

North East Ambulance Service in numbers:

Area covered
3,200
square miles

Employ more than
2,500
staff

Population served
2.7
million

In 2014-15:

Responded to
302,687
incidents that resulted
in a patient being
taken to hospital

Treated and discharged
18,144
patients with
telephone advice

Treated and discharged
81,990
patients at the scene
without the need
to convey

Answered
1.107
Million
emergency &
NHS 111 calls

Responded to
134,745
red incidents* within
8 minutes

Completed
741,655
PTS journeys

*Red incidents are our most serious, where a patient's condition could be life threatening

Key service developments

Merit April

Our new 'trauma doctor - paramedic' team goes live.

Clinical care hub December

Our existing hub will be reconfigured and significantly expanded to support our ICaT solution. It will continue to develop, drawing in specialists during 2016 in support of the redesign of urgent and emergency care.

Mobile communications

A new communication system will be in place, working across all three emergency services.

Urgent and emergency care March

We will have redesigned our urgent and emergency care system, reducing A&E conveyance and hospital admissions.

Remote monitoring April

There is widespread take up of our telehealth solutions, helping to improve people's independence and quality of life.

2015

2016

2017

2018

2019

2020

Investors in People April 2016-2020

NEAS will be a great place to work and we will have made great strides in our journey to reach the highest level of IIP accreditation with a healthy, engaged and motivated workforce.

Electronic dispensing of medicines March

Trial of a new system to make it much easier for our employees to access medicines.

Mobile healthcare April

Point of Care Testing is used routinely to support on scene testing and diagnosis.

ICaT April

Integrating Care and Transport to be expanded across the region subject to final evaluation and funding.

e-PCR July

New solution to support digital patient record keeping and the sharing of relevant information.

If you want to know more about our plans please refer to our Strategic Plan: A New Journey to 2020 at www.neas.nhs.uk

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North East Ambulance Service **NHS**
NHS Foundation Trust



A new journey
For Life

This is a start of an exciting new journey for NEAS. The setting of a new mission and vision is a line in the sand, marking a time for change for the better.



As an ambitious ambulance trust we are pleased to share our five year strategy which launches our promise, through our newly set mission, vision and values.

As experts in the field of urgent and emergency care we have been instrumental in making a number of system and service changes over the last few years, including the development of a regional NHS 111 service and the introduction of leading edge clinical pathways in partnership with our local acute providers for those patients suffering from a heart attack, stroke and more recently sepsis. Ambulance trusts are now being recognised nationally for the role we can play in the overall transformation of urgent and emergency care and the impact we can have on reducing unnecessary journeys to Emergency Departments. It is a role we take seriously and we have already embarked on a transformational programme of work that will enable us to effectively help deliver the NHS England vision for urgent and emergency care.

All in all this is an ambitious, challenging but also an exciting time for us. We need to see how we can redesign what we all do and effectively contribute to a system wide funding gap. We will deliver patient focused, clinically effective and high quality services, whilst striking a balance with the financial challenge. Any changes we commit to will be evidence based, always ensuring the safety and effectiveness of our services.

We can only deliver the best services for patients through our hard-working and dedicated staff. The pressures placed on them can be intense. We are committed to making our Trust a better place to work and increase our pace of change and delivery.

Y Ormston

Yvonne Ormston
CEO

Our commitment to change

The next five years for NEAS are going to be exciting as we drive and lead major system reform, this will be challenging as the reforms are critical to our success and our financial sustainability.

Our landscape

We have welcomed the national response through the review of urgent and emergency care which has called for a “fundamental shift in the way urgent and emergency care services are provided to all ages, improving out of hospital services so that we deliver more care closer to home and reduce hospital attendances and admissions.”

The population of the North East is growing and, as a whole continues to have higher than average ill health caused through lifestyle choices, deprivation and an ageing population. There are disparities in life expectancy between the sexes and depending on where people live. Early death from cancer, heart disease and stroke has fallen across the North East, but still remains substantially higher than the rest of the UK.

The health challenges the North East faces are evident in the growing demand and our service patterns are also changing so we now:

- See patients with more complex conditions
- Experience higher demand for NHS 111 services
- Deal with significantly more urgent patients over the phone
- Undertake a lot more same day transport requests

Organisational change

After a consultation exercise in summer 2015, our staff and stakeholders told us we need to:

- Embrace change and react more quickly to develop services
- Look after our staff
- Improve performance of core services
- Innovate alongside other NHS organisations to provide an integrated total care solution

A new vision

Our new mission, vision and values underpin our 2015-2020 strategy. They are our organisation’s principles upon which we will make all our future choices.

