

# East of England Clinical Senate

**Assembly**  
21<sup>st</sup> October 2014



# Great Yarmouth & Waveney system – Enabling People to stay at home”

Gt Yarmouth & Waveney CCG / East Coast Health Care



# Philip Lombard

**Specialist Paramedic**  
**Unplanned care manager**  
**East & North Herts CCG**



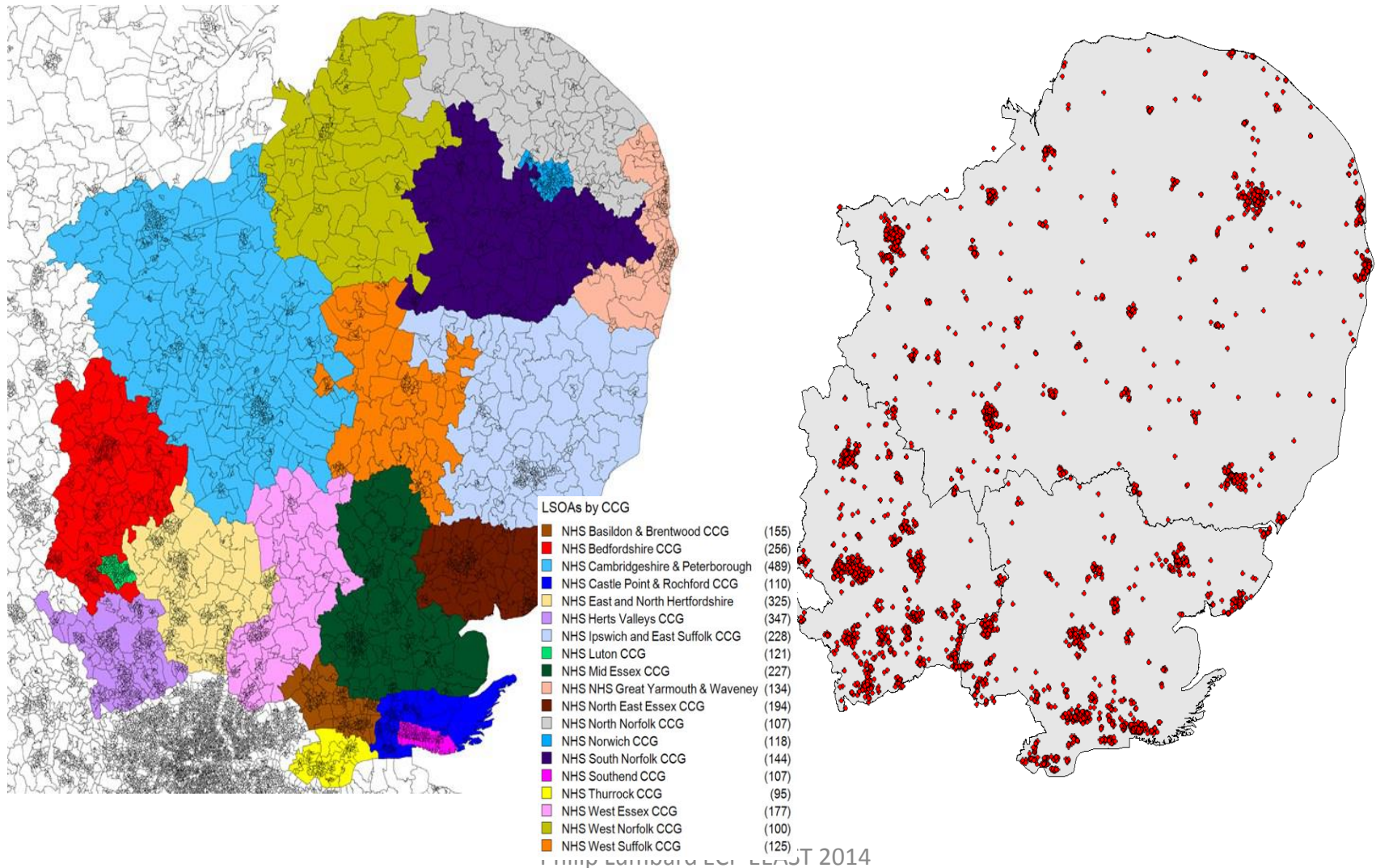


