Greater Manchester Health and Social Care Partnership

Derek Cartwright
Chief Executive Officer
Overview

- Performance in 2016/17
- Change in strategic direction
- Addressing the GM Urgent and Emergency Care challenges together
- Collaboration with the other ‘blue light’ partners
Services

999

CALL 111
The NHS non-emergency number

GM Patient Transport Service

500,686 Calls
420,165 Incidents

547,378 Calls

~500,000 Patient Journeys

Delivering the right care, at the right time, in the right place
Delivering the right care, at the right time, in the right place

Workload

- **10% Life threatening:**
  - Advances in cardiac care, stroke, major trauma, cardiac arrest
  - Acute service reconfigurations-maternity, paediatrics, surgery
  - Trauma centres
  - Improving response times
  - Sharing data to review clinical effectiveness of care and clinical outcomes

- **90% Urgent care**
  - Advanced and specialist paramedic roles-expanded clinical decision making, advanced clinical assessment, diagnostic skills, prescribing
  - Paramedics working alongside community, primary care, social care, mental health
  - Increase care closer to home
NWAS Performance

- Red 1 (Immediately Life Threatening)
- Red 2 (Serious but not Immediately Life Threatening)
- A19 Red (R1+R2)

<table>
<thead>
<tr>
<th>Year End</th>
<th>R1 Activity</th>
<th>R1 &lt;8min%</th>
<th>R2 Activity</th>
<th>R2 &lt;8min%</th>
<th>R1+R2 Activity</th>
<th>R1 R2 &lt;19min%</th>
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</thead>
<tbody>
<tr>
<td>Cheshire Warrington and Wirral</td>
<td>2887</td>
<td>67.22%</td>
<td>46581</td>
<td>64.76%</td>
<td>70912</td>
<td>93.12%</td>
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<tr>
<td>Merseyside</td>
<td>3898</td>
<td>70.06%</td>
<td>54941</td>
<td>65.56%</td>
<td>81456</td>
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<tr>
<td>Cumbria</td>
<td>1121</td>
<td>60.99%</td>
<td>18523</td>
<td>61.20%</td>
<td>26232</td>
<td>81.91%</td>
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<tr>
<td>Lancashire</td>
<td>4059</td>
<td>65.36%</td>
<td>61828</td>
<td>60.52%</td>
<td>93243</td>
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<td>Greater Manchester</td>
<td>8314</td>
<td>69.09%</td>
<td>120263</td>
<td>62.03%</td>
<td>182817</td>
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<tr>
<td>Grand Total</td>
<td>20287</td>
<td>67.73%</td>
<td>302225</td>
<td>62.67%</td>
<td>454817</td>
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<tr>
<td>PERFORMANCE</td>
<td>RED 1</td>
<td>RED 2</td>
<td>A19</td>
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<tr>
<td>01-04-2016 to 31-03-2017</td>
<td>Year End Performance</td>
<td>Year End Performance</td>
<td>Year End Performance</td>
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<tr>
<td>GREATER MANCHESTER</td>
<td>69.09%</td>
<td>62.03%</td>
<td>89.17%</td>
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<tr>
<td>NWAS</td>
<td>67.73%</td>
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<td>East of England</td>
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<td>East Midlands</td>
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<td>London</td>
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<td>North East</td>
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<td>62.20%</td>
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<tr>
<td>South Central</td>
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<td>73.00%</td>
<td>94.70%</td>
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<tr>
<td>South East Coast</td>
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<td>52.57%</td>
<td>89.06%</td>
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Managing Activity – “Safe Care Closer to Home”

Despite increases in demand, NWAS take proportionately less patients to the Emergency Departments each year:

<table>
<thead>
<tr>
<th></th>
<th>2015/16</th>
<th>2016/17</th>
<th>2016/17 vs 2015/16</th>
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<tbody>
<tr>
<td>Greater Manchester</td>
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<tr>
<td>Hear and Treat</td>
<td>52146</td>
<td>60516</td>
<td>+16.1%</td>
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<tr>
<td>See and Treat</td>
<td>92413</td>
<td>104111</td>
<td>+12.7%</td>
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<tr>
<td>See and Convey</td>
<td>317396</td>
<td>317524</td>
<td>+0.0%</td>
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Delivering the right care, at the right time, in the right place
Main Issues impacting Ambulance Performance

- Growth in volume and acuity of 999 activity
- System challenges around delayed handover of care
Our GM Strategy & New Opportunities
OUR AMBITION

To be the best ambulance service in the UK, by providing the right care, at the right time, in the right place.

