Reduction of expenditure on stock & wastage of disposable items

Minimise operational 'down time' due to logistical issues

Effective management of medical devices

Improved control of medicines management

Improve CQC compliancy and infection prevention & control issues



Expected Benefits of Introducing Make Ready

Improved Response Times

Maximise Unit Hour Utilisation through effective readiness

Improved vehicle cleanliness (Infection Prevention & Control)

Improvement in medicines management

Assurance of consistency on vehicle stocking, checking, servicing

Improved asset management & control of medical devices

Minimise Critical Vehicle Failure Rate

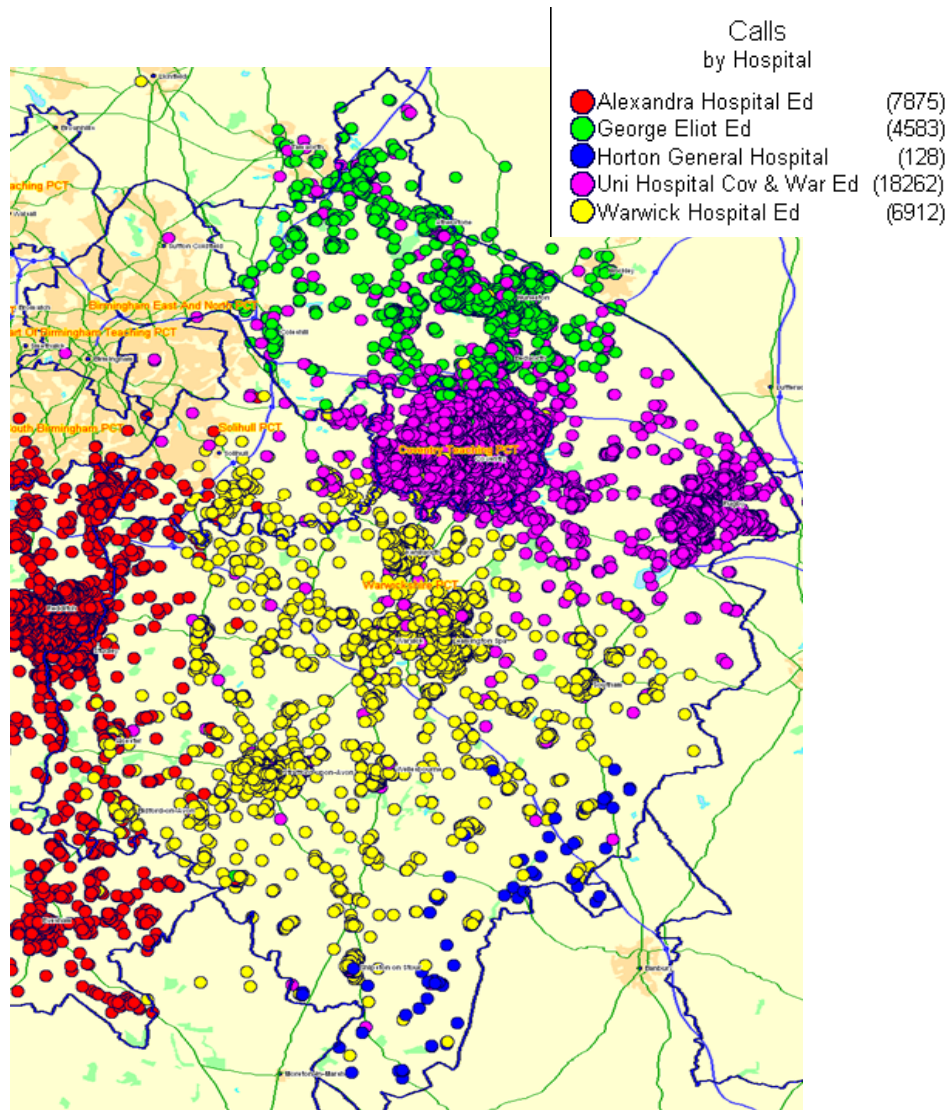
Savings on drug wastage (10%)

Savings on medical gases (10%)

Savings on medical consumables (20%)

Savings on stationary supplies (50%)

Warwickshire HOSC- Make Ready



Patient Flow

- There are three main acute hospitals within Coventry and Warwickshire and a small unit in Rugby.
- George Elliot – Nuneaton
- UCW – Coventry
- Warwick Hospital - Warwick
- St Cross - Rugby
- This flow is split between five main centres of activity in the key towns within the County, but with the largest volume within Coventry.
- There is a small amount of activity in Rugby moving towards St Cross Hospital.

