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Improving the Ambulance Response

Moving from a focus on 8 minutes to improving outcomes for patients through a clinically appropriate response

Monday 30 January 2017 De Vere West One Conference Centre, London



Conference Chair:

Ken Wenman

Chief Executive

South Western Ambulance Service NHS Foundation Trust

Supporting Organisation



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"The Ambulance Response Programme's (ARP) Expert Clinical Reference Group unanimously recommends the extension of the Dispatch on Disposition pilot to all Ambulance Trusts. This is also supported by the ambulance services, clinicians and independent expert analysis, demonstrating a methodology and evidence base upon which to build further improvements.... The additional call triage time has not led to a detrimental effect on patient safety or patient care, nor the time between a 999 call being made and a resource arriving on scene for the most serious (Red) calls.... the Ambulance Response Programme Expert Reference Group recommend extending the pilot of Dispatch on Disposition to all ambulance services in England as soon as is feasible. In practical terms this can be achieved within 8 weeks of approval to proceed. The control site staff and managers have expressed a will and readiness to extend DoD as 'the right thing to do'." Professor Keith Willett Professor & Jonathan Benger Medical Director, Acute Care National Clinical Director for Urgent Care, NHS England letter to Philip Dunne MP, Minister of State for Care and Support July 2016

In July 2016 the National Ambulance Response Programme recommended extending the pilot of Dispatch on Disposition to all ambulance services in England as soon as possible. This conference focuses on improving the Ambulance Response; Moving from a focus on 8 minutes to improving outcomes for patients through a clinically appropriate response, including implementing Dispatch on Disposition in practice.

"We need to get the right resource to the right patients – an appropriate vehicle with a skilled paramedic to the patients that need it in a timely manner...Of particular importance is the need to ensure that the ways in which ambulance services are managed and measured reflect the needs of a 21st century population, and are focused on clinical priorities, rather than response times alone..."We have a tendency to send ambulances to patients when we don't actually know if they need an ambulance or not – we also send multiple vehicles to the same call – there are also other things that start to happen due to the 8 minute response – such as sending a fast response unit to stop the clock – and because we are only measuring half the calls the green calls may have very long waits for an ambulance response. These kinds of behaviours are inefficient but in some ways are a logical response to current measurement – we are losing sight of the reason for the service, improving outcomes for patients" Prof Jonathan Benger National Clinical Director for Urgent Care, NHS England Professor of Emergency Care, University of the West of England, Bristol Consultant in Emergency Medicine, University Hospitals Bristol NHS Foundation Trust, January 2016

This conference looks at how we can improve the ambulance response – moving away from time based targets – and towards a new way of working, ensuring a clinically appropriate response that will improve outcomes for patients. Through national updates from the National Ambulance Response Programme, to case studies and lessons from the dispatch on disposition pilot sites the conference will update delegates on this important development and the impact in practice. The conference will also look at implications of working differently in terms of workforce, paramedic training, challenging public assumptions around ambulance responses, and looking to the future and implications for both Ambulance Trusts and independent Ambulance Services.

10.00 Chairman's Introduction

Ken Wenman

Chief Executive

South Western Ambulance Service NHS Foundation Trust

South Western Ambulance Service is a Dispatch on Disposition Pilot Site

10.10 KEYNOTE ADDRESS: The National Ambulance Response Programme

Speaker to be announced

- findings from the evaluation of the National Ambulance Response Programme
- how do we change the focus from 8 minutes to improving outcomes?
- how can we change the way we deliver ambulance services to improve the quality of care and outcomes for all patients?
- how can we ensure that every patient who rings 999 receives a response in a clinically appropriate time?
- ensuring we get the right resource to the right patients in a timely manner
- an update from the national ambulance response programme
- changing public expectations
- developing the workforce for the future and reviewing clinical coding of ambulance calls

10.40 How do we identify the patients that need an ambulance most urgently?

Speaker to be announced

- how we can quickly identify the nature of the emergency call to understand which people need a swift ambulance response
- nature of call key words, algorithms and training of staff
- communications to the public to change expectations that when you call 999 you may not get an ambulance
- our experience

11.10 Question and answers, followed by tea & coffee at 11.20

11.50 EXTENDED SESSION: Delivering care differently through dispatch on disposition

Allocating the most appropriate resource in terms of vehicles and clinical skills to the right patients

Speaker to be announced

- how do we ensure patients get the right resource in terms of vehicles and skills
- increasing time for triage to ensure we send the right resource
- reducing multiple vehicle allocations: decreasing the number of vehicles allocated to incidents leaving resources free for other calls and reducing the number of vehicles that are stood down
- increasing 'hear and treat' and 'see and treat'
- our experience as a pilot site

12.50 Question and answers, followed by lunch at 13.00

14.00 EXTENDED SESSION: Moving away from time based targets: responding to non urgent calls

Learning from The Welsh experience

Dr Brendan Lloyd

Medical Director

with Richard Lee

Director of Operations

Welsh Ambulance Services NHS Trust

- moving away from time based targets
- responding differently to patients
- delivering care differently through dispatch on disposition
- allocating the most appropriate resource in terms of vehicles and clinical skills to the right patients
- increasing 'hear and treat' and 'see and treat'
- the Welsh experience

14.45 Working in partnership to improve the response to people in mental health crisis

Terry Simpson

Head of Mental Health Services

East Midlands Ambulance Service NHS Trust

- developing a partnership approach between ambulance services and the police
- updates from the Liaison and Diversion schemes across the UK
- developing street triage and where should street triage sit? Should street triage be part of 111?

15.15 Question and answers, followed by tea & coffee at 15.25

15.50 Paramedic training and developing paramedic roles

Graham Harris

National Education Lead

College of Paramedics

- working in new ways: implications for paramedics
- developing the paramedic of the future
- developing paramedic roles and paramedic training: what needs to change

16.20 The role of the independent ambulance sector in improving the ambulance response

Speaker to be announced

- improving the ambulance response: what can we learn from Europe?
- providing a more clinically appropriate response to 999 calls: what is the role for the independent ambulance service
- our experience and looking ahead

16.50 Question and answers, followed by close at 17.00

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Conference Registration

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Organisation

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Please specify any special dietary or access requirements

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For more information contact Healthcare Conferences UK on **01932 429933** or email jayne@hc-uk.org.uk

Venue

De Vere West One, 9-10 Portland Place, London, W1B 1PR.
A map of the venue will be sent with confirmation of your booking.

Date Monday 30 January 2017

Conference Fee

- ☐ £365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.
☐ £300 + VAT (£360.00) for voluntary sector / charities.
☐ £495 + VAT (£594.00) for commercial organisations.

The fee includes lunch, refreshments and a copy of the conference handbook. VAT at 20%.

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