



NHS

**South Central
Ambulance Service**
NHS Foundation Trust

SCAS, our Vision

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Content

- What we do
- Our focus and support
- CV-19 impact
- Our strategy and values
- Blue light Hub



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- Respond to emergency calls
(999 service)
- Respond to non-emergency calls
(NHS 111 service)
- Deliver Integrated urgent care in partnership
- Offer a range of commercial services:
 - Non-emergency patient transport services (PTS)
 - Logistics
 - First Aid training
 - National Pandemic Flu Service
- Resilience and specialist operations

What do we do?





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We deliver together

- Work with key partners including our Air Ambulances
- Community First Responders, Co-Responders (fire, police and military), Student responders and Volunteer car drivers.
- Work collaboratively with other ambulance trusts

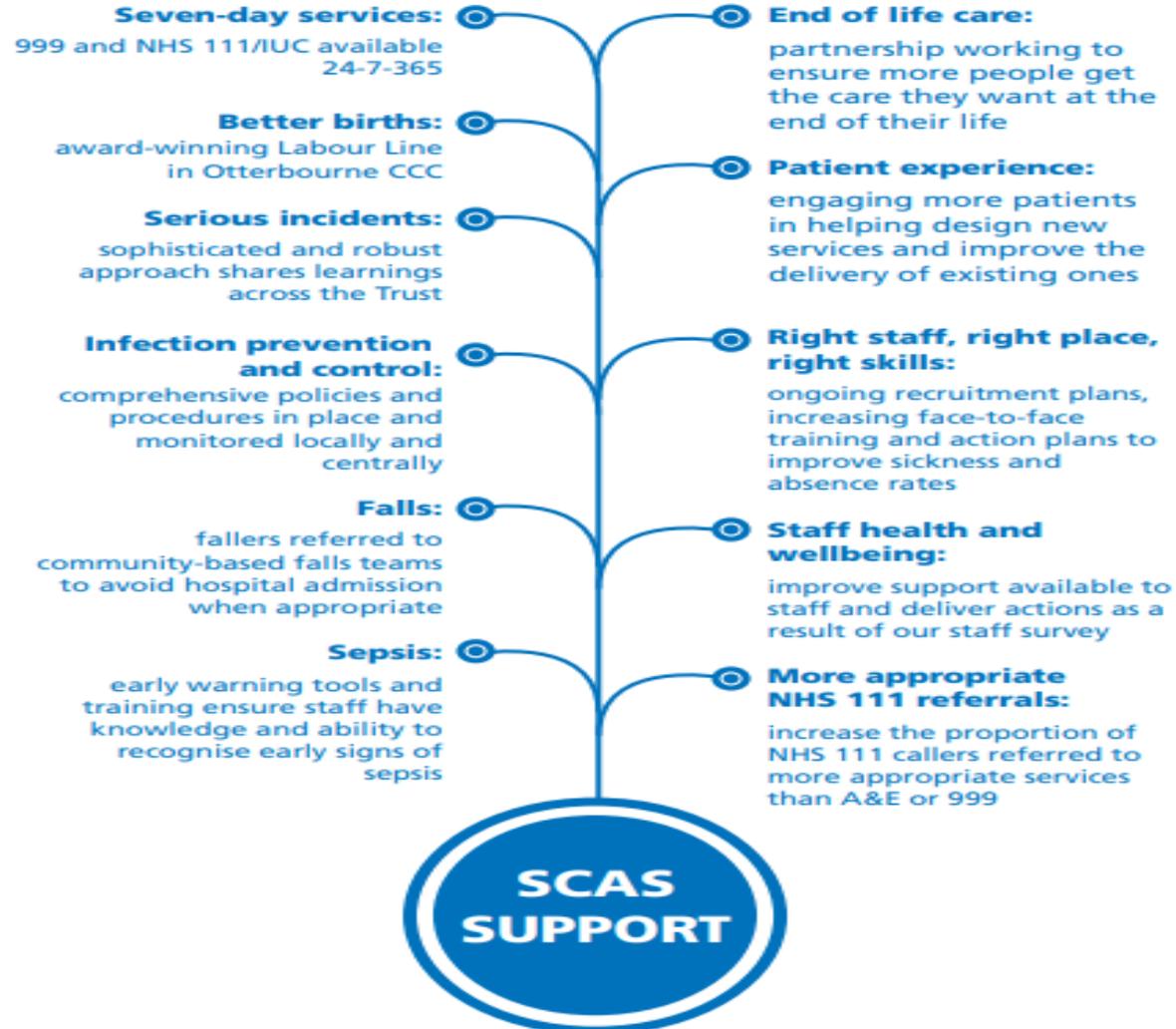




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SCAS supporting National and local priorities





