

#### Our services:

Emergency and urgent care  
Non-emergency patient transport  
NHS 111



## AMBULANCE NEWS – AUGUST 2020

Brief 06

### NHS 111 First

We are starting work to implement the new national NHS 111 First programme. NHS 111 First is part of a national integrated programme to improve outcomes and experience of urgent and emergency care.

To keep patients who are thinking about attending an emergency department safe and allow them to maintain social distancing, they will be asked to contact NHS 111 first. The service will then book them into a time slot in an emergency department or at the most appropriate local service for the patient. All patients who need a blue light response will still receive one and no patient will be turned away if they self-present to an emergency department but will be provided with the most appropriate form of care, for example referral to another part of the hospital or another site or assisted use of NHS 111.

Drawing on our learning from COVID-19 and building on our existing programme, our ambition is to improve the offer for patients, delivering improved outcomes and a better experience of care, whether that is by phone or online from NHS 111, at home from a paramedic, in a GP practice or pharmacy or when necessary in emergency department. Through changing the way that the urgent and emergency care system is both perceived and accessed by the patient, we will improve services and reduce the risk to patients by minimising unnecessary healthcare contacts.

There will be a phased approach to rolling out NHS 111 First in the North West, starting with two 'first mover' sites, at Blackpool Teaching Hospitals NHS Foundation Trust, which hopes to trial the new approach, from 25 August, and at Warrington and Halton Hospitals NHS Trust, which hopes to launch on 8 September. This will enable all organisations involved to test the process, check its safety, understand any system impacts and evaluate the service.

NHS 111 First will be more widely introduced across the region through the autumn with a view to being fully in place by 1 December, in line with the national rollout.

### NHS 111 recruitment drive

In light of the above, the trust is undertaking a recruitment drive for Health Advisors in our Greater Manchester (Bolton) and Liverpool (Speke) NHS 111 contact centres to support the introduction of NHS 111 first.

Applications are welcome up to 9 August 2020 and are available to view here [www.nwas.nhs.uk/careers/](http://www.nwas.nhs.uk/careers/)

## New patient management system for NHS 111 and clinical hub (999)

We are implementing a new patient management system in our NHS 111 and clinical hub services.

The system, provided by software company Cleric, will replace the current Adastra system and will be used in 111 to manage all patient interactions, including onward referrals to other providers, and in the clinical hub for patients who have called 999 but following assessment, have lower acuity healthcare needs and can be referred into other services.

The new system will allow both 111 and the clinical hub to continue to provide high quality patient care, while creating the potential for closer working in the future with other services including our patient transport service, which already uses a version of Cleric for managing patient contacts.

Increasing urgent and emergency care service (UEC) integration is a strategic priority for NWAS and adopting a single patient management system to create the potential for better working alongside different healthcare services will support the overall aim to deliver the right care, in the right place, at the right time for patients.

We are working closely with NHS Digital, commissioners and healthcare provider partners to test the system ahead of go-live in September to ensure the implementation is as smooth as possible, without any disruption to services.

## Patient feedback goes online

It is important to us that we provide a quality service which meets the needs of our patients, therefore we gather feedback – both good and bad – about their experiences with us, whether they're a patient or the family/carer of a patient, so that we're able to continue with best practice and improve where we need to.

We collect feedback in a number of ways including surveys, focus groups, community engagement and our online complaints and compliments forms.

Over the last few months due to the pandemic, and based on national guidance, we have had to pause our usual patient engagement programme where historically we would engage with patients via postal surveys to receive their feedback on our core services of Paramedic Emergency Services (PES), Urgent Care Service (UCS) and Patient Transport Services (PTS).

We have now begun re-engaging with patients that have used these services to understand their thoughts on how we have responded to their needs during COVID-19.

Patients can share their experience of using the above three services by completing one of our patient surveys online. <https://www.nwas.nhs.uk/get-involved/complete-an-online-survey/>

Please feel free to share this information wider with others who may wish to provide us with their feedback.