# 7 Day Services

## EoE, Clinical Senate 2014



# The East of England Ambulance NHS Trust

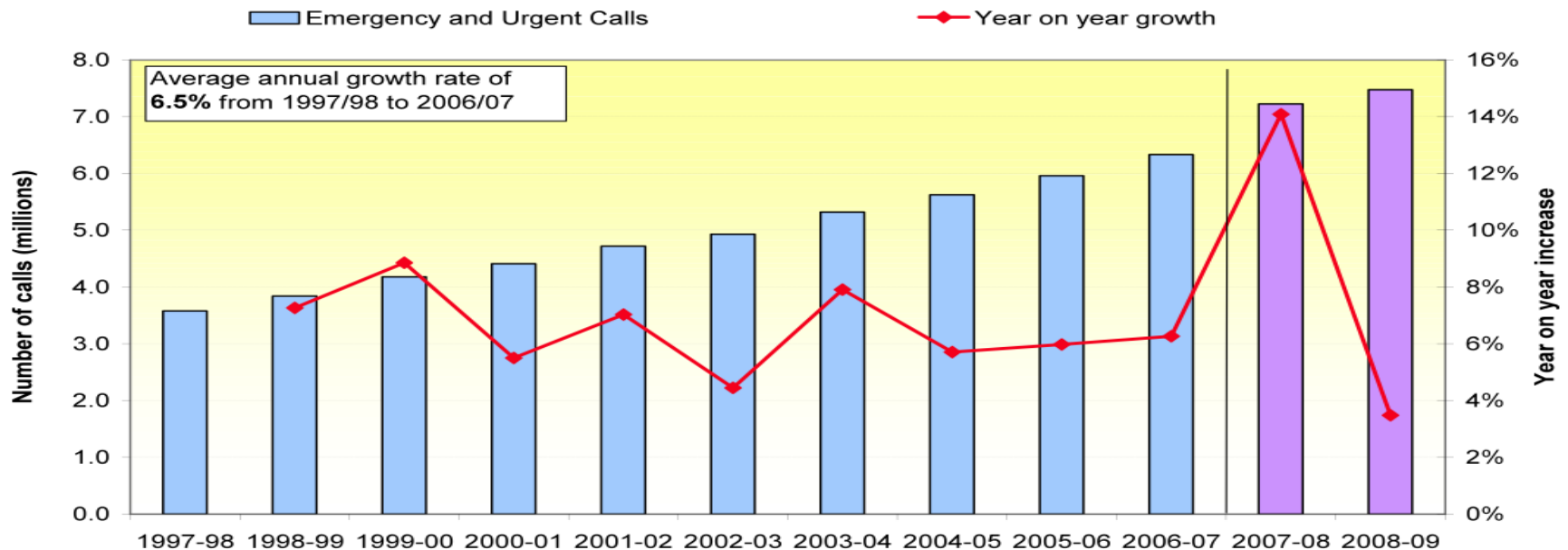




# Nationally

National expenditure on ambulance services is around **£1.5 billion**, but the expenditure that is incurred by the treatment of patients delivered by ambulance to A&E departments is around **£20 billion**.