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Our focus



999

- Deliver against all national performance targets under ARP
- Continue to develop career pathways and opportunities for all paramedics
- Adjust workforce and vehicle mix to meet requirements of the Ambulance Response Programme (ARP)
- Support our specialist practitioners to support more people in their own homes and communities, working with local partners in new and innovative ways



NHS 111 / Integrated Urgent Care

- Manage 3% increase in demand
- Further develop call centre capability to increase resilience of the service
- Continued focus on retention of NHS 111/IUC staff
- Further develop clinical abilities within CCCs, such as mental health and booking GP appointments



PTS and Logistics

- Continue to deliver high-quality, patient-focused services that meet targets agreed locally with our commissioners
- Develop new services and added value benefits to commissioners and patients to enhance the margin potential of each contract
- Continue to develop the sustainability of the PTS to grow and deliver the service within a financial envelope



Corporate Services

- Deliver approx. £7.5 million savings across the Trust
- Open new tri-services hub in Milton Keynes and key upgrades to other resource centres
- Significant investment in new ambulance fleet with 62 van conversions and additional HART vehicle
- Significant investment in IT, including projects under the Global Digital Exemplar Programme



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Impact of Covid 19

- Longer term service changes and developments initiated in response to Covid-19 has become integrated in our strategic planning cycle.
- We continue to carefully consider the post-Covid implications on, and relationships between, our 999, NHS 111 and PTS operations, as well as developing the role of business intelligence in order to improve our data analysis and insight to keep at the forefront of developments in a rapidly changing health and social care environment.



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Impact of Covid 19

- Fatigue
- PPE and Level 3 PPE
- Mental health pressures
- Stress
- Impact on family, friends and loved ones
- Upsetting scenes
- Feeling hopeless
- Afraid

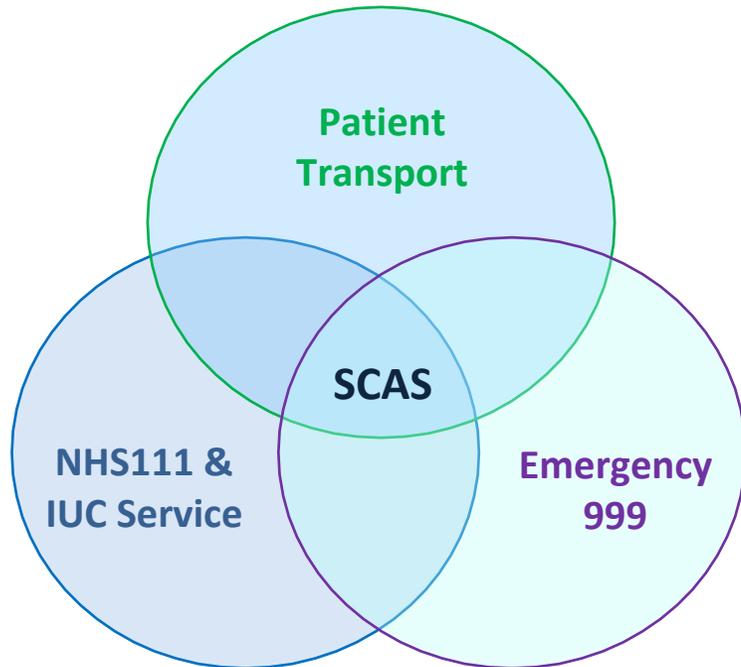


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We have a clear strategy

- Our service



- An integrated approach

- Enabling people to access right care, first time
- Saving lives and *improving outcomes*
- *Supporting people in their own homes*





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Our strategy is supported by our goals and a set of values

OUR VALUES...

