



West Midlands Ambulance Service
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Wolverhampton HOSC update January 2024

**Vivek Khashu – Strategy and Engagement Director and Executive
lead for Freedom to Speak up**

**Pippa Wall – Head of Strategic Planning and Senior Freedom to
Speak up Guardian**

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- Maternity care update
- ICS engagement and overview
- Hospital Handover delays including WMAS actions
- Response times by postcode
- Fleet electrification
- Staff safety / security
- Developing and sharing best practice

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MATERNITY

- ❖ All maternity investigation reports to include definitions and language that is easy for families to understand
- ❖ Maternity Expert of the trust to attend all maternity serious incident meetings to provide specialist maternity input
- ❖ 3000 PROMPT E-learning licenses secured
- ❖ 5x state-of-the-art maternity mannequins which can simulate birth and integrate with the Trust's Zoll-Series monitors.
- ❖ £700k awarded by NHS England following the success of a business case that was written to improve the training & development within the maternity department
- ❖ Maternity Roadshow which run for a month and showcased a number of Maternity CPD sessions including simulations, open 'workshops' and talks from guest speakers. Caught the attention of the media with Midlands Today, BBC Radio Hereford and Worcester, BBC WM, BBC Shropshire, Heart FM and Free Radio.
- ❖ Out of Hospital Maternity CPD Training Videos for common Obstetric Emergency Simulations produced with BWH.
- ❖ Introduction of Transwarmer Mattresses & Cuddle Pockets on all Double Crew Ambulances to maintain Thermoregulation during NLS and support the transportation of miscarried babies.



MATERNITY



- ❖ Production of educational materials for staff i.e. Clinical Times, Posters, Roadshow, Virtual CPD events.
- ❖ Maternity Observational shifts arranged over 100 qualified ambulance clinicians within local trusts
- ❖ 11 Red Pre-Alerts Phones implemented out of the 15 Maternity Units across the West Midlands region.
- ❖ Identification of a Maternity Champion in 15 hubs, to further support the learning & development of maternity cases.
- ❖ In person CPD delivered by our Maternity Lead to all the Maternity Safety Champions to disseminate learning to all operational staff.
- ❖ Dedicated maternity simulation room within the Education & Training Academy.
- ❖ To continue to develop and expand the new Maternity Services Page on the trust website.
- ❖ Continuous Development of the National Pre-Hospital Maternity Leads Group
- ❖ Honorary contract agreed with Consultant Neonatologist to provide expert advice wherever possible
- ❖ Publication of WMAS response to the Final Ockenden Report into the public domain.
- ❖ Regular multidisciplinary team training offered, particularly in emergency skills drills.
- ❖ Joint Simulation Maternity / Neonatal Study Days with local trusts within the region

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- WMAS serves six ICBs (NEAS serves a single ICB)
- WMAS hosted by the Black Country ICB – reduces transactional burden
- WMAS a partner member on the Black Country ICB
- Black Country ICB hosts the Integrated Urgent and Emergency Care commissioning team which commissions 111 and ambulance services on behalf of all six ICBs in the West Midlands – again, this reduces the need for the ambulance service to duplicate discussions across six commissioning bodies.
- All ICB CEOs and Chairs are invited to WMAS twice per year to meet with WMAS Chair and CEO to discuss partnership working and areas of mutual interest.
- Each ICB has a named Executive Director lead from WMAS to work with