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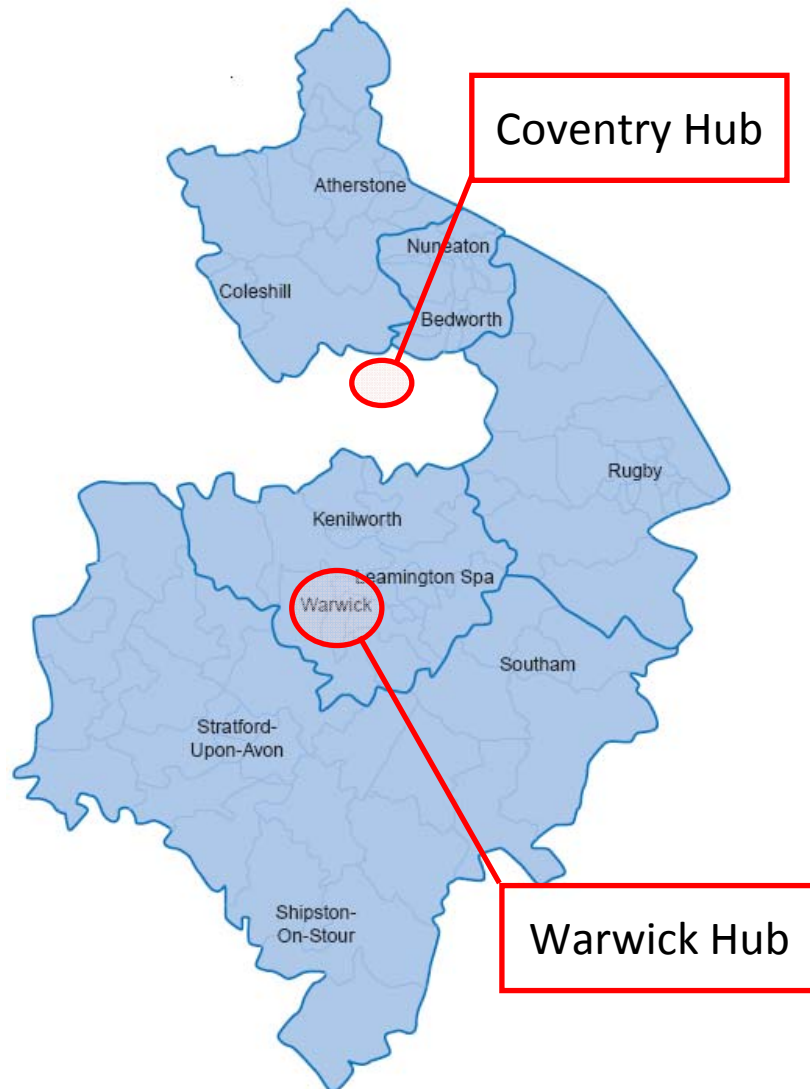
Regional Outline Programme

Year 1 (2011/12)	Year 2 (2012/13)
Hereford	Birmingham East
Shrewsbury	Birmingham Central
Donnington (Telford)	Coventry
Dudley	Warwick
Willenhall	Worcester

Warwickshire HOSC- Make Ready



Warwick HUB



A single site based in the Warwick area will offer good coverage for South Warwickshire. A search is currently underway to identify a suitable site that is fit for purpose taking into account:

- access/egress
- patient flows
- local road infrastructure.

The hub will be the central point where ambulance crews will start and finish their shifts.

Staff who fulfill the Community Paramedic role will start and finish at their designated site, maximising cover across the county.

Warwickshire HOSC- Make Ready



Post Make Ready - Standby

Warwick (HUB)