- Team work
- Innovation
- Professionalism
- Caring

OUR GOAL TO BE...

- Provider of choice
- The partner of choice
- The employer of choice
- Sustainable and dynamic



Care coordination and integrated urgent care

So you can identify and access the care you need.



Mobile care and emergency responses

We will be with you when you need us.



Expanded patient transport and logistics

We will help you travel to and from your care.



SCAS as a partner in local care systems

We will work with each care system to meet your need.



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Working with our local systems

Integrated Care Systems *	Local care systems				
Buckinghamshire, Oxfordshire & Berkshire West (BOB ICS)	Buckinghamshire	🔴	🟢	🟡	
	Berkshire West	🔴	🟢	🟡	
	Oxfordshire	🔴	🟢	🟡	
Dorset ICS					🟡
Frimley Health ICS	Berkshire East	🔴	🟢	🟡	
	North East Hampshire & Farnham		🟢	🟡	
	Surrey Heath		🟢	🟡	
Hampshire & Isle of Wight STP	North and Mid Hampshire	🔴	🟢	🟡	🟡
	South West Hampshire	🔴	🟢	🟡	🟡
	Southampton City	🔴	🟢	🟡	🟡
	Portsmouth & South East Hampshire	🔴	🟢	🟡	🟡
	Isle of Wight				🟡
Milton Keynes, Bedfordshire & Luton ICS	Milton Keynes	🔴	🟢		
Surrey Heartlands ICS			🟢		
Sussex & East Surrey STP			🟢		

🔴 Emergency 999 🟢 Patient Transport 🟡 NHS 111/IUC 🟡 NHS 111 Dental

Promoting health and preventing illness

SCAS can identify patients who might be at risk of deterioration from an existing condition, have unmet needs or at risk of requiring emergency, urgent or crisis services, and work with partners to develop plans for these individuals.

Improving emergency responsiveness

Rising call demand, increasing acuity of conditions and growing workforce shortfalls are a national problem. SCAS working locally, and nationally, to ensure ambulance services are better able to respond appropriately to emergency, life-threatening calls.

Integrating urgent care systems

SCAS will work with local hubs that are being developed in each area that bring together primary care and community teams, including the possibility of developing SCAS paramedic visiting services offering patients face-to-face assessments in such hubs and/or home visits.

Care coordination

Building on the existing infrastructure for NHS 111 services, more people will be supported in their own homes and signposted to more appropriate and effective services (other than 999 or A&E).



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Engaging with our local communities

Effective engagement is a key element for providing excellent patient care and staff retention. As a Foundation Trust we have a large body of members – both public and staff – as well as a Council of Governors, whose views and opinions can help shape our services and improve the experience of our patients.

Over the next 12 months, SCAS will focus on:

- Recruiting more members in under-represented areas
- Delivering a wide-range of engagement opportunities for members and the public
- Keep members informed through a wide range of communications channels
- Undertake an election process for new governors





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National Position

Trust	Cat 1 Mean Rank	Cat 1 90th %ile Rank	Cat 2 Mean Rank	Cat 2 90th %ile Rank	Cat 3 90th %ile Rank	Cat 4 90th %ile Rank	HCP L3 90th %ile Rank	Call Answer 90th %ile Rank
EMAS	8:31 5	15:21 6	38:50 7	1:23:24 7	5:01:28 6	4:36:33 4	3:34:22 4	3 1
EoE	9:56 9	18:09 9	46:09 9	1:40:17 8	5:36:59 7	6:05:19 6	9:47:50 10	117 9
LAS	6:37 1	11:03 1	34:55 6	1:17:42 6	3:58:12 4	6:47:55 8	4:10:35 5	54 7
NEAS	6:48 2	11:45 2	31:22 3	1:06:35 3	3:16:10 2	2:40:42 1	2:47:04 2	44 5
NWAS	8:31 5	14:32 5	43:37 8	1:41:35 9	5:39:43 8	11:07:52 10	5:27:55 8	33 3
SCAS	7:52 3	14:27 4	22:58 1	45:47 1	3:06:59 1	4:24:13 3	2:29:01 1	111 8
SECAMB	8:44 7	15:57 8	28:21 2	56:54 2	4:34:40 5	6:21:52 7	5:27:36 7	38 4
SWAS	10:14 10	18:53 10	57:25 10	2:08:19 10	6:13:26 9	5:17:41 5	5:35:27 9	152 10
WMAS	8:10 4	14:21 3	34:44 5	1:16:10 5	6:29:35 10	6:57:07 9	5:23:43 6	21 2
YAS	8:55 8	15:45 7	32:43 4	1:13:03 4	3:31:29 3	3:33:07 2	3:28:57 3	44 5
England	8:31	15:05	38:04	1:23:35	4:47:18	5:52:28	4:29:25	59

