

An overview of SCAS



What do we do?

- Respond to emergency (999) calls
 - Community/Co-responders
 - Rapid Response Vehicles (RRV)
 - Ambulance
 - Helicopter
- Respond to specialist calls
 - Specialist Paramedics
 - HART
- Respond to non-emergency (111) calls
- Provide non-emergency patient transport services
- Commercial training (HSE First Aid, FPOS, etc.)



SCAS

IN NUMBERS 2017

(Including NEPTS contracts in Surrey & Sussex)



3,600 STAFF



1,300 COMMUNITY
AND CO-RESPONDERS



608 VEHICLES



105 SITES



1.25 MILLION
CALLS TO NHS 111
in 2016/17



554,000 CALLS
TO 999 in 2016/17



543,000 NEPTS
JOURNEYS in 2016/17



POPULATION
7 MILLION



We are a single fully integrated organisation



- 3,600 staff
- 1,300 CFRs and Co-Responders
- 105 sites
- 608 vehicles
- Population 7 million
- 7 RAF bases
- 7 prisons
- Atomic Weapons Establishment
- 1 secure hospital
- VIPs:
 - HM Queen
 - Theresa May – Sonning and Maidenhead
 - Chequers

Get involved



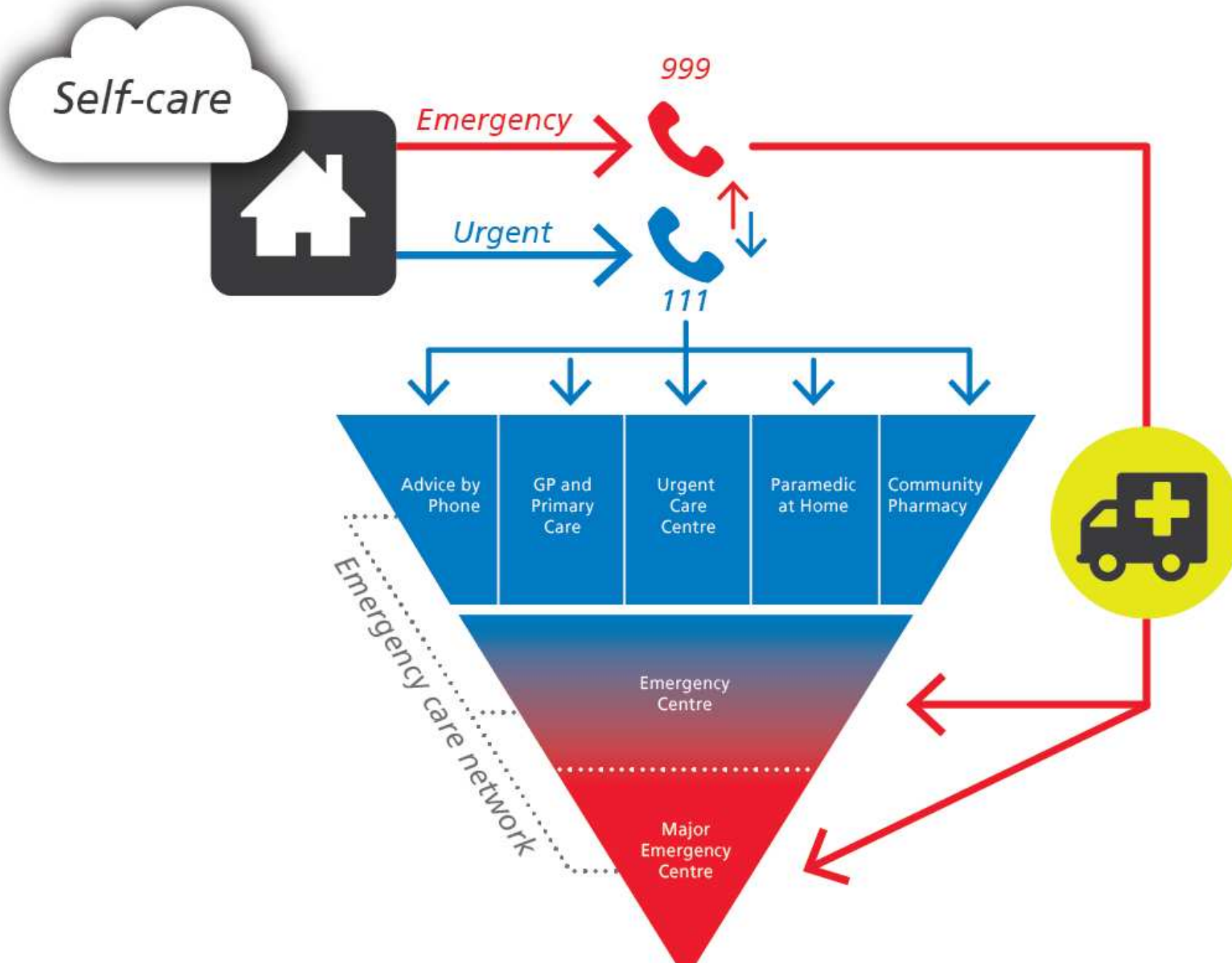
We operate in a complex setting



- **22 Acute sites**
- **2 Major Trauma Centres**
- **7 Specialist sites**
- **6 Mental health trusts**
- **1216 GP surgeries**
- **41 Local Authorities**
- **568 Dental practices**
- **380 Optician branches**
- **791 Pharmacies**
- **34 CCGs**
- **66 MPs**
- **13,500 FT public members**