1. Stratford upon Avon

4. Bedworth

2. Leamington Spa

5. George Eliot Hospital

3. Alcester

6. Atherstone



Post Make Ready Community Paramedic Schemes

North

1. Coleshill

2. Dordon

3. Nuneaton FS

4. Rugby St Cross

South

5. Kenilworth

6. Wellesbourne

7. Shipston on Stour (MIU)

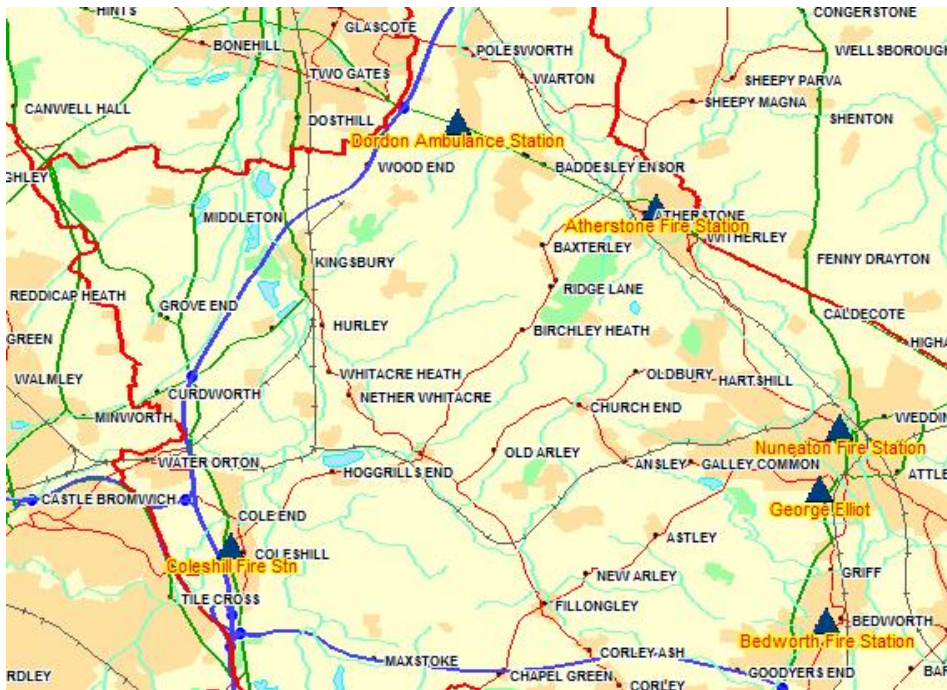
8. Southam

9. Henley in Arden

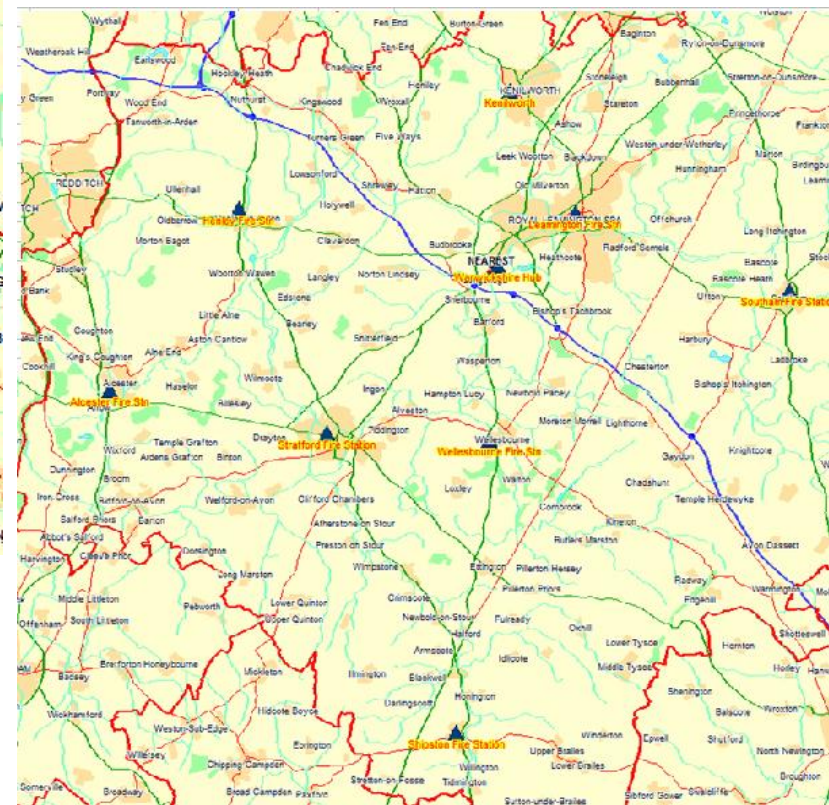
Warwickshire HOSC- Make Ready



Post Make Ready
Community Ambulance
Station Network
South Warwickshire



Post Make Ready
Community Ambulance Station
Network
North Warwickshire



Warwickshire HOSC- Make Ready



A Hub in Staffordshire



Regional Make Ready System



The Ambulance Fleet Assistants





Summary

- **Improve response needs & response times**
- **Meet needs of the Patient (right time, right place, right care)**
- **Improve patient outcomes**
- **Reduce waste & increase efficiency**
- **Reduce downtime of resources**
- **Reduce hospital admissions through improved staff training – Advanced Paramedics in cars**