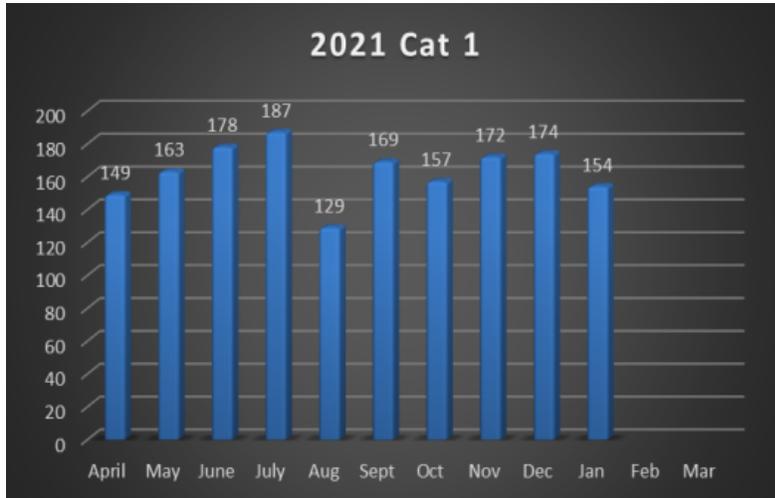


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21/22 Category of calls transported to SMH

