

How we can make the most of national improvements to ambulance services



The national agenda

- The national agenda, which is about to be launched, will mean big changes for ambulance services:
 - Clinical outcome not just speed
 - Stronger integration within the NHS, rather than with other emergency services
 - Helping patients get the right treatment, not only taking them to hospital Accident & Emergency
 - Greater recognition of the professionalism of ambulance staff
 - Increased effectiveness
 - Better use of new technology



The Ambulance Review

- Started in May 2004, focused on Wiltshire
- In January 2005, the focus widened to to plan how best to respond to the changing national agenda
- New Steering Group of Chairs and Chief Executives from the 3 Ambulance Trusts, Primary Care Trusts and the Strategic Health Authority was formed
- The Ambulance Review will ensure that the most effective organisational structures are in place to meet national changes, and to improve performance



Where we are now

- PricewaterhouseCoopers presented their findings on 23 May to the Steering Group
- The preferred option of one new organisation to manage ambulance services across AGW was recommended by the Steering Group in the best interest of patients
- An intensive phase of communications with NHS staff and stakeholders will take place between July and October to hear people's views



What are the benefits for patients?

- Stronger management capacity and capability
- A better equipped workforce
- Adoption of the best practice from each of the three Trusts
- Removal of the main barriers to performance
- Reduced bureaucracy and greater investment in frontline services



Meeting national standards

- The consultant's report highlighted that a single ambulance trust for AGW would strengthen the ability of the NHS to meet performance targets
- Currently, the three Ambulance Trusts in AGW struggle to meet all the national performance standards
- The recommendations will ensure patients receive faster and higher standards of service



Involving staff and stakeholders

- We will be consulting with NHS staff, the Boards of all organisations involved and our key partners on the preferred option of a single new Ambulance Trust
- A detailed and open communications exercise with patients, the public, staff and key stakeholders is now being planned, and a public document will be published on 7 July
- A final decision will be taken after consultation, which will run from 7 July to 7 October



Summary

- Ambulance staff are hard working and professional
- Huge national drive to modernise ambulance services
- We need to be ready to make the best of these changes
- Review looks at organisational options not service change
- Recommendation to form single new Ambulance Trust will be discussed with staff, patients, the public and others
- Change could cut bureaucracy so that we can invest in frontline services

