

HEALTH AND WELLBEING OVERVIEW AND SCRUTINY COMMITTEE

DATE: 16 JANUARY 2018

AMBULANCE SERVICE AND HOSPITAL INTERFACE

Report of

Northumberland & North Tyneside A&E Delivery Board

Purpose of report

North East Ambulance Service and Northumbria Healthcare NHS Foundation Trust will deliver a joint presentation to update the Committee on ambulance services in Northumberland and the interface with the wider healthcare system.

Recommendation

The Committee is recommended to note:

- The contents of the report and the presentation and provide comment.

Background

The North East Ambulance Service NHS Foundation Trust (NEAS) operates across Northumberland, Tyne and Wear, County Durham, Darlington and Teesside. NEAS provide an Emergency Care Service to respond to 999 calls, and a Patient Transport Service (PTS) which provides pre-planned non-emergency transport for patients in the region.

Since 2013 NEAS have delivered the NHS 111 service for the region to provide urgent medical help and advice, running the service in parallel with the 999 service to provide a seamless access for patients.

The Emergency Care, 111 and Patient Transport Services are supported by the Trust's Emergency Operations Centres based at Newburn Riverside and Hebburn, which manage in excess of 1.5 million calls per annum.

Key issues

There are challenges for the ambulance service to meet the continuing demand from the public and to reduce unnecessary attendance to hospital.

The ambulance and hospital services have been fully engaged in a programme of local developments to assist each other in making the best use of the available resources and this has been heightened through the planning for winter surges.

New workforce models and changes in the way the paramedics, community teams and hospital teams have started to reshape the way care is transferred, making the patient experience a better one.

Standardisation of handover processes between the paramedics and receiving ED teams has been a key priority in the last 6 months and the benefits of this are becoming more apparent following the regional process which has been adopted since September 2017

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