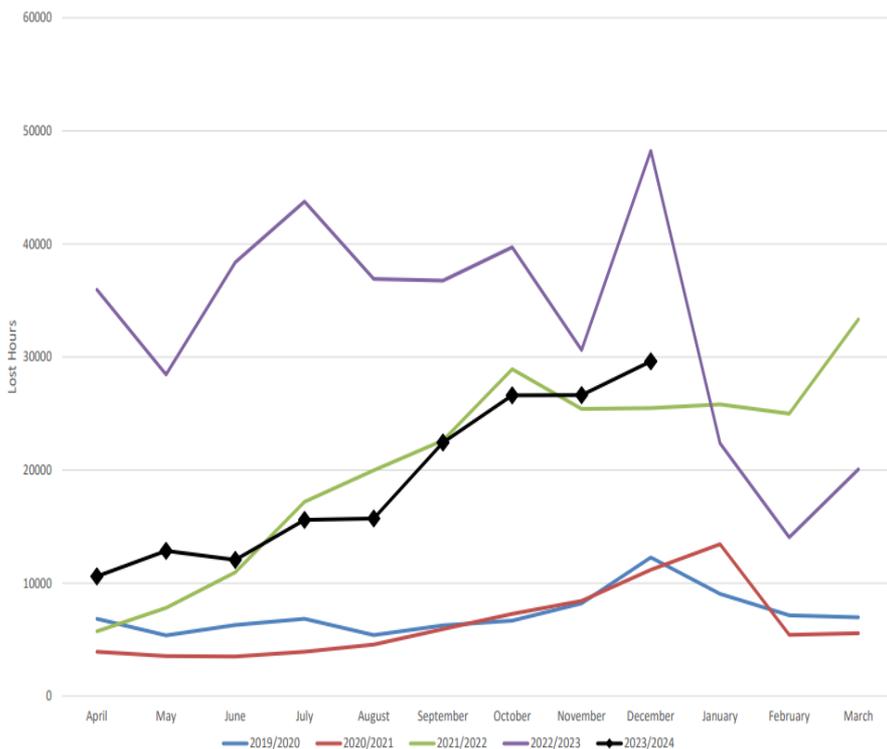
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Hospital handover delays – West Midlands wide and for the black country

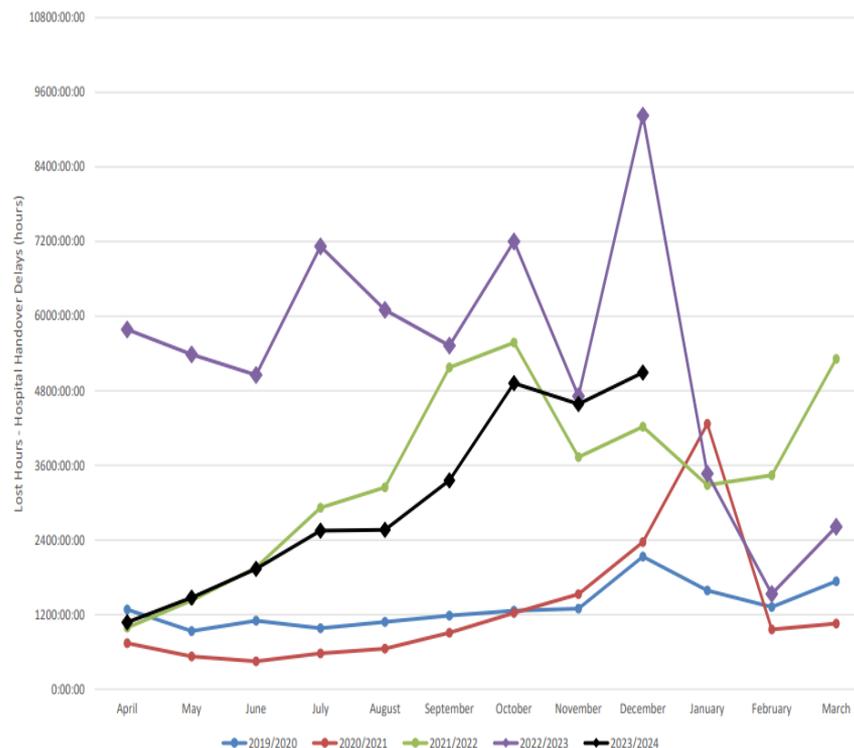
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Regional Hospitals Handover Delays > 15mins (inc cohorting) - Total Hours by Month



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



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- Recognised the risk via our Board Assurance Framework – rated 25 / 25
- Introduced Clinical Validation Team– top performer on Hear and Treat, with further development post inspection on the pool they can work on and now pioneering the validation of cat 2, improved safety with clinical conversations taking place.
- Developed the CAD portal to support seamless transition of care to community providers – over 1000 patients per week referred without an ambulance being dispatched
- Introduced Ambulance Decision Areas – working in partnership with acute trusts on solving staffing gaps to safely manage the transition to handover (singled out for praise by the CQC in there UHB inspection as an outstanding piece of innovative practice)
- Influenced NHSE to develop the region wide care standards document for patients held outside
- Influenced NHSE to support an immediate handover policy for delayed cat 1 and 2 cases
- Secured ICB agreement across the region for a end of ambulance shift protocol to support our staff
- Worked in partnership with NHSE and regions to develop and implement a “call before you convey” process (around 50% of those called through aren’t conveyed)
- Introduced the MHRVs across 5/6 ICB areas to ensure MH patients get a improved response
- Research trial live now on direct access for paramedics to convey to neuro radiology for mechanical thrombectomy, to bypass EDs

