



Update from the East of England Ambulance Service NHS Trust

March 2024

Tom Abell – Chief Executive Officer

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.

Handover delays

- Average hospital handover time was 42 minutes 43 seconds in January 2024, compared to 49 minutes 17 seconds in January 2023.

Progress on our improvement plan (1)



1-Increasing ambulance cover across our region

Our plan for 2023/24	Progress so far
10% increase in ambulances on the road through recruitment	c.12,300 of ambulance cover in January 2024, a 10% increase on January 2023 190 more clinicians working frontline, forecasting for this to be around 250 more frontline clinicians by March 2024.

2-Maximising use of alternative pathways

Our plan for 2023/24	Progress so far
Double referrals to alternative pathways from 1,800 month and improve acceptance rates from 40%.	3,964 referrals in January 2024, a 120% increase. Acceptance rate in January 2024 was 67%

Progress on our improvement plan (2)



3-Improve efficiency and productivity

Our plan for 2023/24	Progress so far
Investing in frontline management and improving spans of control from 1:40 to 1:12 to help reduce sickness absence and improve retention; continue the rollout of 'make ready' hubs	Time to Lead programme roll out underway to reduce spans of control. Sickness absence has reduced from 10.5% (Jan-23) to 9.7% (Jan-24) and Turnover has reduced from 13.6% (Jan-23) to 9.6% (Jan-24).

4-Co-response and community first responders

Our plan for 2023/24	Progress so far
Working with fire services on C1 responses, bariatric patient extraction and falls and community safety response; continuing our campaign to increase support for our CFR groups, extend competencies and improve use	13 co-responding Fire Stations now online (an increase of 10), in Bedfordshire, Cambridgeshire, Norfolk and Hertfordshire – responding to C1 calls. 5 'Community Wellbeing Officer' teams launched in Essex, Cambridgeshire and Bedfordshire – joint EEAST/FRS teams responding to a range of calls alongside undertaking community safety activity. c.40 additional hours of CFR cover each day, an increase of c.7%

Improving response times to patients



Call category	Response time 2022/23 (to January)	Response time 2023/24 (to January)	Change	Distance to England Average 2022/23	Distance to England Average 2023/24
C1	00:10:26	00:09:02	36 seconds faster (6%)	1 minute slower	34 seconds slower
C2	01:06:56	00:44:14	21 minutes faster (21%)	17 minutes slower	8 minutes slower
C3	03:03:24	02:09:25	43 minutes faster (31%)	28 minutes slower	5 minutes slower

EEAST has seen an improvement across all response times, and has begun to close the gap to the sector average. During 2024/25 we will aim to close this gap further which will be delivered through a combination of a further increase in frontline resources, our own efficiency and productivity and continuing to work with local health systems on tackling the causes of handover delays.

Culture and regulatory improvements



Culture

Most recent staff survey data (embargoed until 7th March) shows that EEAST was the most improved ambulance service for the second year in a row, with 93% of questions scoring more positively than 2022.

Continued progress on bullying and harassment within the workplace, although there remains need for significant improvement within the Trust.

Regulatory update

In January 2024, NHS England removed EEAST from the National Recovery Support Programme (previously known as Special Measures) in recognition of the improvements made

CQC have also lifted four conditions on our licence, three currently remain with final evidence to be submitted to CQC soon which will hopefully see the three remaining restrictions lifted

Our plans for 2024/25



Further increase ambulance hours on the road

We are aiming to further increase the number of ambulances on the road by 7% during 2024/25 through a further expansion of frontline clinician numbers by around 160.

Focus on efficiency, productivity and engagement

Finish the roll out of our management change work, with the intention of improving service efficiency and effectiveness.

Expand use of alternative pathways

We are currently trialing dispatching CFRs via Unscheduled Care Hubs where appropriate, with the aim of rolling this out across the region

Build on our collaborative working with partners and other emergency services

Including by expanding the number of FRS co-responding stations by a further 8 during 2024/25

Work to improve clinical outcomes for patients

We aim to develop practical plans with the aim of improving outcomes for people who suffer an out of hospital cardiac arrest or a fall.

How can you help?

If MPs know of anyone interested in becoming a Community First Responder please point them towards our website, where anyone can sign-up to volunteer and undertake the necessary training.

The website address: <https://www.eastamb.nhs.uk/join-the-team>

Become a volunteer for EEAST

If you feel like you'd be a good fit for any of our volunteering roles, we'd love to hear from you.

Start your journey by emailing:

- CFR@eastamb.nhs.uk for Community first time responders (CFRs) roles
- volunteer@eastamb.nhs.uk for Volunteer car drivers (VCDs)
- involvement@eastamb.nhs.uk for Community Engagement Group (CEG) roles





Any questions?