Warwickshire HOSC- Make Ready



Any Questions





West Midlands Ambulance Service **NHS**
NHS Trust

NHS PATHWAYS & CMS DOS

WORKING IN PARTNERSHIP

NHSPathways@wmas.nhs.uk

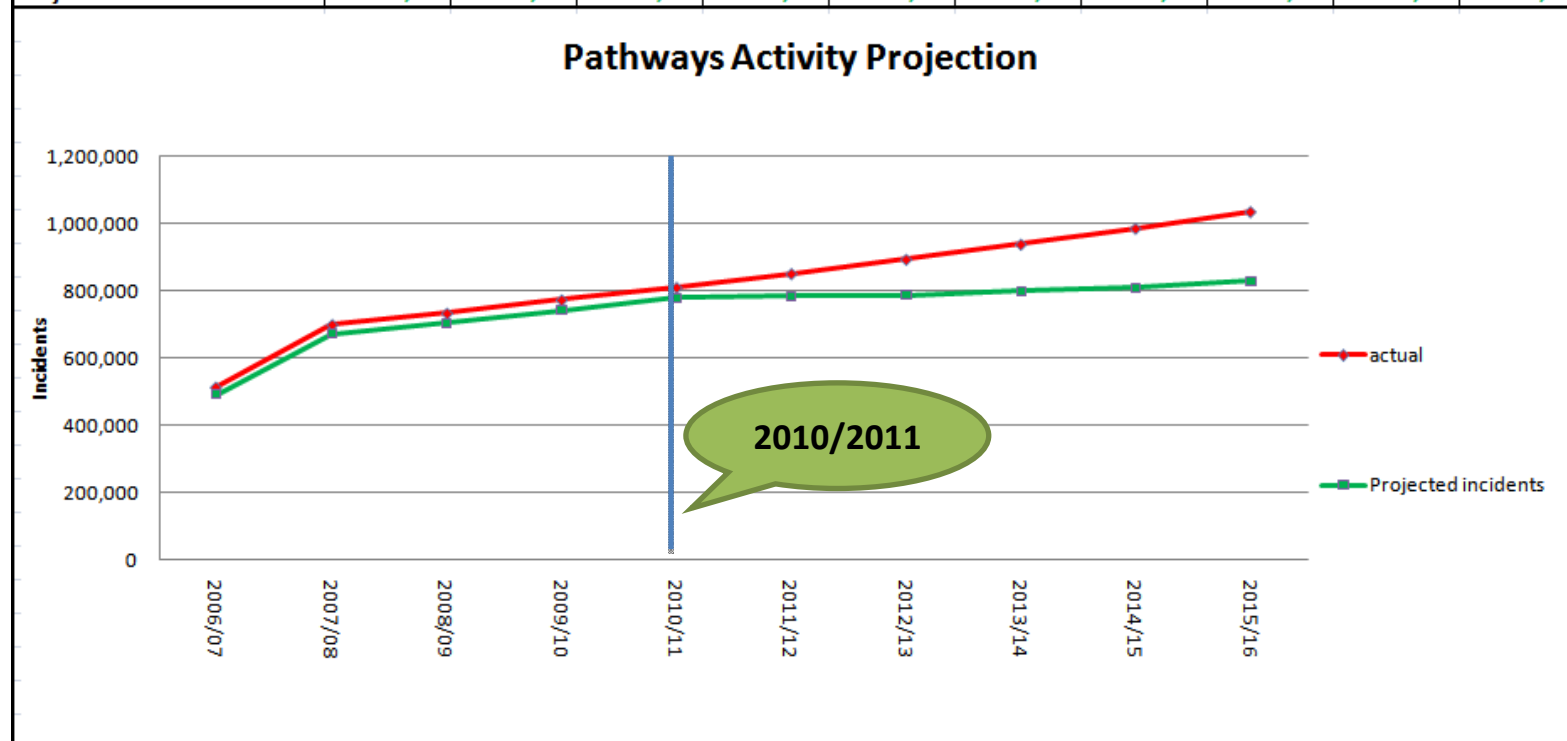


NHS Pathways & CMS DOS



WMAS Ambulance Responses - Projected 5 Year Activity

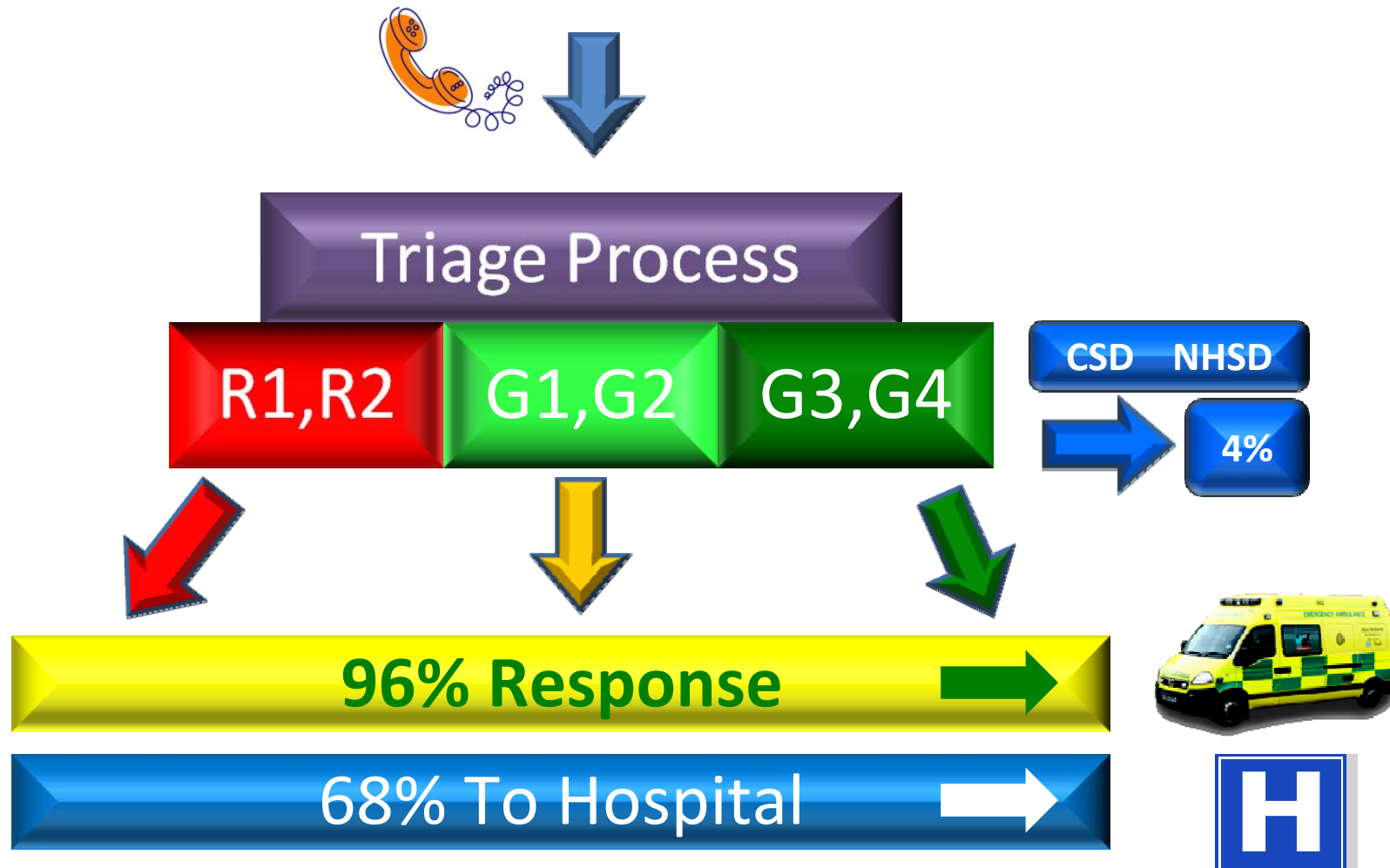
	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
actual	512,688	699,040	733,035	772,830	810,074	850,878	893,737	938,755	986,041	1,035,708
contract (5% growth)		708,329	719,479	747,685	810,894	851,439	894,011	938,711	985,647	1,034,929
% increase			104.86%	105.43%	104.82%	105.04%	105.04%	105.04%	105.04%	105.04%
% Activity stopped at source	4%	4%	4%	4%	4%	8%	12%	15%	18%	20%
Incidents stopped at source	20,508	27,962	29,321	30,913	32,403	68,070	107,248	140,813	177,487	207,142
Projected incidents	492,180	671,078	703,714	741,917	777,671	782,808	786,489	797,942	808,553	828,566



