



West Midlands Ambulance Service

University NHS Foundation Trust



Winter Plan Summary
2022/23

Trust us to care.



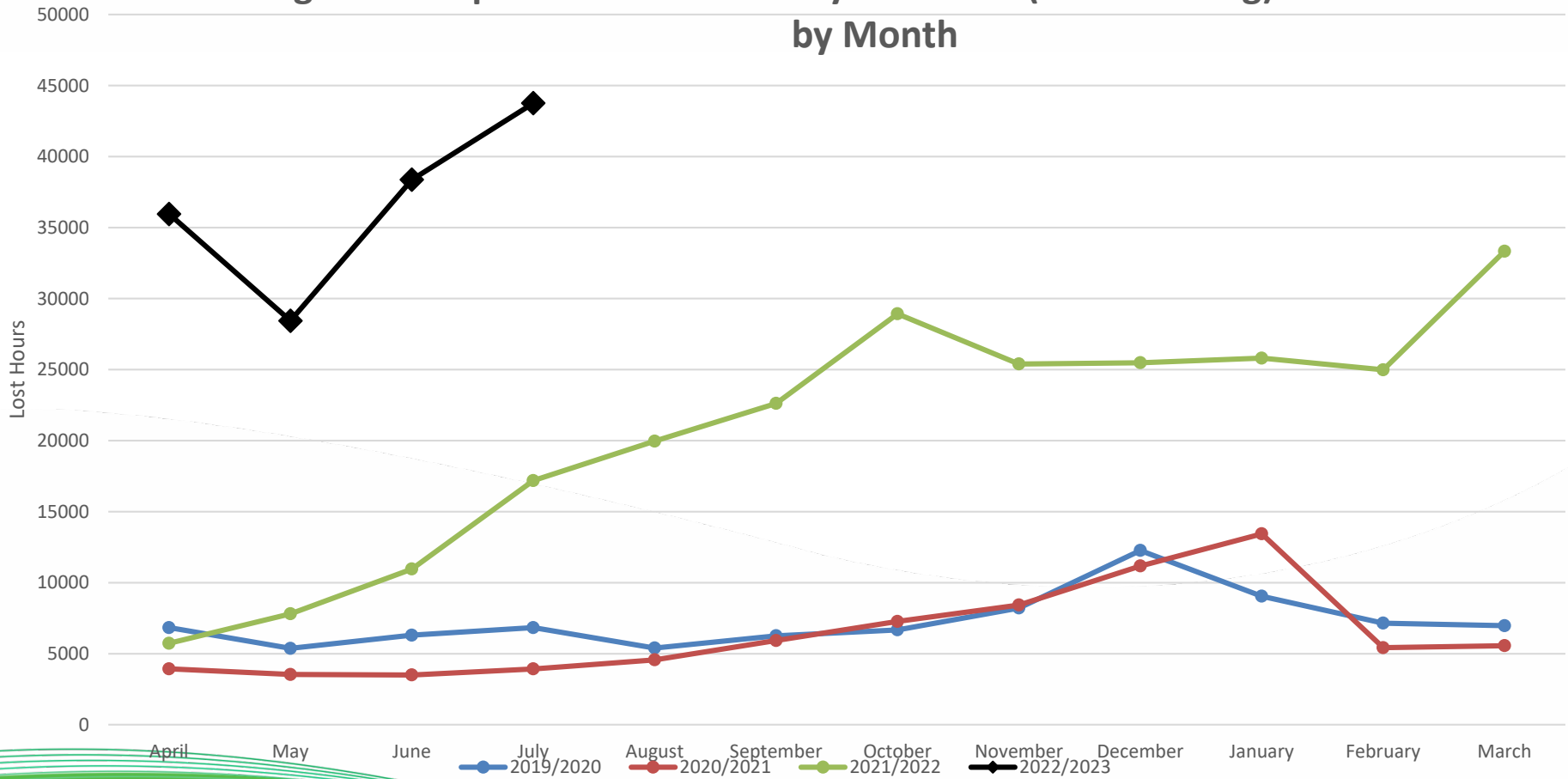
Review of Winter 2021/22

- Significant delays in handing patients over to hospital staff, increasing by over 244% in July, impacting waiting patients in the community
- Average decrease in incidents by 6% from November to January for the 999 service which makes forecasting difficulty for the coming winter.
- Significant absences due to staff isolation and sickness that was very well managed by the Trust with LFD made available to staff and speedy PCR testing for staff & household/family
- 75% of patient facing staff received flu vaccine and 92% received Covid vaccines 1st & 2nd doses, with 67% having the booster.
- Trained and experienced Duty Director, based at Millennium Point working 7 days to supporting 999, 111 and PTS. This position primarily takes senior decisions to resolve live operational issues, and escalate where necessary
- In support of national arrangements through the winter and during the NHS level 4 critical incident, the NACC remained operational 7 days/20hrs 0600-0200hrs

