

East of England Ambulance Service NHS Trust

Clinical capacity planning – review and software support



THE CHALLENGE

The East of England Ambulance Service NHS Trust (EEAST) wanted to understand gaps in service provision not only for response performance targets, but also clinical standards such as Stroke-60 and STEMI-150. The aim was to identify any shortfalls at a Clinical Commissioning Group (CCG) level, and then to determine how to bring the service up to the required level. EEAST also wanted to retain the tools used by ORH to undertake the review to facilitate its own planning in the future.

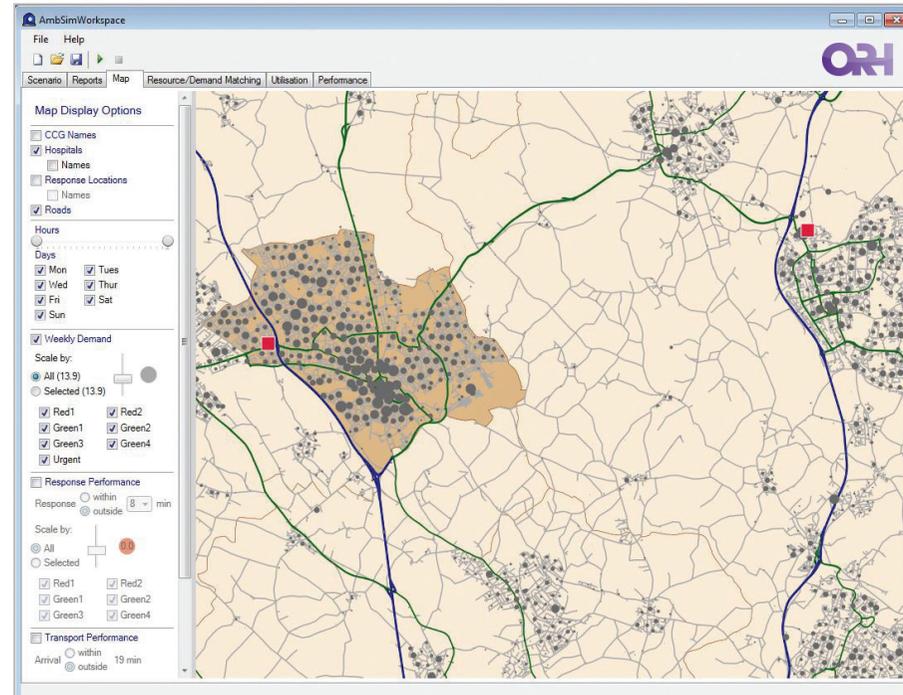
ORH'S APPROACH

The consultation was undertaken in four stages. First, a baseline was established by determining the level of service that EEAST was delivering with current working practices and available resources. ORH then calculated the shortfall between the baseline and various targets determined by stakeholders,

both internal and external. The next step was to identify gains in performance that could be achieved with current resources by improving working practices and efficiency, before assessing the investment required from both the ambulance service and the wider health system to fill any remaining gaps. Demand was projected forward three years, taking into account the introduction of 111 services across the region. As part of this project, ORH upgraded the reporting functionality of its simulation model to fulfil the specific clinical standards requirement. Once the study was completed, ORH's simulation model was handed over to EEAST, and staff trained in its use. Scenario files were also provided to allow the service to replicate the results from the study.

RESULTS

The study revealed a series of efficiencies to improve the service and help it to attain the various performance measures. These included the movement of existing resources between stations and altering shift timings, and the simplification of dispatch protocols. ORH also identified deployment plans to ensure the service would achieve the required performance in future years, with solutions tested against varying levels of demand to provide confidence in the results.



KEY BENEFITS

- Comprehensive, independent review of the service provided by EEAST, with benchmarking against other UK services to illustrate potential efficiencies
- Review process facilitated by ORH allowed internal and external stakeholders to deal with the issues that arose together
- 'Quick wins' found to improve performance through changes in working practices and resource deployments
- Simulation model developed especially for the study handed over to the service, with all the files needed to replicate key recommendations from the review



ORH were able to model and demonstrate the effect of stroke 60 and cardiac care which was an important dimension in the discussions with the CCGs.

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