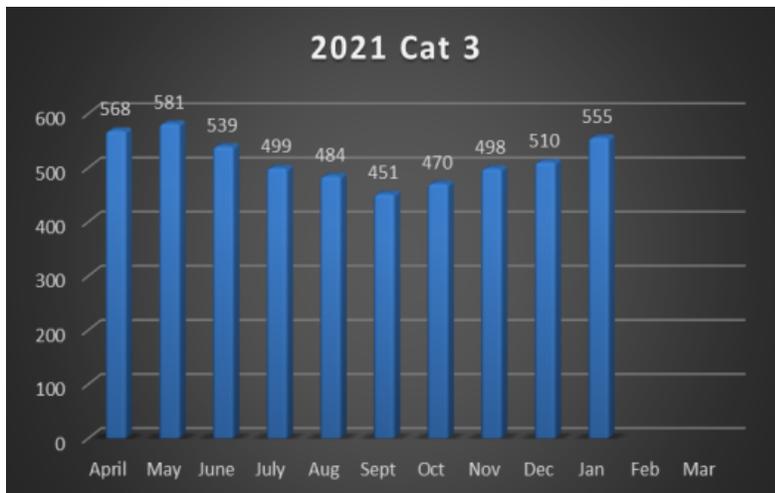
2021 Cat 1



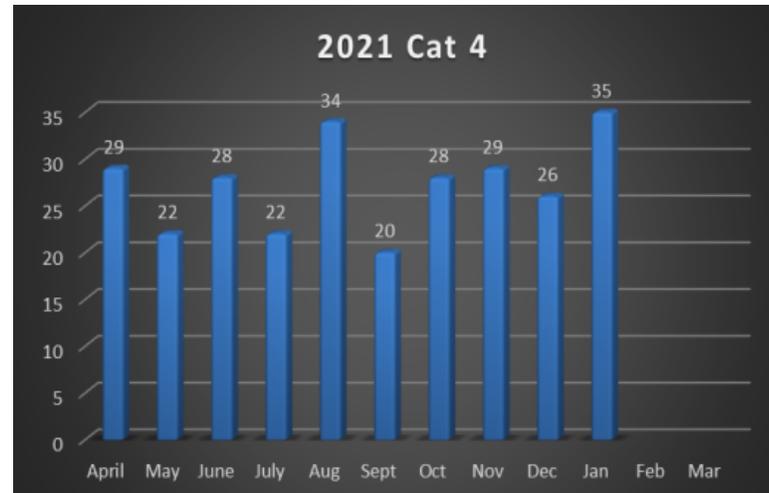
2021 Cat 2



2021 Cat 3



2021 Cat 4

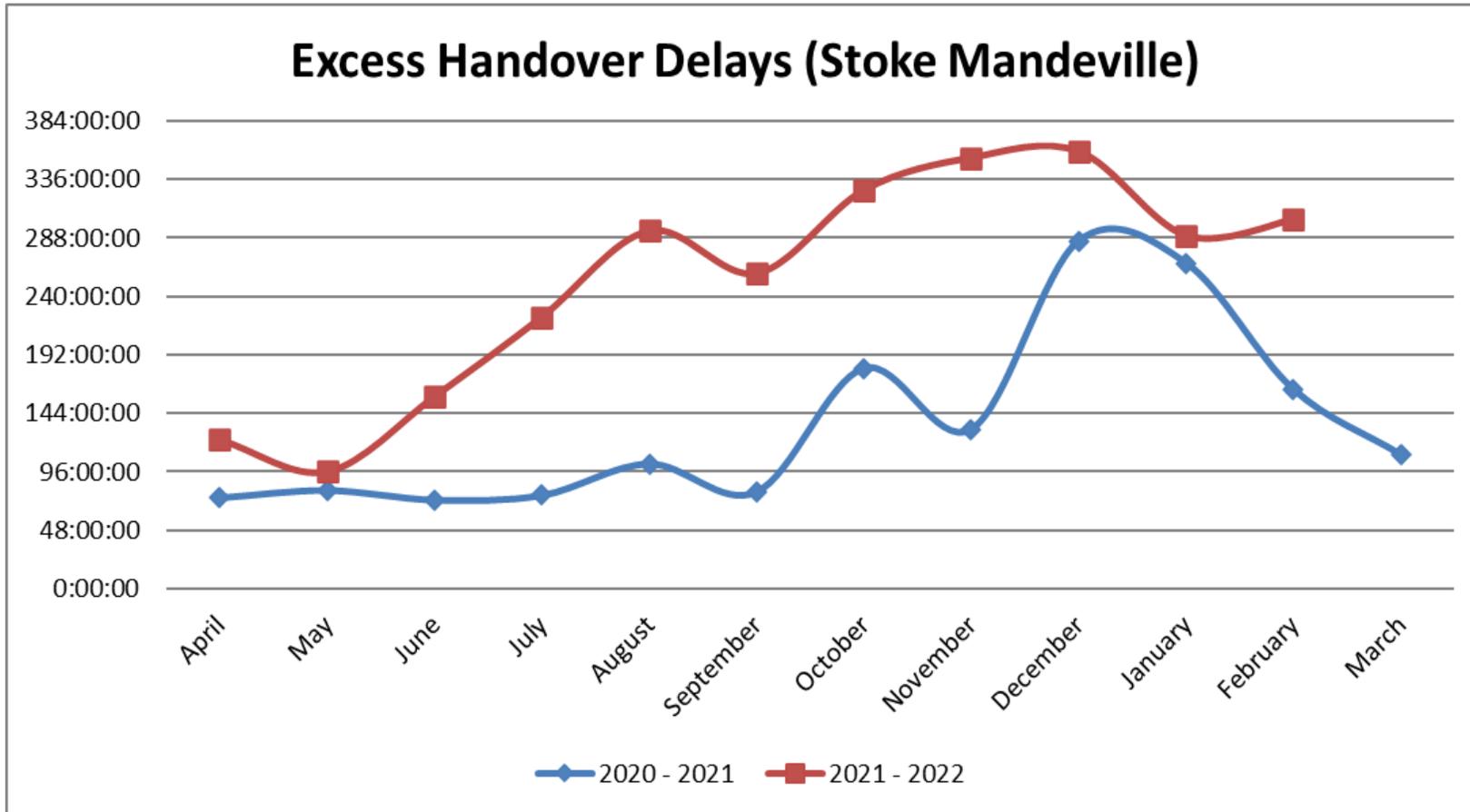




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Handover delays at SMH