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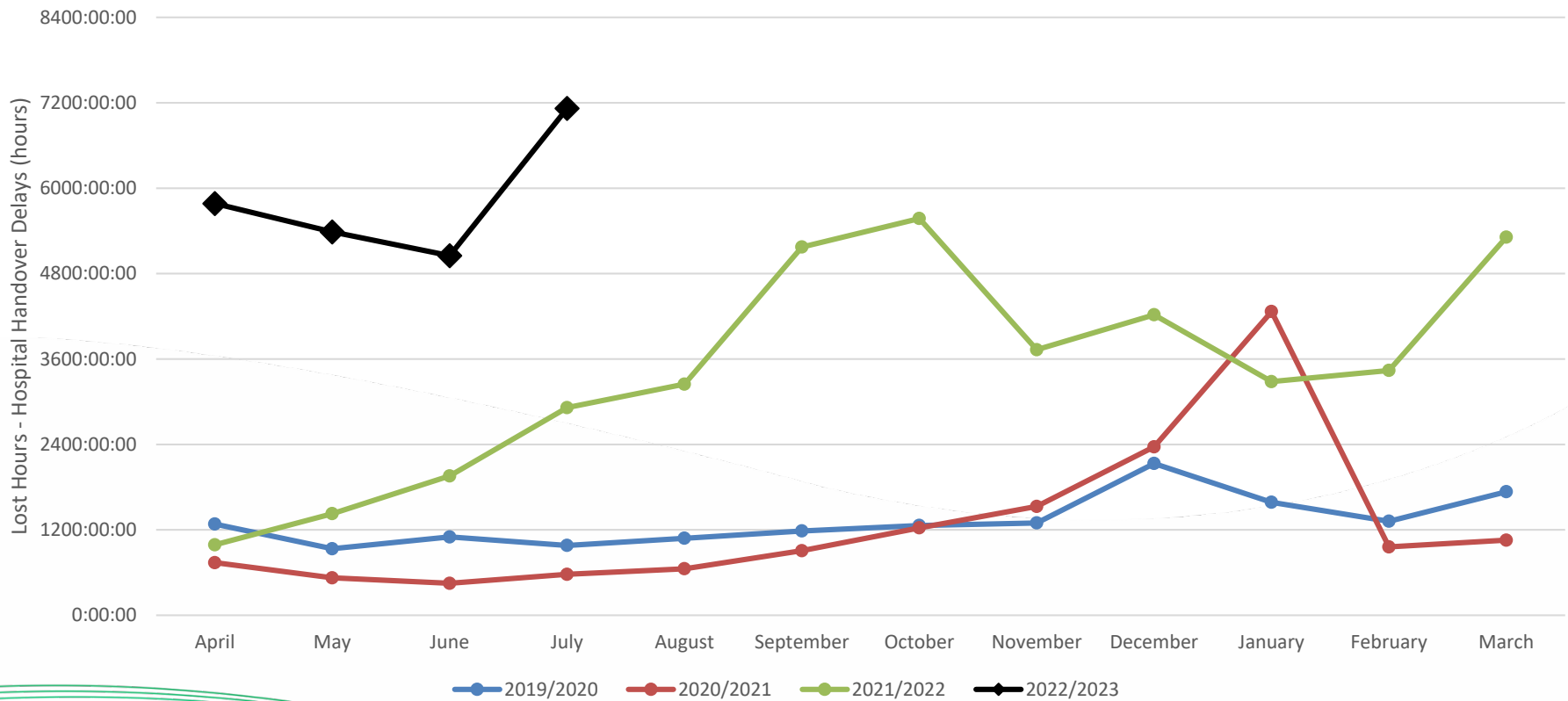
Regional Hospitals Handover Delays >15mins (inc cohorting) - Total Hours by Month



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Black Country Hospitals Handover Delays >15mins (inc cohorting) - Total Hours by Month





Arrangements for Winter 2022/23

- Fleet replacement programme completed in July to facilitate the Commonwealth Games
- All operational effort is to be focused on responding to patients and this includes all union reps, clinical managers, etc. from 15th December 2022 -11th January 2023
- The current arrangements for the 999 call centre is fully covered with experienced staff post the movement of the 111 contract to a different provider
- 170 Advanced Paramedics undertaking clinical validation of category 3 & 4 emergency calls, having achieved significant improvement to both Hear and Treat and conveyance rates
- Clinical Validation team able to identify patients that need community services and transfer the patient digitally into the service
- 500 staff will have completed training and be working on E&U ambulance by the festive period
- Additional Hospital Ambulance Liaison Officers at hospitals to support crews handing over
- Plan in place to deliver the seasonal Flu vaccination from 22nd September for all Trust staff
- Plans are in place to support staff, to signpost staff for this winters COVID booster vaccine
- New Sandwell hub opening September 2022, was used to support the Birmingham CWG's in July 2022



Key Winter Plan Principles

- Ensure all incident types are allocated without delay
- Reduce downtime to the minimum and ensure hospital turnaround is tightly managed and escalated
- Ensure appropriate pathways are identified for patients (community or other non-ED wards)
- Maintain low sickness levels through robust and effective and timely supportive management of all sickness
- Ensure an effective Flu and COVID-19 booster vaccination plan is being delivered
- Early production of Festive Plan period rosters to ensure any identified resourcing issues can be addressed
- Maximise ambulance resource to ensure strong cover is in place for peak periods (weekends, Mondays and key dates)
- Continued focus on delivering a Paramedic on every ambulance
- Plan ahead for all staff coming from training in readiness for the festive period
- Vehicle Preparation Operative cover to be maximized with a priority recruitment plan underway