



# Improving your Ambulance Service

**Giles Adams**  
**Head of Compliance**

# Improving your ambulance service



We built a strong leadership team to move us forward



We improved our response to our most seriously ill patients



We introduced new technology to support effective staff appraisals



We invested in our fleet to provide 85 extra ambulances



We listened to staff about their concerns and developed new values and behaviours

# Our values



Taking Pride



Striving for  
Continuous  
Improvement



Acting with  
Integrity



Demonstrating  
Compassion &  
Respect



Assuming  
Responsibility

# Improving your ambulance service



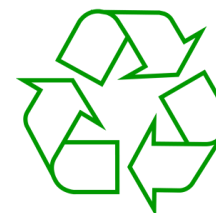
We worked with our partners to reduce hospital handover delays by 17%



We supported our staff by creating a Wellbeing Hub



We moved towards a culture where we learn from our mistakes



We made savings of £15m by reducing waste and improving efficiency to re-invest in front line care



We increased our number of safeguarding referrals by 8%, helping to keep vulnerable people safe



We improved our estates in Kent and elsewhere and moved to our new HQ & 999 centre in Crawley

# Improving your ambulance service



- ◆ Medicines management
- ◆ Processing complaints
- ◆ Infection prevention
- ◆ Risk oversight
- ◆ Reviewed policies and procedures
- ◆ Better governance



# What does this mean for our people and our patients?



# Still to do...



- ◆ Improving our response to our patients – especially category 3 & 4 calls
- ◆ Continue building a new culture and better workplace for our people
- ◆ Publication of CQC report & the Trust's response
- ◆ Work on effectively recruiting and retaining staff
- ◆ Risk management – continued area of focus
- ◆ Medicines management – continued area of focus
- ◆ Improving data completion – quality
- ◆ New 999 telephony and recording system
- ◆ Demand and capacity review – the future funding of our service

# Our Vision



Aspiring to **be better today, and even better tomorrow** for our people and our patients.





# Frequent Callers

**Nathan Daxner**  
**Frequent Caller Lead**

# Overview



- ◆ What is a frequent caller?
- ◆ Why does the Trust identify and manage frequent callers?

# Statistics



On average...

**420 Patients**



Making...

**3140 calls**



Accounting for...

**4% Activity**

# Frequent Caller Process



- ◆ Adapted national framework - staged approach.
- ◆ Designed to be locally led.
- ◆ Designed to focus on unmet needs and signposting to more appropriate pathways.
- ◆ Escalation through the process results in an alternative management plan.



# Case Study

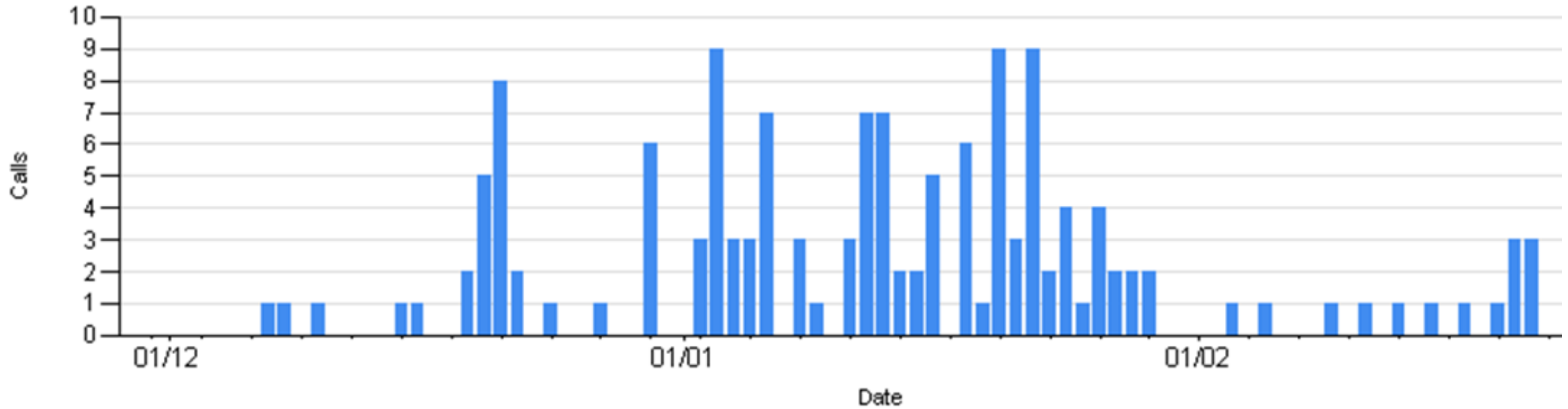


- ◆ Elderly female would make multiple calls to ambulance/police on a daily basis
- ◆ Calls would be social related
- ◆ Had carers 3 x daily and a son who lives nearby, otherwise lived alone

# Case study



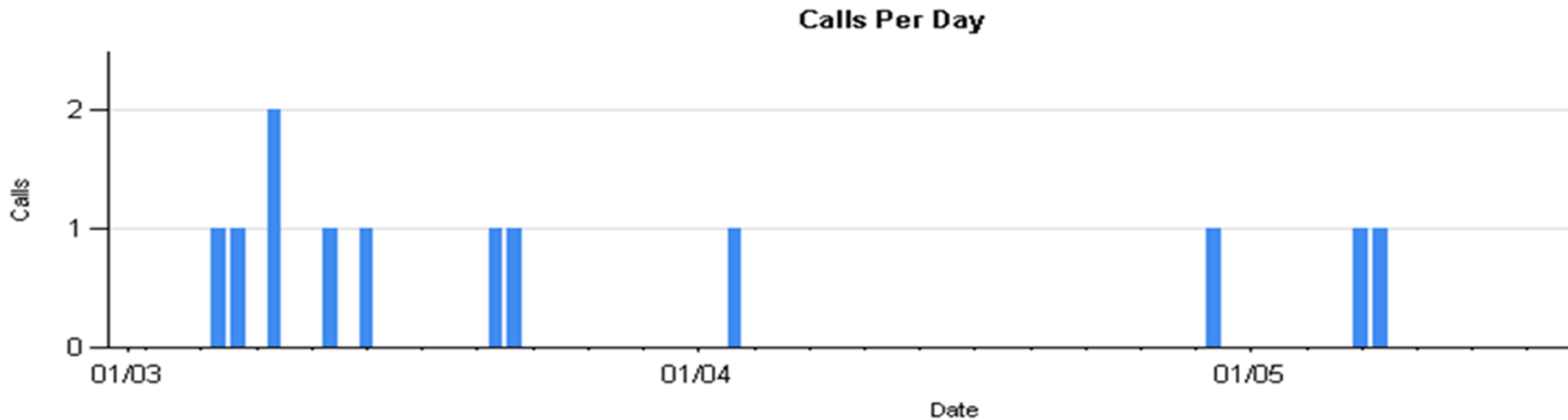
### Calls Per Day



# Case study



- ◆ The team had multiple meetings with all services and family, worked collaboratively with police to reduce call volume and worked with care agency to support patient further.





# Thank you