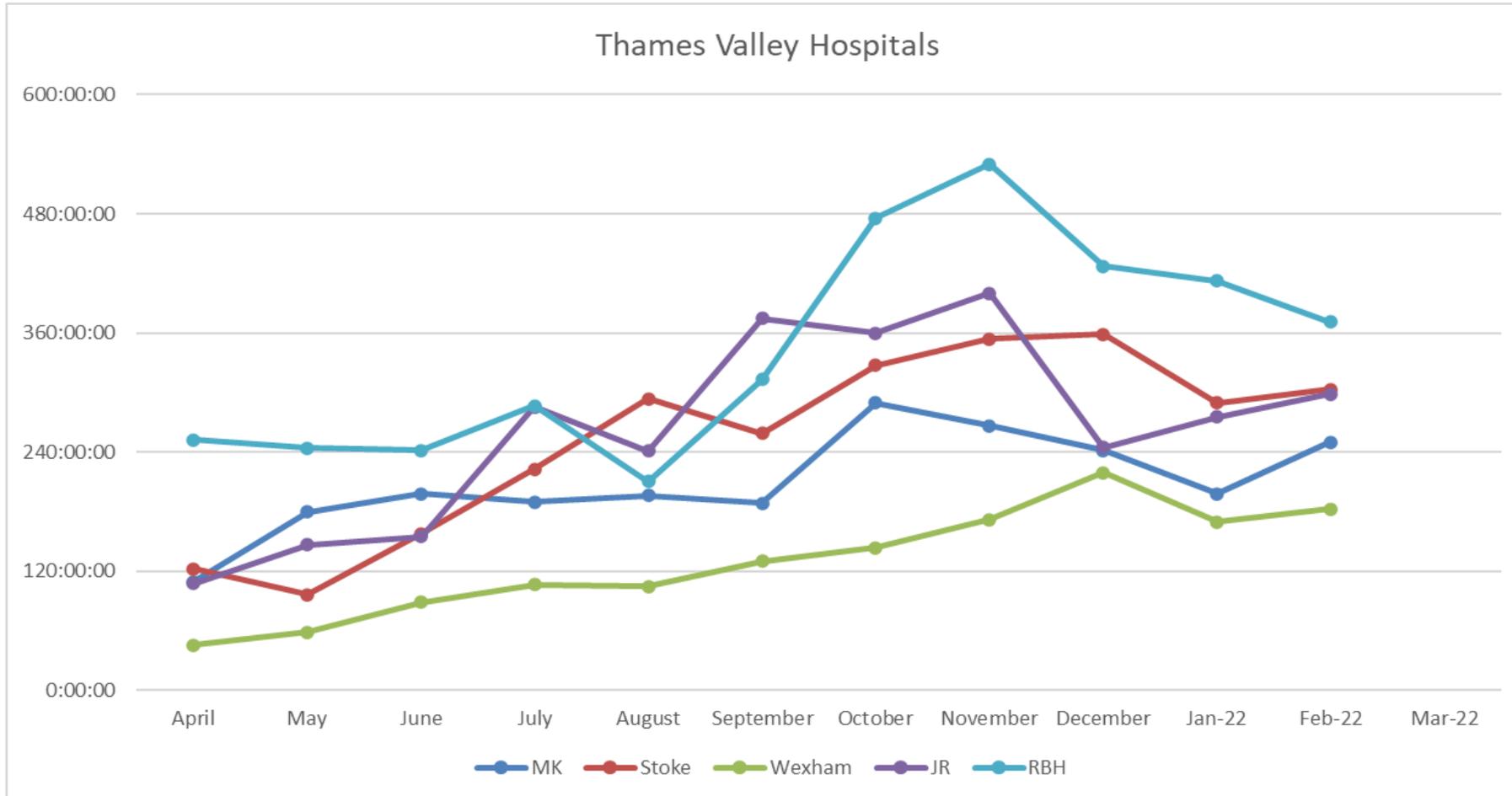




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Thames Valley Handover delays





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First in the Country Tri service Blue Light Hub

