



Celebrating Our Achievements

SAFE

EFFECTIVE

CARING

RESPONSIVE

WELL-LED



End of Shift and Intelligent X-Ray (EOS and IX)

Late finishes have a huge impact on staff wellbeing. The End of Shift programme tackles this and has been extended Trust wide.

The main benefits include:

- Improved staff well-being
- Reduced fatigue and, consequently, improved staff safety
- Fewer crews coming in late for their following shift
- Time available for off-going crews to get vehicle ready for the next shift
 - Improved 'Handover to Clear' times
- More resource availability at the start of shifts, as less late starts.

C1 Performance Plan

24 key points identified around the region, where peak C1 calls are predicted.

Local teams review these 24 areas daily, to ensure we maintain a safe service for our sickest patients.

Points are covered by C1 responders, including RRVs, ambulances and Community First Responders (CFRs).

800 CFRs volunteer 38,000 hours every month, improving our C1 mean response time by 15 seconds.



End of Life Care for Patients

The ReSPECT Plan (Recommended Summary Plan for Emergency Care and Treatment) in Norfolk and Waveney, means patient preferences are included in decision making.

ReSPECT will be adopted in other parts of the Trust.

Responsive In Action

Services are meeting people's needs

Call Handlers

We are rapidly expanding the number of permanent Call Handlers, to improve our service to patients.



System Partnership Working

We are working tirelessly with our system partners to seek improvement in hospital handovers.

Hospital Admissions Liaison Officers (HALOs) – based at each acute Trust to facilitate handovers, ensuring patients receive care in the most appropriate setting.

Alternative pathways supporting our patients include:
Hear and Treat - 35 advanced paramedics, based in our control rooms, undertake triage, guiding patients to a potential resolution. Closing around 15 calls per 12-hour shift.

See and Treat – Patients are treated and discharged at the scene, or referred to alternative care pathways, avoiding unnecessary Accident and Emergency attendances.

Intelligence Conveyance (IC) - enables crews to convey patients to hospital under the least pressure (certain exclusions apply, depending on diagnosis).



Silver Frailty Line

The Frailty Line provides specialist guidance and support from a Hospital Consultant or Senior Frailty Nurse, for clinicians on-scene with frail, elderly patients.

The trial, with Bedfordshire Hospitals NHS Foundation Trust, saw a 53% reduction in avoidable conveyances to A&E.

The pathway does not delay immediate treatment in a time critical patient.



If you have any further questions, please speak to your line manager or email: CQC.Group@eastamb.nhs.uk

