



East Midlands Ambulance Service NHS Trust Lincolnshire OSC Briefing Paper

In addition to the areas identified within the presentation, the Lincolnshire Division is engaged in partnership working across the county both internally and externally with a number of key stakeholders in order to improve health services in partnership.

Some of the examples are stated below.

Turnaround

Hospital turnaround and ambulance handover continues to be challenging in Lincolnshire. We are working closely with our acute providers to improve our position, which if not addressed result in reduced availability of ambulance resources to respond to patients in the community. In conjunction with a bespoke Emergency Care Improvement Program (ECIP) review being undertaken at United Lincolnshire Hospitals (ULHT) we are refining our staff and manager guidance accordingly. This work is in progress and focuses on key themes:

- Fit2Sit
- Staff led co-horting
- Streamlined handover process
- Primary care streaming once online (Autumn 2017)
- EPRF integration and engagement

While the ECIP work is based around ULHT we are using this as an opportunity to refresh our approach with colleagues in Northern Lincolnshire and Goole (NLAG) acute hospitals.

Blue Light Collaboration

As an organisation and as a division we are seeking to improve and modernise our estate position through collaborative working with Lincolnshire Blue light colleagues. The following sites are in advanced degree of planning with projected “move-in” dates:

Lincoln – Police, Fire & Ambulance shared site (Projected Go-Live 2019)

Louth – Ambulance & Fire shared site (Go-Live November 2017)

Sleaford – Ambulance & Fire shared site (Go-Live April 2018)

Other sites are being reviewed and will be fully appraised in the coming months.

Surge Planning and Response

During the peak 6 week school holiday period we have deployed an Emergency Care Practitioner (ECP) supplemented by cycle response to specific East Coast areas of high demand e.g. Skegness, Butlins etc. This has continued year on year to improve the management of increased

call demand and reduce pressure on our urgent care partners due to the significantly increased holiday population.

Our Winter plans are being finalised at present, however the expectation will be to support Lincoln City during peak pressures of festivities with our mobile assessment and triage facility based on Lincoln High St. This consists of additional ambulance resources including an ECP, a Double Crewed Ambulance and an operational commander. This facility provides a “buffer” area for assessment and management of low acuity patients who are visiting the city centre and assists with demand management for our colleagues at Lincoln Emergency Department through appropriate patient management, signposting and discharge.

For the first time this year we are supporting Lincoln City during University Fresher’s week with a mobile assessment and triage facility. This will be based on the Christmas triage model initially subject to review of demand and utilisation levels.

Recruitment and Skill Mix

We continue to improve our skill mix of qualified ambulance staff through recruitment and internal training. Supplementing this route we have welcomed 11 International Paramedics into Lincolnshire over the past months and continue to support their learning and development as UK Paramedics. Additionally 6 graduate paramedics are joining us during the Autumn of 2017. We are also in talks with the Armed Forces (RAF & Army) to provide paramedics on a 1 day a week release basis to aid their emergency care development. Since April 2016 we have trained over 40 of our staff upskilling them from Emergency Care Assistant to qualified technician level. In line with the national pay review all of our paramedic staff have migrated to Band 6 which will hopefully enhance our recruitment and retention position.

CAS & Care Home Callers

The alliance with our partners in the Clinical Assessment Service is expanding to offer direct access for care homes seeking urgent care advice. Initially this will be a 3 month trial for selected care homes starting in October 2017. Care home staff will be able to expediently access and manage the correct level of care for this elderly patient co-hort. Additionally we are also engaged with a similar “Silverline” scheme at Peterborough Hospital which allows direct telephone access to a Care of the Elderly Consultant for admission avoidance and care planning.

Sepsis Roll-out

Following a successful trial in Northern Lincolnshire utilising pre-hospital antibiotics for sepsis we are now in the process of rolling this out to paramedics across greater Lincolnshire. This is being delivered in conjunction with NLAG and ULHT sepsis leads. The expectation is that this will be live during September 2017.

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