



# Update from the East of England Ambulance Service NHS Trust

# Current resources and performance

## Resources and activity

- c.5,500 staff working across 136 sites.
- c.2,500-3,000 999 calls received each day.
- c.2,000 incidents responded to each day.
- c.1,600 non-emergency journeys across 4 ICBs each day.

## Response times

As a result of improved resourcing and reduced handover delays our response times were lower in January 2023:

- C1 – 9:13 mins (lowest since August 21)
- C2 – 49 mins (lowest since January 22)
- C3 – 1 hour 49 mins (lowest since June 21).

However, we recognise the on-going need for significant improvement.

## Ambulance hours and handover delays

- c.12,000 hours of ambulance cover in January, the highest since May 2021.
- Average hospital handover time was 49 minutes in January; the lowest since August 2021.



# How we will improve response times for patients in 23/24

## Increasing frontline resource

- Increasing frontline clinician numbers by 300, delivering a 10% increase in ambulance hours.
- Increasing clinician numbers within our control rooms by 90. This will double our capacity to triage appropriate calls, improve patient safety and maximise our use of alternative pathways.
- Completing the roll-out of advanced practice cars in each county to provide more specialist clinical interventions and support.

## Use of alternative pathways

- Continuing to maximise our use of alternative services for patients who do not need an ambulance – aiming to double referrals (currently c.1,800 per month) and acceptance rates from other services (currently c.40%).



# How we will improve response times for patients in 23/24, cont

## Improving efficiency and productivity

Investing in frontline management (by delayering senior management) and improving spans of control from 1:40 to 1:12 to help deliver:

- Improved wellbeing and retention of our people and reduced sickness absence.
- Improved clinical supervision to support faster on-scene decision making.

Continuing the roll out of 'make ready' hubs to 5 additional areas reducing preparation time at the beginning and end of shift for clinical staff.

## Co-response, and increasing community first responders (CFR)

MoUs now in place with all 6 fire services regionally, roll out of co-response now underway, working on three broad service areas:

- C1 responses, particularly in rural communities.
- Bariatric patient extraction, alongside property entry.
- Falls and community safety response.

Continuing our campaign to increase support to our CFR groups, extend competencies and improve use (c.2,000 CFR allocations per month currently).

# Regulation and culture

## Regulatory position

Last CQC inspection improved well led domain from 'inadequate' to 'requires improvement' – anticipating further CQC inspection in coming weeks.

Legal undertakings between Trust and the Equality and Human Rights Commission (EHRC) on sexual harassment within the workplace have now been completed.

Concerns from OFSED and Health Education England on learning environment have been progressed, all training and learning pathways have now been restored.

## Black and Ethnic Minority colleagues survey

- Trust commissioned independent research into experience of colleagues within the Trust.
- Difficult reading with significant behavioural issues identified.
- Report published in full, alongside a full apology to those affected and the actions being taken to improve working environment.

## National NHS staff survey results (published 9 March 2023)

- Highest response rate for the Trust at 60%.
- 43% of questions showed a significant improvement, with the remainder staying around the same.
- EEAST was first amongst ambulance trusts in terms of year-on-year improvement. However, this is from a low base and survey still indicates need for continued focus and work.