Our mission - why we wear our badge

Safe, effective and responsive care for all.

The pride we place in delivering our services marks us out as second to none in terms of reliability, professionalism and compassion. People rely on us for the responsive services we provide all day, every day, throughout the areas we serve.

Our vision - where our badge will take us

Unmatched quality of care, every time we touch lives.

Even in the most challenging situations we will strive to perform to the highest professional standards in a spirit of collaboration and teamwork, no matter what the circumstances. We will be acknowledged as the leading specialist care provider when looking after the patients in our care.

Our badge stands for unmatched quality of care for every life we touch. For life.

Our values - how our badge will take us there.

Respect.

We work in challenging environments and situations. We will treat all our patients, colleagues and customers alike, with the same respect we’d expect to be shown ourselves. We will act as one team and will appreciate one another in facing the future together.

Take responsibility and be accountable.

We will make sure we do what we commit ourselves to, and take responsibility for our actions. In doing this, we will support each other in delivery; and react quickly to lessons learnt along the way. Be only critical of ourselves, not others.

Compassion

To deliver our services effectively, care alone is not enough. We care for our patients and staff with compassion and empathy that marks us out as special. We listen intently to those whose lives we touch, so that our provision is considered to be above and beyond the call of duty.

Pride

This is more than a job, and it’s a privilege to serve the patients in our care. We’ve made a true commitment to our vocation as part of the overall NHS healthcare system. This will drive us with integrity at every turn to help others. In return, we will commit to the recognition, training and development of our team so that they can perform their duties to the best of their abilities.



A new focus - reshaping the future

Our 2015-2020 strategic aims will focus on quality within our core business of emergency and urgent care.

Do what we do well

We aim to achieve sustainable service delivery and ongoing improvements, whilst protecting best practice and quality standards through optimum use of all available resources.

We will achieve this through internal reform driven by our transformation projects, including integrating care and transport and developing a clinical hub.

Look after our employees

We aim to nurture a consistent culture of compassion that values and supports employees to deliver exceptional care to patients.

We have conducted an extensive survey of culture and behaviours across the organisation and will use the feedback to support the journey we have already started in making NEAS a better place to work; developing new training and career development programmes; putting in place effective health and wellbeing programmes. The Investors in People framework will underpin what we do.

Develop new ways of working

We aim to drive and shape the future of urgent and emergency care services through effective integration and collaboration.

We will achieve this through the external reform identified in NHS England’s Five Year Forward View and being implemented through the new Vanguard programmes in which we participate. NHS 111 will be the “smart call to make” and effectively integrate with services out of hours.

A fundamental part of our transformation programme is to make better use of technology including the use of an electronic dispensing of medicines solution, a new electronic patient care record system (e-PCR) and improving access to clinical information.



Changes we are making - a path to 2020

Integrating care and transport (ICaT)

We are re-configuring our resource base to facilitate access to a single service model responding appropriately to both scheduled and unscheduled care 7 days a week.

This will enhance our responsiveness with a more targeted clinical skill-set and wider range of vehicle resource type leading to:

- Improved use of alternative vehicles to convey patients to hospital
- Timely responses to patients who are at the end of their life or have mental illness
- 7 day patient transport supporting effective hospital flows

Enhanced triage and assessment - mobile healthcare

Through training we will further develop our workforce, introducing advanced practice in critical care and evidence based Point of Care Testing that will enable us to look after many more patients without having to take them to hospital.

Developing NHS 111 and a clinical hub

We will deliver a more wide ranging clinical hub to support NHS 111 and 999 services. This will enable us to fast track patients to relevant experts or services, book an appointment, provide better support for self-care, and provide access to health professionals to support real-time decision making.

Clinical advancements include

- Trialling of a new referral pathway for patients presenting with a Transient Ischaemic Attack (TIA).
- Developing advanced practice in critical care to improve patient survival outcomes following a Cardiac Arrest.
- Development of a Point of Care Test; testing for lactate, to support diagnosis of Sepsis that enables administration of anti-biotics pre-hospital, to improve survival rates.