

**NHS**

**East of England  
Ambulance Service**

NHS Trust



# Health Watch

April 2021

# We are a **BIG** organisation



More than **5,000 staff** and volunteers cover **7,500 square miles**

There are potentially **more than six million patients**....

We handle more than **one million 999 calls every year**

We drive a **fleet of 1,000+ vehicles**

Work with **17 acute trusts (A&Es)**

Budget of **£281 million**



# Cambs and Peterborough

- Provide 45 Emergency ambulances during our peak of day
  - Provide 20 Emergency ambulances during our peak of night
  - RRVs
  - Mental Health Joint response car  
SPUCs/CCPs/UTV/PTS/
  - Hear and Treat services
  - Mostly transport in to the three acutes
- Addenbrookes  
-Hinchingsbrooke  
-Peterborough City Hospital

## Joint Mental Health Response Car goes live

A mental health response car that is a joint initiative involving Cambridgeshire and Peterborough NHS Foundation Trust and the East of England Ambulance Service is now live across Cambridgeshire and Peterborough.

The ambulance response car will be crewed by a paramedic and a specialist mental health practitioner and will respond to 999 calls where there is a mental health concern.

Following funding from the Cambridgeshire and Peterborough Clinical Commissioning Group, it will operate for the next three months with the aim of reducing hospital attendances and delivering care in a community setting.



# Response Targets

Standard	National Targets	Jan	Feb	March
C1 Mean	00:07:00	00:07:40	00:06:22	00:06:42
C1 90th	00:15:00	00:14:38	00:12:03	00:12:43
C2 Mean	00:18:00	00:22:28	00:15:44	00:15:56
C2 90th	00:40:00	00:47:59	00:31:21	00:31:35
C3 90th	02:00:00	02:44:53	01:26:01	01:30:08
C4 90th	03:00:00	02:11:49	02:00:19	02:17:50

- C1 – Life threatening
- C2 – Emergency calls
- C3 – Urgent calls
- C4 – Less urgent calls

# Meeting the pandemic demand



- Peak staff sickness amounted to 25% of all staff positive or isolating due to contact.
- Placed staff who live with vulnerable relatives in to hotels
- Agency drivers(ex police/military)/Fire service/University Students
- Moved managers/trainers back in to patient facing roles
- AOC in to a lock down to protect from patient facing staff
- No cross site working
- All support staff working from home
- Covid secure audits at all operational sites



# Continuing to protect patients and staff



## PPE

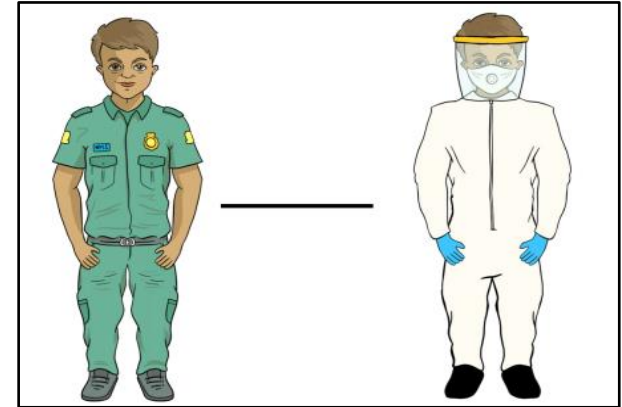
- Level 2 for all patients, level 3 when AGPs are present

## LFT

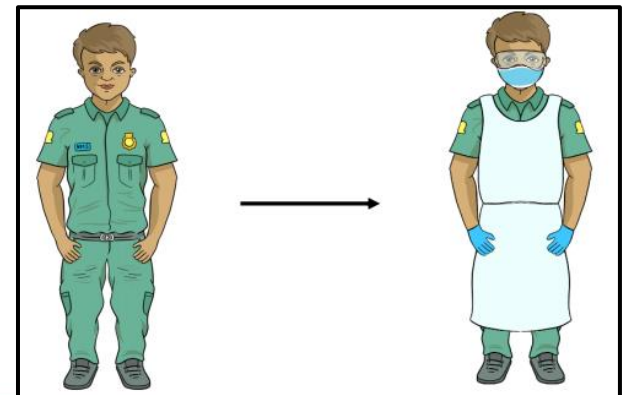
- Testing twice a week for all staff

## Vaccinations

### Level 3



### Level 2



# Ongoing work

## Vision

## Goals

## Supporting strategies

<p>Outstanding care, exceptional people, every hour of every day</p>	<p>Be an exceptional place to work, volunteer and learn</p>	<p>Workforce strategy, including volunteers</p>	<p>Organisational development (OD) strategy</p>	<p>Education and learning strategy</p>	<p>Communications and engagement strategy</p>
	<p>Provide outstanding quality of care and performance</p>	<p>Clinical strategy</p>	<p>Research and innovation strategy</p>	<p>Quality improvement strategy</p>	
	<p>Be excellent collaborators and innovators as system partners</p>	<p>Digital strategy</p>	<p>Urgent and emergency care strategy</p>		
	<p>Be an environmentally and financially sustainable organisation</p>	<p>Commercial strategy</p>	<p>Sustainability strategy</p>	<p>Procurement strategy</p>	<p>Make ready, fleet and estates strategies</p>

# Thank You