## Involving our communities, stakeholders and Patients and Public Panel Members during the pandemic

As it has for many, the COVID-19 pandemic had led the Patient Engagement team to explore new ways of working and engaging with our communities, stakeholders and patient and public panel members. Throughout the pandemic we have ensured important information is shared with communities, stakeholders and Patients and Public Panel members (PPP) covering topics such as accessing our services if you are hard of hearing, mental health support available in your area, how to look after yourself during a heatwave, especially if shielding, and sharing copies of our stakeholder briefings that may be interesting. Welfare checks have also been completed with all our 80 panel members to ensure they are safe, well and if they required any additional support.

Internally, staff have also had to change the way they work, with many meetings now taking place virtually. Our PPP members have contributed towards a virtual Q&A session on our response to COVID-19 as a trust with our CEO and Chair along with involvement in other key meetings meaning they can still get involved and contribute from home.

We are aiming to hold a number of virtual focus group sessions with patient and community groups to help us understand their thoughts on our response to COVID-19, where they think we could improve and what changes could be made going forward. From the feedback that we receive from our focus groups, we will look towards planning a number of bigger themed virtual events to hopefully address the issues raised.

If you are a member of a patient or community group who would be interested in joining a focus group session or would like us to join one of your dedicated meetings please contact [talk.tous@nwas.nhs.uk](mailto:talk.tous@nwas.nhs.uk)

## Trust achievements

We would like to take this opportunity to share our 2019/20 achievements, which have been devised into a report containing a summary of learning from our non-clinical teams such as communications, fleet and safeguarding.

The report contains information on how learning is shared across the trust, examples of specific learning which has been captured over the past two years and actions we have taken to implement improvements from the learning. It is available on our website [here](#)

## The trust's response to COVID-19 - staff have their say

Learning from our response to the pandemic is paramount, and to find out what our 6500 staff thought on many aspects, including the changes implemented, their health and wellbeing etc, we issued two in house surveys to front line patient facing and non-patient facing staff.

Some of the high level findings from the patient facing staff included positive feedback in relation to briefings, communications, PPE, and vehicle cleaning.

Non-patient facing staff rated homeworking, use of technology, realignment of roles and conversion of Patient Transport Service ambulances to emergency response vehicles in support of our front line response very positively. Conversely around 80% of staff felt they were well supported during the pandemic.

Overall, over 66% of respondents considered the trust responded to the pandemic either well or very well.

The Executive Leadership Team have also issued thank you cards to every member of staff; a small token of the genuine gratitude and appreciation for all they have done and continue to do for each other, the trust and most importantly our patients. These have been well received and appreciated by staff.

### #KnowExactlyWhere - helping us to locate patients

We are encouraging the public to download the free app, what3words to help us find them in an emergency.

#KnowExactlyWhere week is being run with emergency services, local authorities and organisations around the UK to raise awareness of the app - and how it can be used to save precious time, resources and lives in an emergency.

The app is free to download for both iOS and Android and works entirely offline – making it ideal for use in areas of the UK with an unreliable data connection. what3words can also be used via the online map at [www.what3words.com](http://www.what3words.com). The technology is available in over 40 languages, including Welsh, and can be used anywhere in the world.

The trust's mapping system supports the use of what3words and additional training has been provided to staff meaning that our emergency medical dispatchers, when taking a call, can type in the three words to detect the exact location of the emergency.

### Activity – July 2020

Emergency Calls	See and treat on scene	See and convey to hospital	Hear and treat	NHS 111 calls
121,939	27,996	58095	10,422	18,0871
↑10,688 (June 2020)	↑1,390 (June 2020)	↑ 3515 (June 2020)	↑369 (June 2020)	↑ 4,503 (June 2020)

If you would like any further information please contact us via [communications@nwas.nhs.uk](mailto:communications@nwas.nhs.uk)