Delivering the right care, at the right time, in the right place
Our Vision

To make sure clinical decisions are taken as far forward in the patient journey as possible.

Our Vision

To make sure clinical decisions are taken as far forward in the patient journey as possible, to ensure no patient is needlessly waiting. We will do this by:

• Developing our role in health promotion and prevention;
• Making every contact we have with a patient count by developing a service model that focuses on clinical care and the patient;
• Being a mobile health provider with many roles;
• Playing a central and active role in the wider health and social care system reforms;
• Engaging with communities and our partners;
• Using advances in technology to improve the care we deliver and the ability to access and share information;
• Working closely with commissioners to transform the ambulance sector, service and organisation.

No patient is needlessly waiting!

Delivering the right care, at the right time, in the right place.
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Five Key Principles

1. BEFORE THE CALL
   Health Prevention and Promotion

2. ANSWER MY CALL
   Improved clinical support at Contact Centres

3. PROVIDE THE RIGHT CARE
   Patients receive an appropriate response

4. RESPOND TO MY NEED(S)
   Use resources effectively and responsibly

5. DIRECT ME TO THE RIGHT PLACE
   Make sure the right outcome is achieved

Shorthand = ‘Left shift’
We are already working differently in GM

- Paramedic Pathfinder
- Community Care Pathways and Plans
- GP Acute Visiting Scheme
- Community Paramedics
  - (Manchester, Wythenshawe, Partington and Glossop) based in Primary Care and work collaboratively with GPs, Community Teams and third sector, and deliver a more pro-active role to support patients.
- Frequent Callers Initiative
- Clinical Assessment Service
- Care Homes – working with 27 in Greater Manchester

Delivering the right care, at the right time, in the right place
Delivering the right care, at the right time, in the right place

1. Frequent Callers

2. Q Volunteering

3. Demand Profiling

1. Senior Paramedics/ Nurses

2. Clinical Pharmacists

3. Mental Health Practitioners

479 frequent callers supported

479 frequent callers 999 call volume (1 month pre intervention) = 2878

999 calls post intervention = 776 (73% reduction)

Transported to ED pre = 1742

Transported to ED post = 262 (85% reduction)

Emphasis on reducing pressures on local services, encouraging better self-care, and improving outcomes for staff, patients and carers.

Data analysis that looks into 999 calls made to NWAS

Pharmacists and Mental Health Nurses supporting 999 calls and operational crews on the road, based in the Control Centre.
Working with ‘Blue Light’ Partners

• Police control staff in NWAS control centre at peak periods to assist with co-response
• GMFRS control staff in the control centre during peak times to assist with co-response
• Cardiac Arrest Response
Opportunities to go further in GM

- A commissioning relationship which is actionable and specific to the care models
- Participating in the new governance through the Urgent and Emergency Care Board
- Deepening our connection with each LCO – utilising demand profiling, developing community pathways and helping frequent callers
- Proposed 24/7 365 day operational hub co-located with NWAS to help manage supply and demand and provide dynamic support to handover delays
- Consistent approach to the urgent care response to people with the combination of co-morbidities and frailty
- Working with specific cohorts – mental health crisis care, homeless
- Best practice review to reduce delayed handovers and inform the new model of clinical assessment for 111

Delivering the right care, at the right time, in the right place
Any questions?

email: Derek.Cartwright@nwas.nhs.uk
Tel: 01204 498406