NHS Pathways & CMS DOS



The Previous Position Within WMAS 999



NHS Pathways & CMS DOS



CMS DOS (Multiple Presentations Shown)

The screenshot displays the NHS Pathways - Directory of Services interface. The top navigation bar includes 'Home', 'Service Search', 'Clinical Search', 'Tools', and 'News'. The main content area shows a search for 'Dudley Borough Midwives' with the following details:

- Service Name:** Dudley Borough Midwives
- Status:** active
- Address:** Russells Hall Hospital, Pensnett Road, Dudley, DY1 2HQ
- Telephone No:** 01383244358
- Opening Times:** Monday to Sunday, Open 24 Hours
- Disposition Instructions:** Verbal Hand Off Only for ambulance service. Contact Mon to Fri - 0900-1630 via 01384 244358. Community midwives providing care to women during pregnancy and antenatal concerns for mother and baby up to 28 days post delivery. Advice and support also given for unplanned and planned home births and post natal concerns for mother or baby eg feeding problems. Experts in low risk 'normal' births, however may be able to attend multiple or complicated births to assist ambulance crews if required. All other hours 01384 456111 (switchboard) ask for community midwives. OOHs service is not for day to day issues.

On the right, the CMS DOS form is visible, titled 'The recommended disposition is: Speak to Primary Care Practitioner within 1 hour'. It includes a 'Change Disposition' button and a table of 'Services available' with contact numbers and status indicators.

Service Name	Contact Number	Status
St Gemma's Hospice	0113 218 5500	Orange
Sue Ryder Care	0113 278 7249	Orange
Local Care Direct	0345 605 9999	Green
Palliative Care patients		Green
District Nursing Night Service	0845 1207067	Green
D2/3 WIRA House, West Park Ring Road, Leeds, LS16 6RF		Green
Nursing Service 9pm - 6.30am 7 days a week		Green
Robert Ogden Centre	0113 2064563	Red
St James' University Hospital, Leeds, LS9 7TF		Red
NHS Trust - Palliative Care Team	0845 124 1241	Green
ark, Brindley Way, Wakefield, WF2 0XQ		Green
ends and bank holidays, between 09:00 and 19:00.		Green