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Postcode performance
January 1st 2023 – January
1st 2024



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	Category 1			Category 2			Category 3			Category 4		
	Mean (mm:ss)	90th centile (mm:ss)	Inc Cnt	Mean (mm:ss)	90th centile (mm:ss)	Inc Cnt	Mean (mm:ss)	90th centile (mm:ss)	Inc Cnt	Mean (mm:ss)	90th centile (mm:ss)	Inc Cnt
NHS BLACK COUNTRY ICS	6:34	10:47	25,810	20:52	42:46	115,794	116:51	295:54	39,242	149:47	354:13	1,230
WV1	6:04	10:06	754	22:05	48:22	2,640	114:41	286:18	1,083	115:28	291:49	33
WV10	6:59	11:47	1,108	23:45	51:20	5,256	129:28	335:05	1,617	182:33	320:31	53
WV11	6:17	10:18	766	21:10	47:03	3,245	124:07	334:28	1,073	182:04	332:31	31
WV12	5:10	8:14	392	20:45	46:59	2,177	127:10	329:07	712	156:03	557:04	24
WV13	5:06	8:27	510	19:44	44:10	2,049	110:48	292:29	749	135:03	346:13	18
WV14	6:19	9:49	1,096	21:08	46:11	5,233	133:45	346:09	1,696	190:52	581:50	70
WV2	6:28	10:38	483	22:15	47:11	1,875	116:41	295:06	542	141:37	316:18	13
WV3	7:31	12:05	606	24:10	51:34	2,875	135:53	347:58	1,051	158:32	345:12	32
WV4	6:44	10:44	659	23:10	49:05	3,343	138:37	333:45	1,060	138:09	347:00	41
WV6	8:32	13:31	587	26:37	54:14	2,862	144:30	346:04	907	145:53	490:02	16
WV8	9:23	14:54	135	29:33	56:44	320	149:16	356:37	148	487:35	487:35	1
WV9	9:17	13:31	42	27:45	55:44	400	169:38	379:07	100	91:06	114:42	2

* Category 2 response standard is currently 30m, was previously 18 (hence the red colouring, WMAS still measures to 18 minutes)

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- WMAS was the first ambulance trust to launch operationally deployed battery electric emergency ambulances
- WMAS now has a full suite of electric vehicles, 999, patient transport, logistics support and now mental health response vehicles
- NHS England policy is that from 2030 onwards ambulance services must only procure zero tailpipe emissions vehicles – this is going to be very expensive!



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Staff safety

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WEEKLY Briefing
Issue: 895
Thursday 11th January

BODY WORN CAMERA SURVEY BEGINS
A survey designed to find out more about whether the use of body worn cameras is helping reduce assaults on ambulance staff launched on Monday...page 2



5. Use the scale below to indicate
What is the threat of violence/abuse for you at work? On this scale, 1 is a very low threat and 10 is a very high threat.

6. How much do you agree with the following statement: 'The threat of violence/abuse at work has a negative impact on my experience of work?'

Strongly agree
 Agree
 Neither agree nor disagree
 Disagree

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The deadline for article submissions is 5.30pm each Tuesday.

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Developing and sharing best practice



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- There are ten ambulance services covering England, we are networked together through the association of ambulance chief executives, which has professional sub groups linking us all together – this is the principle fora for sharing best practice
- WMAS is a national leader in many areas, not limited to:
 1. Only ambulance trust with now Ofsted accreditation as a Higher Education Institute
 2. Only ambulance trust with a paramedic on every ambulance
 3. Youngest fleet in the country (no ambulance over 5 years of age)
 4. Make ready model being rolled out nationally
 5. Pioneered clinical validation of calls – now being rolled out nationally
 6. Best call answering performance – providing support and training to other services
 7. Digital development with patient records and electronic referrals into community based services

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