Number of emergency and urgent\* calls, England



\* from 2007/08 figures include urgent incidents

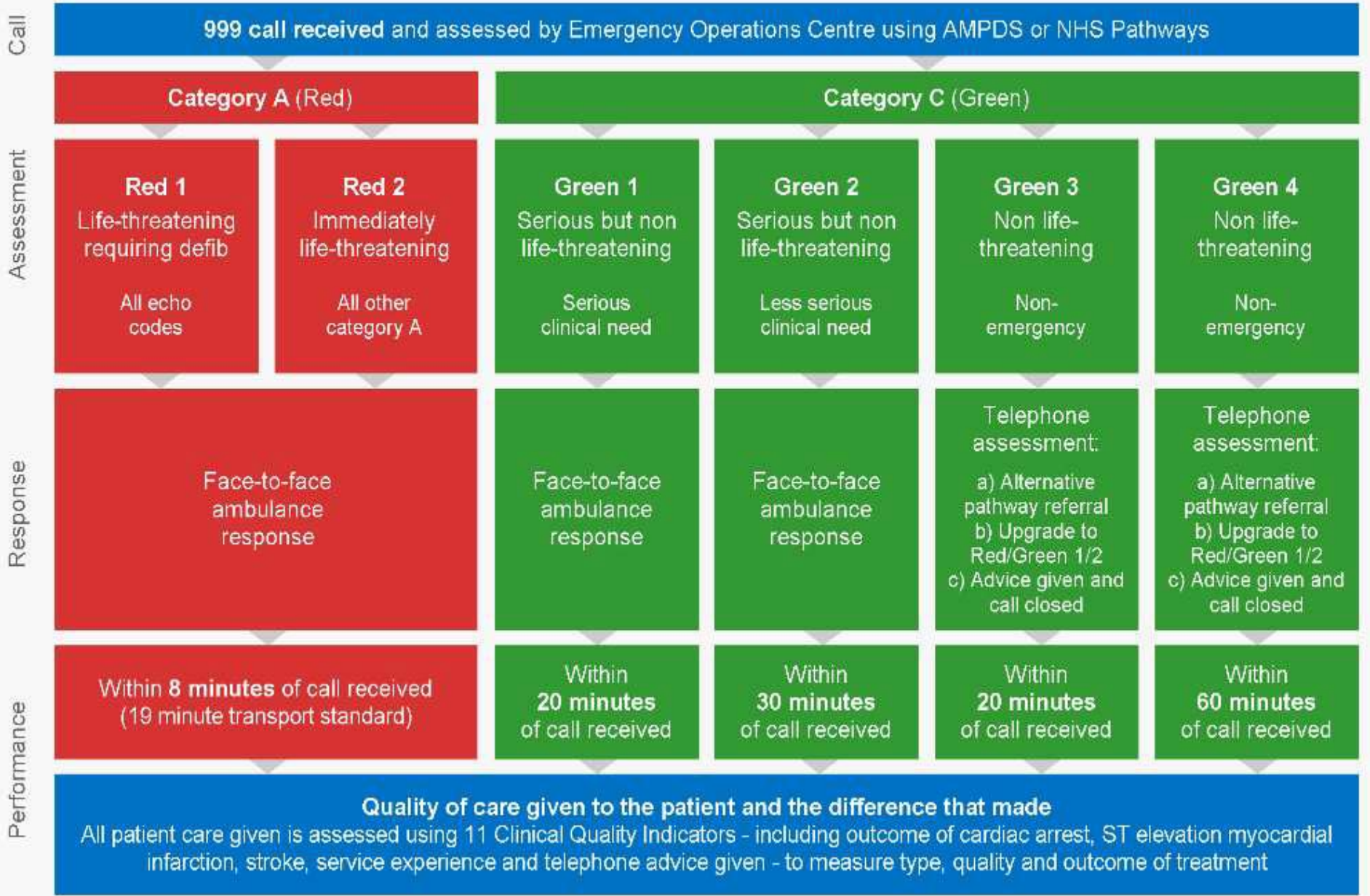
KA34 Collection, NHS Information Centre

# Local Picture

- The only health care organisation providing care across the entire East of England.
- Population of 5.83 million people
- An anticipated population increase of 20% by 2030.
- 4000 staff, 1000 vehicles supported by 2000 volunteer staff.
- 3 Health & Emergency Care Operations Centres (HEOC's)

# How we respond to 999 calls

# at-a-glance guide





# Organisational Structure

- Trust Board
- Operations, 3 Localities – Locality Director  
Local Operations Management Board
- Emergency Operations Control
- Operations Support

# Not just a van with blue lights!

- **Primary care operations** – out-of-hours GPs, district nursing , falls liaison services. This also includes the new NHS 111 number for non-emergency queries which is being rolled out across the UK.
- **Patient transport services** – provides pre-planned transport services for patients who need assistance. In addition we provide a specialist acute neonatal transport service.
- **Special and partnership operations** – including resilience and emergency planning, working with charities and air ambulance services, community volunteers and the Hazardous Area Response Team (HART).
- **Commercial services** – includes training for emergency service drivers, first aid and emergency planning response, plus a courier transport and private call centre services.
- **EOC** - Emergency Operations Control



