North East Ambulance Service in numbers:



In 2014-15:



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

Key service developments

Merit April

Our new 'trauma docto

Clinical care hub December

be reconfigured and significantly expanded to support our ICaT

2015

2016

Investors in People April 2016-2020

Mobile

Urgent and

We will have

admissions.

2017

March

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

make it much easier fo our employees to access

ICaT April

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

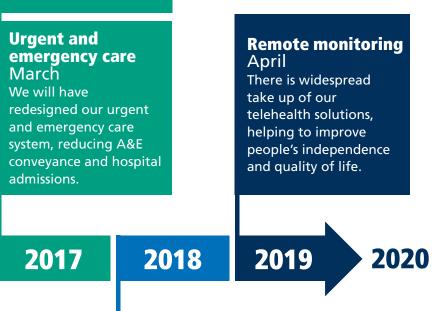
e-PCR July

New solution to support digital patient record keeping and the sharing



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

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



Mobile healthcare April

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

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

Alternatively contact Nichola Kenny, Deputy Director of Strategy & Transformation

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A new journey Follow

2015-2020: Strategic Overview September 2015

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.

Youwhon

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 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.

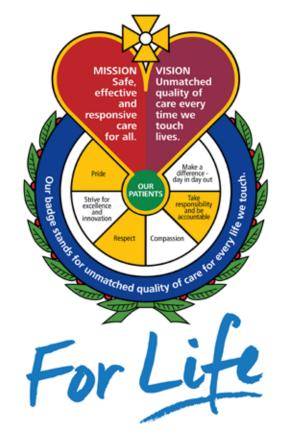
Pride

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.



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.



Strive for excellence and innovation

We will always do our very best. We will learn and constantly innovate wherever we can by embracing change to enhance our service. We will listen to, and collaborate with, our colleagues throughout the NHS, fellow emergency services and patients. This will enable us to remain at the forefront of specialist responsive care, as a dynamic, integrated and sustainable service.

Make a difference - day in day out

We touch people's lives on a daily basis. How we do that can be life saving or life changing. We will always aim to make a positive difference to those people's lives. And we will show the same respect to our colleagues as our patients

A new focus - reshaping the future

Our 2015-2020 strategic aims will focus on guality 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 We will deliver a more wide ranging 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 <u>clinical hub</u>

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