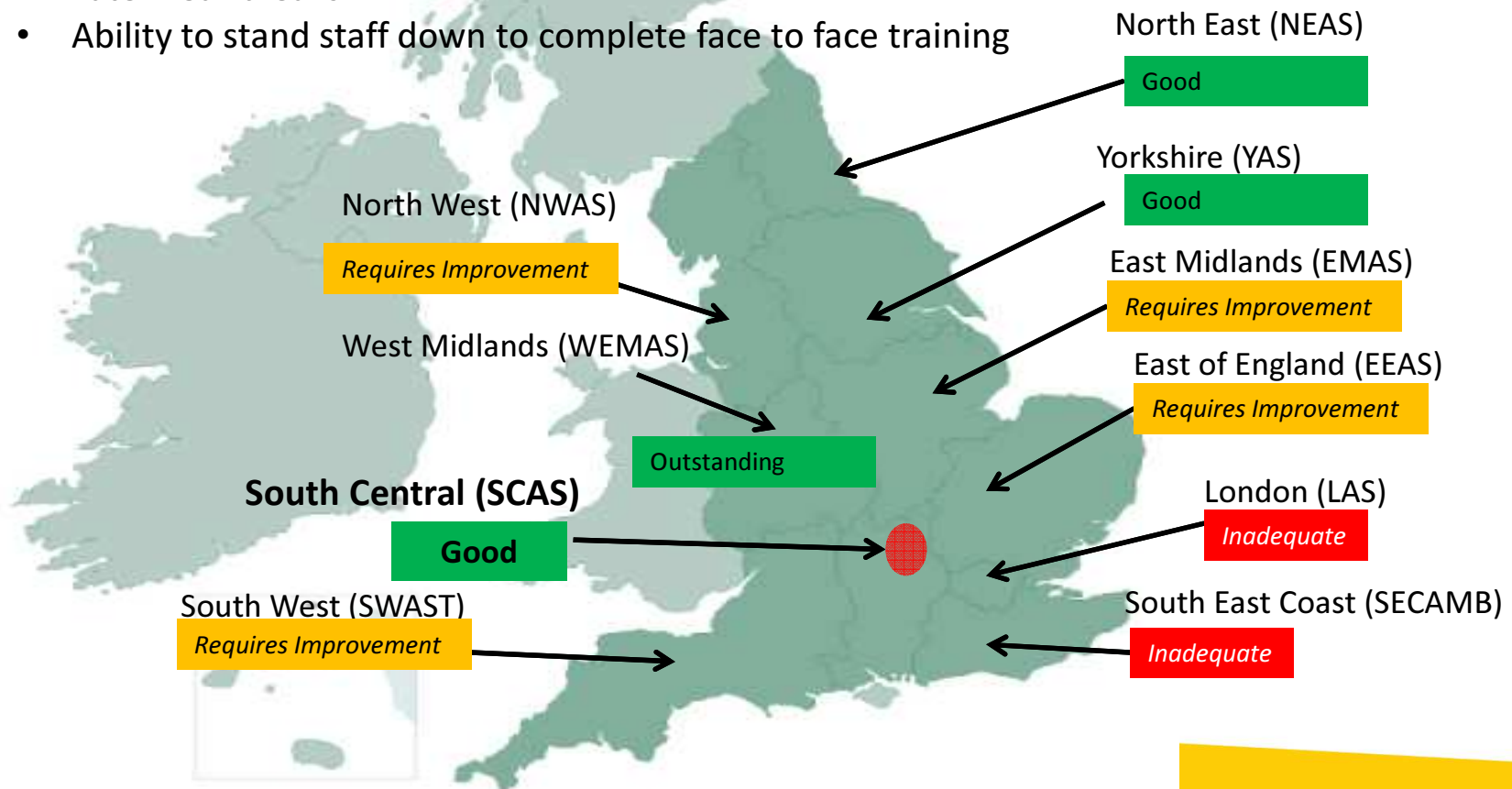
Get involved

Pivotal role in urgent and emergency care systems



CQC Ratings

- All Ambulance Trusts facing increased pressure
- Evidence of challenges faced by UK Ambulance Trusts
- SCAS identified alongside CQC, still areas to improve & focus, including:
 - Shift patterns
 - Shift over-runs
 - Late meal-breaks
 - Ability to stand staff down to complete face to face training





Strategic themes

- Clinical excellence
- Operational excellence
- Partnership working
- Sound governance
- Commercial viability



Get involved



Frequent alternative care pathways in Buckinghamshire

- **MuDAS** – *Frail and elderly are able to be referred to MuDAS including simple falls, cellulitis, conscious confusion, infusions, IV antibiotics, blood transfusion and fluid therapy.*
- **Mental Health** – *MHPs in the 999/111 operational centre to improve mental health urgent care pathways (in line with National MH Crisis Care Concordat). Able to stop Ambulance attendance and offer alternative care pathway.*
- **GP Surgery** – *Patients that require further assessment – non-critical and will benefit from staying at home. In previous years, all patients would have been taken to the ED*
- **OOH GP** - *As above during out of hours and Bank Holidays*
- **Falls team** – *SCAS attending a frail/elderly fall will complete a “falls referral” sent centrally to our falls team who will alert the local falls prevention team*

Get involved

Proud
to be caring for
you