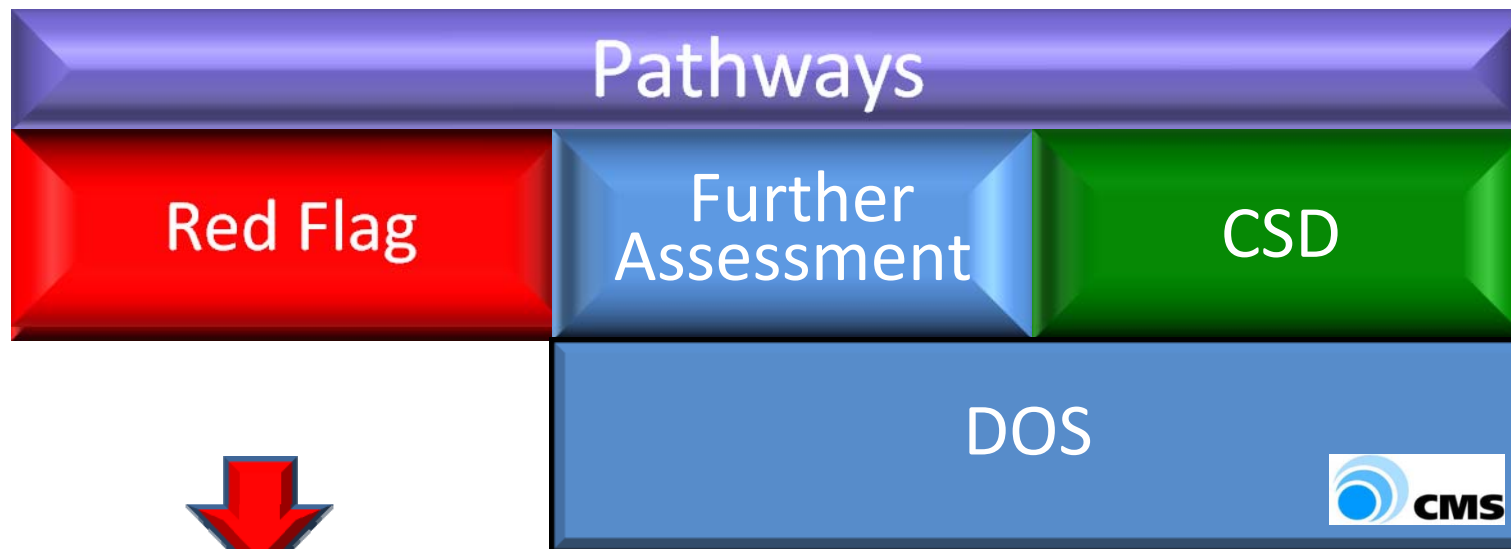
<https://www.pathwaysdos.nhs.uk>

DOS via NHS Pathways (999)

