

## Better Patient Care – moving on in our plans

At our Trust Board meeting on 31 March they approved a number of key strategies. These will help us achieve our long term plans to give people in the East Midlands the best quality care.

### Clinical and Quality Strategy

This strategy details our approach to develop our patient services ensuring that safe and effective alternatives are available when clinically appropriate. It supports our work to deliver national clinical priorities including: emergency and urgent care, mental health, the frail elderly, long-term conditions, end of life care and public health and prevention.

A Listening and Engagement Event was held on 13 April 2015 represents another stone in the laying of a strong foundation for our patient and public involvement. Activities of the day included the inaugural meeting of the EMAS Patient Voice. The meeting, chaired by our Director of Nursing and Quality also witnessed the appointment of a patient representative as Vice Chair

It is vitally important that opportunities to involve patients and public are not limited to areas in and around Nottingham, being EMAS head office. EMAS next steps are to have a good geographical spread across its 5 counties to making PPI activities fair and representative. To this end, EMAS will be setting up county-based regional arms of the Trust-wide EMAS Patient Voice. One representative, ideally the Chair of each of the county-based branches will have an automatic seat on the Trust-wide body.

EMAS will be setting up a network of voluntary and community organisations (VCOs), selected to represent 'Protected Characteristics' as defined in the Equality Act 2010. The network will include VCOs championing support for the disabled, older/younger people, BME (Black and Minority Ethnic) communities and LGBT (Lesbian, Gay, Bisexual and Transgender), among others. The aim is to have 10 groups in each of EMAS five counties, with the VCOs supporting the setting up of the county based branches of EMAS Patient Voice.

### Our People

Our workforce is vital to us being able to provide the very best patient care and we plan to invest further in the recruitment and development of colleagues to support our long-term vision.

Our employment target for Nottinghamshire division is 473 wte and it is in target to achieve this by November, the agreed completion date.

Our educational programme will see us continue to provide career progression routes for new and current emergency care assistants who want to train to become

an ambulance technician or paramedic.

Workforce Recruitment and Education Plan 2015/2016: Position at the end of June 2015:

- 34 Trainee Technicians Planned v. 34 Actual

- 6 ECA Planned v. 5 Actual

- 12 ECA to Technician Planned v. 12 Actual

This is based upon numbers of new staff recruited and confirmed on courses commencing between July and August 2015

Colleagues who 'go that extra mile' will continue to be recognised and rewarded through formal Awards and Chief Executive Commendations.

To be awarded, a person/team needs to have gone above and beyond in their role(s) to ensure that our patients and/or staff feel safe, have received excellent care and are valued.

The winners of the Chief Executive Commendation award for the period 1 January to 31 March 2015 were announced April 2015 which included winners from Nottinghamshire stations and Nottingham Emergency Operations Centre.

Long service and retirement schemes continue to be key to good morale and helps the retention of colleagues at EMAS.

### **Fleet Services (vehicles) Strategy**

We provide treatment and care at the scene of incidents and in our emergency vehicles. At the end of their shift, our crews go home and rest before their next shift; but that's not the case for our vehicles, with the majority being out on the road 24/7.

Despite the financial challenges faced by the NHS, it is vital that we invest in our fleet and this strategy includes a programme which will see us drive down the age profile of our fleet to seven years by the end of the 2018/19 financial year (some existing vehicles are more than 10 years old).

The Trust Board is currently in the process of applying for a loan from NHS Trust Development Authority to implement a major fleet replacement programme which will enable the purchase of 337 new ambulances over the next four years at a cost of £33.2m and increase the overall fleet size to 600 vehicles at the end of this strategic planning period (31 March 2019)

A copy of this document can be found on our website [here](#).

In the meantime Nottinghamshire Division receiving their new 7 Doubled Crewed Ambulances and 1 Fast Response Vehicles.

We have extended current workshop hours.

### **Information Management and Technology (IM&T) Strategy**

Currently no update to report

### **Estate Strategy**

Currently no update to report

### **Trust Board meeting**

Our Trust Board meeting begins at 9:15am on Tuesday 25 August at our HART Building Unit 1 Hamilton Place Hamilton Way Mansfield Nottinghamshire NG18 5BU. This meeting will include a Locality Plan presentation by Greg Cox, General Manager of Nottinghamshire Division.

We plan, as with previous meetings, to promote discussion and decisions made via our Twitter account @EMASNHSTrust using the hashtag #EMASLive

In the meantime, you can access the Board meeting papers and full venue address by visiting our website at <http://www.emas.nhs.uk/about-us/trust-board/>

**EMAS Communications** Keeping you and the public informed about all things 'EMAS'