



Presentation to Joint Health Overview and Scrutiny Committee for Pennine Acute

15 September 2020



Delivering the **right care**, at the **right time**, in the **right place**, every time

About Us



Our aim is to be the best ambulance service in the country by delivering the right care, at the right time, in the right place; every time.

FIVE
counties

Population
7.5 million



£357



million income



109 ambulance
stations

Contact Centres:

3 x 111

4 x PTS

3 x 999



Part of Northern Ambulance Alliance with
Yorkshire, North East and East Midlands
ambulance services

Area covered:

5,400

square miles

Urgent and
emergency care



Non-emergency
patient transport



Resilience

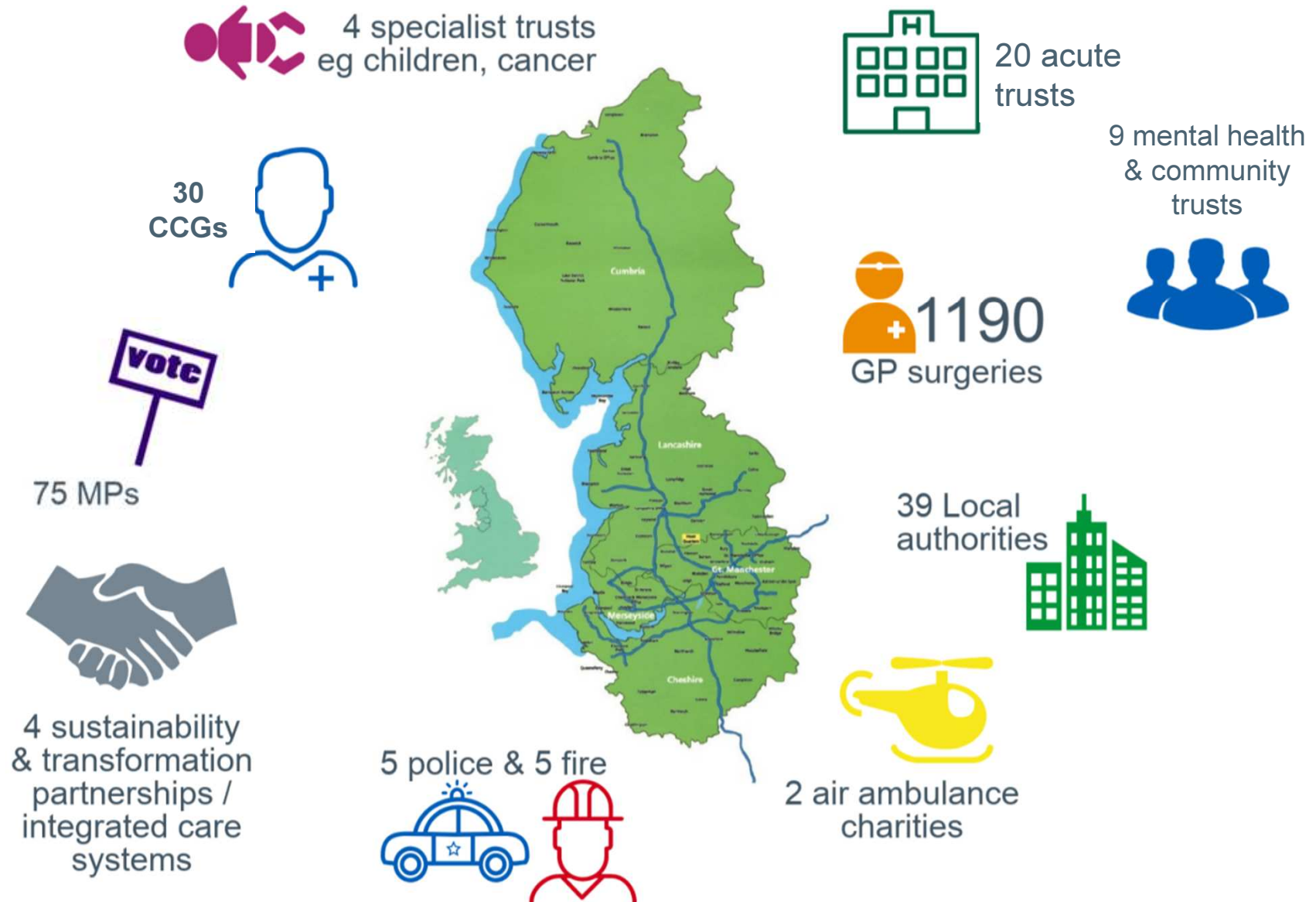


NHS 111



Delivering the right care, at the right time, in the right place, every time

The System



Delivering the right care, at the right time, in the right place, every time

Problems encountered during COVID-19

Unprecedented amount of 999 and 111 calls as the pandemic broke.

The need for a reduction in emergency department admissions.

Managing a reduction in staffing levels.

As an Ambulance service, at the forefront of caring for patients within the pandemic setting, we had to take rapid and significant steps in order to manage the extreme levels of demand placed on the 999 service and NHS 111.

Measures taken

Additional resources rapidly brought in to support frontline.

Introduced 80 additional vehicles.

Introduction of pandemic triage process in our control centres.

BT diversion from 999 to 111 for anything non-emergency COVID-19 related.

Presence of Advanced Paramedics and other clinicians in Emergency Operations Centres able to safely re-direct appropriate patients out of the 999 system.

Upskilled PTS Care Assistants to assist with emergency service delivery.

Swab and antibody tests made available to all staff and volunteers which was co-ordinated by an in house testing team.

Hotel accommodation offered to staff affected by Public Health England's isolation guidance.

Infection prevention and cleaning of vehicles



Re-enforced importance of infection, prevention and control measures.

New cleaning regimes introduced.

Contracted vehicle cleaning companies which are based at hospitals.

Personal Protective Equipment



Immediately sourced and commenced procuring maximum stocks of PPE.

Issued detailed procedures on PPE levels to use as per Public Health England guidance.

Worked with other Ambulance Services to share PPE stocks.

PPE moved from site to site to ensure a consistent stock levels were available.

Volunteers assisted with packing and distribution.

Fleet capacity



Conversations of 80 existing PTS vehicles to be used as emergency vehicles.

Increased capacity in workshops.

Patient Transport Service

Many hospitals cancelled outpatient clinics so little requirement for patient transport.

Maintained services to those travelling for dialysis and cancer treatments and other urgent appointments.

Hospitals starting to re-introduce some clinics, but capacity still reduced due to social distancing on vehicles / shielding requirement of patients.





Any questions?

Keep in touch with us:

nwas.nhs.uk