NHS Pathways & CMS DOS



The Pathways Solution Within WMAS 999

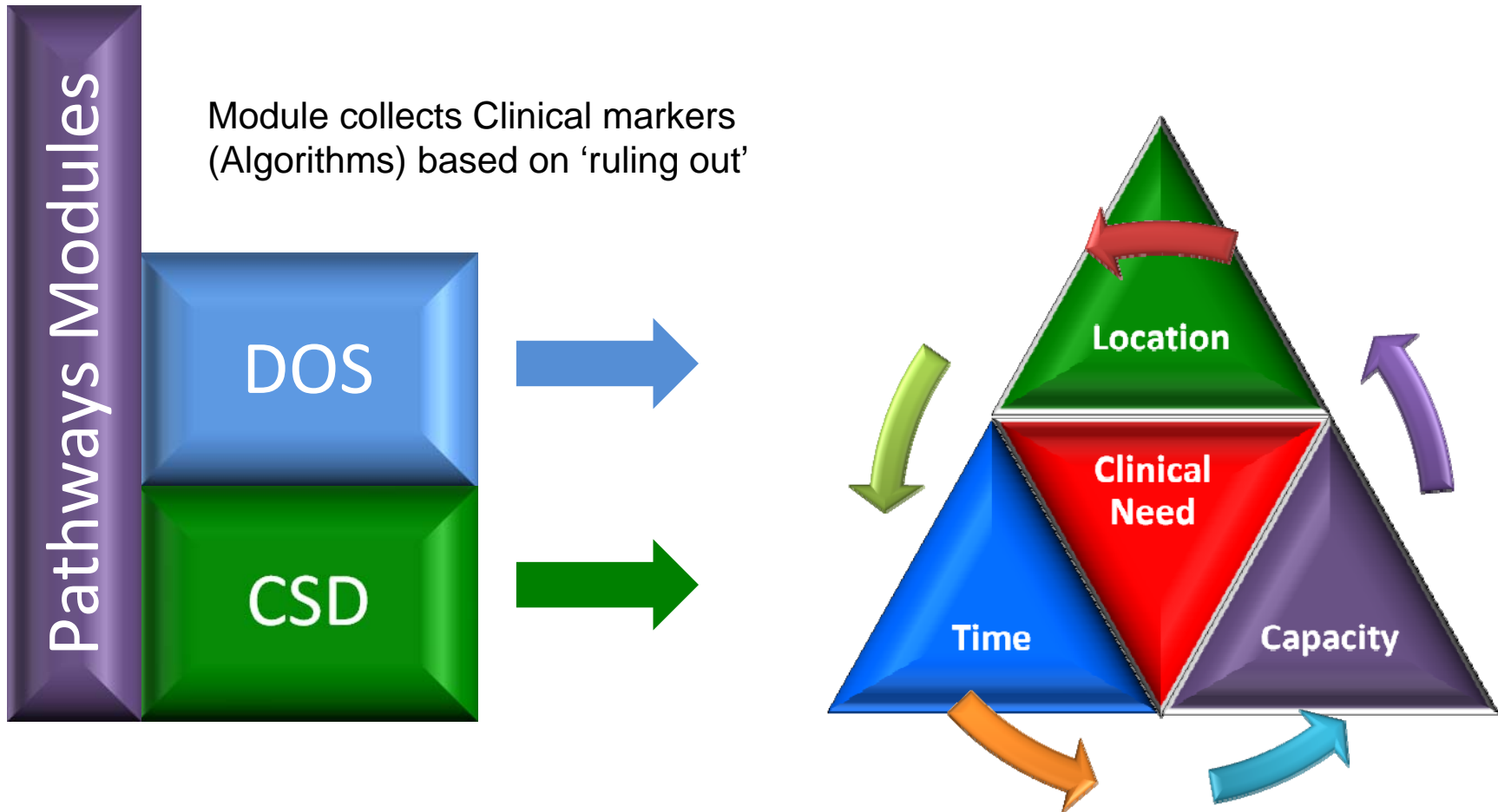


HCRT/REFS	A&E	MIU	DN	Immediate 72 Hours
GP in hrs	GP OOH	WiC		
Midwife		Pharmacy		
NHS Direct		Other services		

NHS Pathways & CMS DOS



CMS Directory of Services (DOS)



NHS Pathways & CMS DOS



The Importance of an Integrated NHS Pathways & CMS DOS

Key System Benefits:

- Patients go to the 'Right Place, First Time, All of the Time'
- Improved patient journey and experience
- Better use of available services
- Cost base for assessment and referral to care much reduced
- Inappropriate ambulance journeys avoided
- Reduction in 999 conveyances and A&E attendances
- Gives commissioners world class data on what services are needed



NHS Pathways & CMS DOS



Clinical Safety & Clinical Support

- Extensive piloting – over 1.3 million patient calls safely assessed across 4 different sites– No adverse incidents
- Academic evaluation by 3 universities – ‘safe and appropriate’
- Ministerial license for use granted February 2009
- BMA and Royal Colleges – overt support
- National Clinical Governance Group chaired by RCGP



Royal College
of Nursing



Royal College of
General Practitioners



The
University
Of
Sheffield.



Swansea University
Prifysgol Abertawe

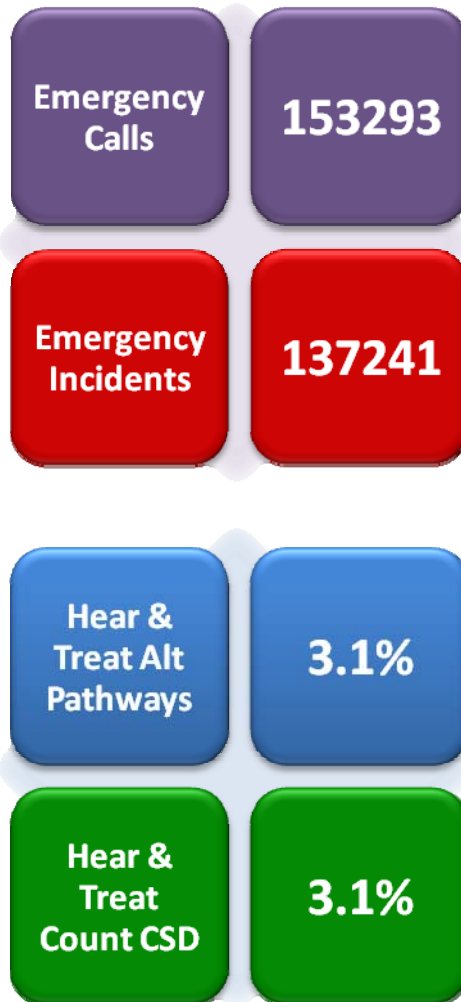


University
of Southampton

NHS Pathways & CMS DOS



Tollgate Activity 12/07/2011 – 30/01/2012



Ambulance Response	115288
Community Healthcare Service	74
Dentist	41
Early Exit	642
ED Referral	2553
Health Information service	12
Home Management	716
No Value (attend Inc)	1857
Other Emergency Services	44
PARA Triage	523
Protective Services	5
Referred to GP	4592
Specialist Healthcare Service	29
Vehicle Arrived Before Coding Complete	10865

NHS Pathways & CMS DOS



Warwickshire Activity 12/07/2011 – 30/01/2012



Ambulance Response	28109
Community Healthcare Service	5
Dentist	6
Early Exit	174
ED Referral	596
Health Information service	4
Home Management	163
No Value (attend Inc)	274
Other Emergency Services	10
PARA Triage	117
Protective Services	2
Referred to GP	1036
Specialist Healthcare Service	5
Vehicle Arrived Before Coding Complete	2655

NHS Pathways & CMS DOS



Any Questions

