

**NHS**

**East of England  
Ambulance Service**

NHS Trust



# EEAST Update

April 2021

# We are a **BIG** organisation



More than **5,000 staff** and volunteers cover **7,500 square miles**

There are potentially **more than six million patients**....

We handle more than **one million 999 calls every year**

We drive a **fleet of 1,000+ vehicles**

Work with **17 acute trusts (A&Es)**

Budget of **£281 million**



# Resources



- 350+ ambulances / 50 RRV's during the day
- 140+ ambulances / 20 RRV's overnight
- Urgent tier vehicles to support HCP admissions
- Mental Health Joint Response Car Specialist Paramedics in Urgent Care / Critical Care Paramedics / Early Intervention Vehicles / Mental Health Street Triage / CCP's / EIV / MHJRV / MHST / care home support vehicles
- Hear and Treat services within our controls rooms >10% call volume
- Two major trauma centres across the region
  - Addenbrookes
  - Norfolk and Norwich University Hospital

### Joint Mental Health Response Car goes live

A mental health response car that is a joint initiative involving Cambridgeshire and Peterborough NHS Foundation Trust and the East of England Ambulance Service is now live across Cambridgeshire and Peterborough.

The ambulance response car will be crewed by a paramedic and a specialist mental health practitioner and will respond to 999 calls where there is a mental health concern.

Following funding from the Cambridgeshire and Peterborough Clinical Commissioning Group, it will be used with the aim of reducing hospital attendances.



# Response Targets



Standard	National Targets	Jan	Feb	March
C1 Mean	00:07:00	00:07:31	00:06:44	00:06:38
C1 90th	00:15:00	00:14:06	00:12:25	00:12:14
C2 Mean	00:18:00	00:29:36	00:18:19	00:18:18
C2 90th	00:40:00	01:03:31	00:36:47	00:36:44
C3 90th	02:00:00	04:13:31	01:43:15	01:50:41
C4 90th	03:00:00	04:53:11	02:30:47	02:58:38

- C1 – Life threatening
- C2 – Emergency calls
- C3 – Urgent calls
- C4 – Less urgent calls

# Meeting the pandemic demand



- Peak staff sickness amounted to 25% of all staff positive or isolating due to contact.
- Placed staff who live with vulnerable relatives in to hotels
- Agency drivers(ex police/military)/Fire service/University Students
- Moved managers/trainers back in to patient facing roles
- AOC in to a lock down to protect from patient facing staff
- No cross site working
- All support staff working from home
- Covid secure audits at all operational sites



# Continuing to protect our staff

## PPE

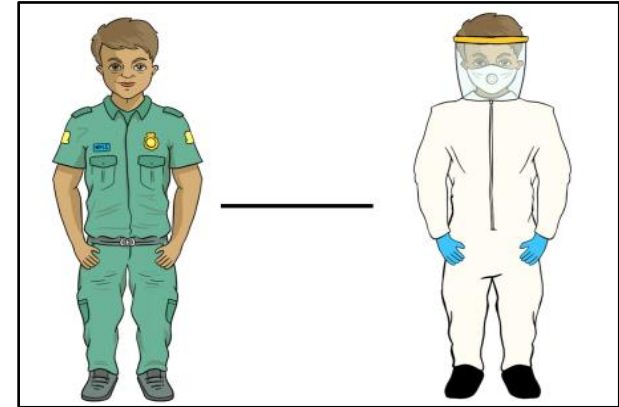
- Level 2 for all patients, level 3 when AGPs are present

## LFT

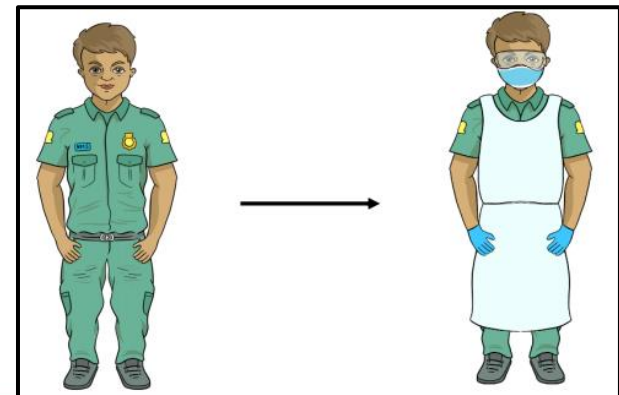
- Testing twice a week for all staff

Vaccinations (approx. 95%  
1<sup>st</sup> vaccine / 86% 2<sup>nd</sup>  
vaccine)

### Level 3



### Level 2



# Continuing to protect our staff



- Continue to follow PHE guidelines
- Staff given hotel accommodation to protect families
- Personal issue JSP respirators
- Action cards produced for managers and staff
- Additional mental health support available through OH
- Supportive RTW for shielders



**CORONAVIRUS (COVID-19)**  
**Ambulance – Attendant Action Card**



# Ongoing work

## Vision

## Goals

## Supporting strategies

<p>Outstanding care, exceptional people, every hour of every day</p>	<p>Be an exceptional place to work, volunteer and learn</p>	<p>Workforce strategy, including volunteers</p>	<p>Organisational development (OD) strategy</p>	<p>Education and learning strategy</p>	<p>Communications and engagement strategy</p>
	<p>Provide outstanding quality of care and performance</p>	<p>Clinical strategy</p>	<p>Research and innovation strategy</p>	<p>Quality improvement strategy</p>	
	<p>Be excellent collaborators and innovators as system partners</p>	<p>Digital strategy</p>	<p>Urgent and emergency care strategy</p>		
	<p>Be an environmentally and financially sustainable organisation</p>	<p>Commercial strategy</p>	<p>Sustainability strategy</p>	<p>Procurement strategy</p>	<p>Make ready, fleet and estates strategies</p>



# Thank You

