

HEALTH SCRUTINY COMMITTEE
21 SEPTEMBER 2017
NEW AMBULANCE SERVICE STANDARDS
REPORT OF HEAD OF LEGAL AND GOVERNANCE

1 Purpose

- 1.1 To receive an update on current issues affecting the work of East Midlands Ambulance Service's Nottinghamshire Division, which includes the Nottingham City area. This will include finding out about the new performance standards for ambulance services in England and the implications of this for performance of the East Midlands Ambulance Service, with a particular focus on the Nottinghamshire Division.

2 Action required

- 2.1 The Committee is asked to consider the implications of the introduction of new performance standards for the service received by Nottingham residents from East Midlands Ambulance Service.

3 Background information

- 3.1 In July 2017 NHS England announced a new set of performance standards for English ambulance services. The change is based on pilots carried out by Ambulance Trusts participating in the Ambulance Response Programme (independently evaluated by the University of Sheffield) and aims to ensure that the best, high quality, most appropriate response is provided for each patient first time.
- 3.2 The NHS England announcement stated that call handlers will be given more time to assess 999 calls that are not immediately life threatening, which should enable them to identify patients' needs better and send the most appropriate response. This will be supported by a new set of pre-triage questions to identify the patients in need of the fastest response. There will be four categories of call:

Category 1 – Calls from people with life-threatening illnesses or injuries

Category 2 – Emergency calls

Category 3 – Urgent calls

Category 4 – Less urgent calls

Short films about these different types of call can be found at <https://www.england.nhs.uk/urgent-emergency-care/arp/>

- 3.3 In response to the announcement by NHS England, East Midlands Ambulance Service (EMAS) has said that it welcomes the announcement saying that “in most 999 cases we know the best clinical outcome for patients is not about the fastest response by the nearest vehicle but the most appropriate one”.
- 3.4 East Midlands Ambulance Service (EMAS) General Manager for the Nottinghamshire Division will be attending the meeting to provide an update on the Nottinghamshire division and explain what these new performance standards mean for EMAS and Nottingham residents.

4 List of attached information

- 4.1 Presentation from East Midlands Ambulance Service ‘Nottinghamshire division update’

5 Background papers, other than published works or those disclosing exempt or confidential information

- 5.1 None

6 Published documents referred to in compiling this report

- 6.1 NHS England announcement *New ambulance service standards announced* (13 July 2017) available on www.england.nhs.uk

EMAS press release *EMAS welcomes national ambulance service standards announcement* (13 July 2017) available on www.emas.nhs.uk

7 Wards affected

- 7.1 All

8 Contact information

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