## Taking Healthcare to the Patient

Transform

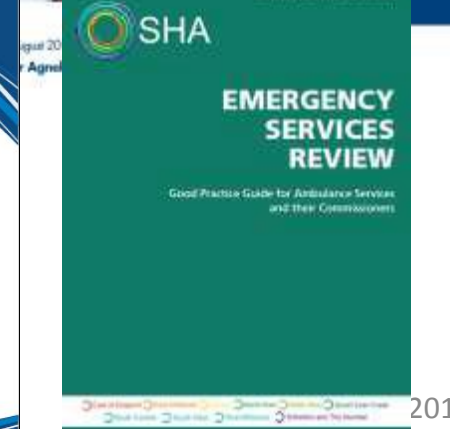


Urgent Care Pathways for Older People with Complex Needs

Best Practice Guidance



## Guidance for commissioning integrated URGENT AND EMERGENCY A 'whole system' approach



## QUALITY CARE FOR OLDER PEOPLE WITH URGENT & EMERGENCY CARE NEEDS



TheKingsFund

## Making our health and care systems fit for an ageing population

Authors:  
David Oliver  
Catherine Foot  
Richard Humphries

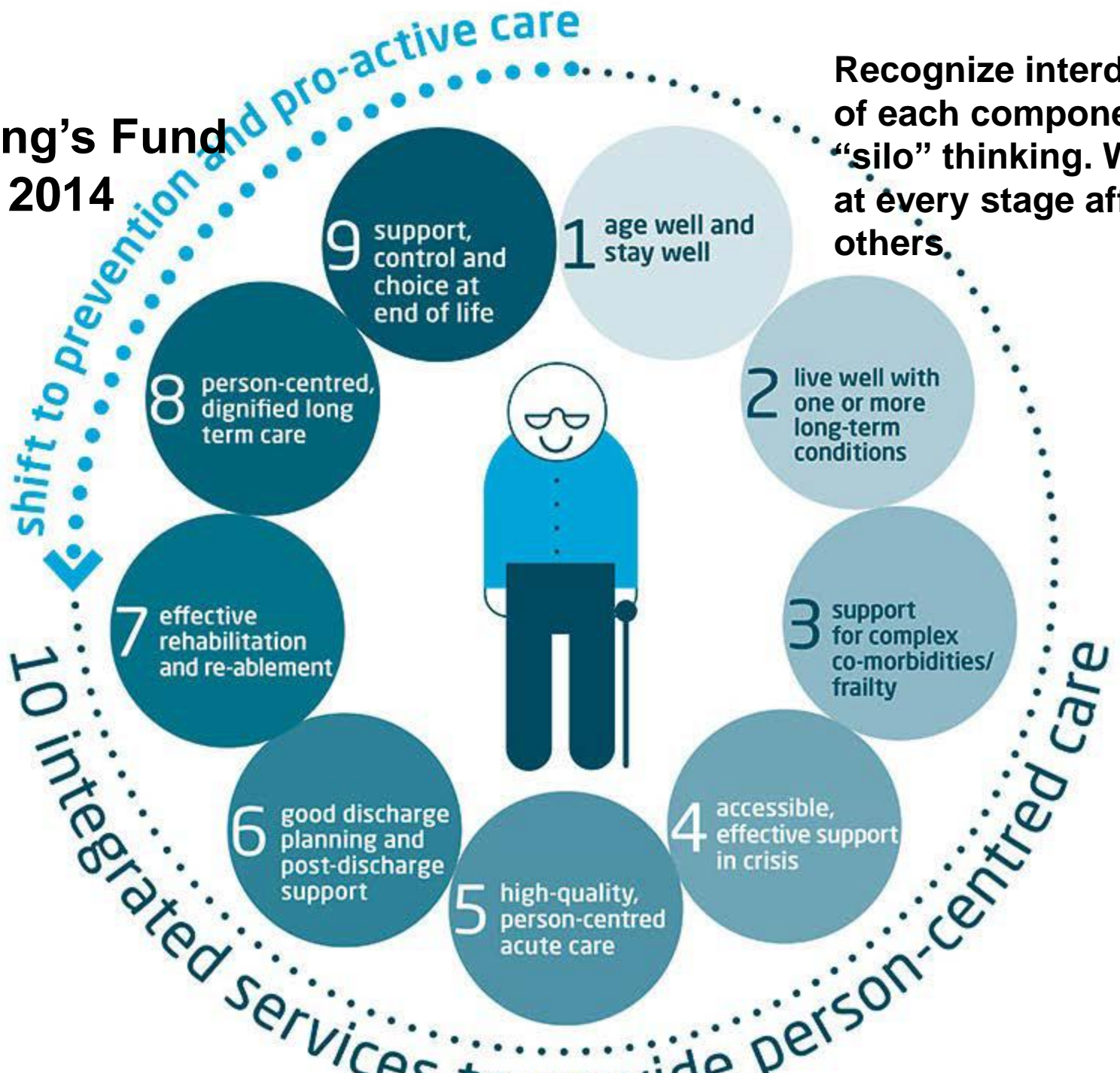


Practical guidance for commissioners, providers and nursing, medical and allied health professional leaders



2014

# The King's Fund March 2014



Recognize interdependence of each component and “silo” thinking. What works at every stage affects the others.

# In Summary, 7 Day Services

- Improved Patient care
- Appropriate Patient care
- Continuity of care
- More care provided closer to home
- Reduced costs?
- Better integrated working.
- Care not to create demand!





# Thank you

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