

# Developing urgent and emergency care in the North West

In summary: our Urgent and Emergency Care Strategy 2019-2024

## Our vision

is to **be the best ambulance service in the UK** by delivering the **right care**, at the **right time**, in the **right place**; **every time**.

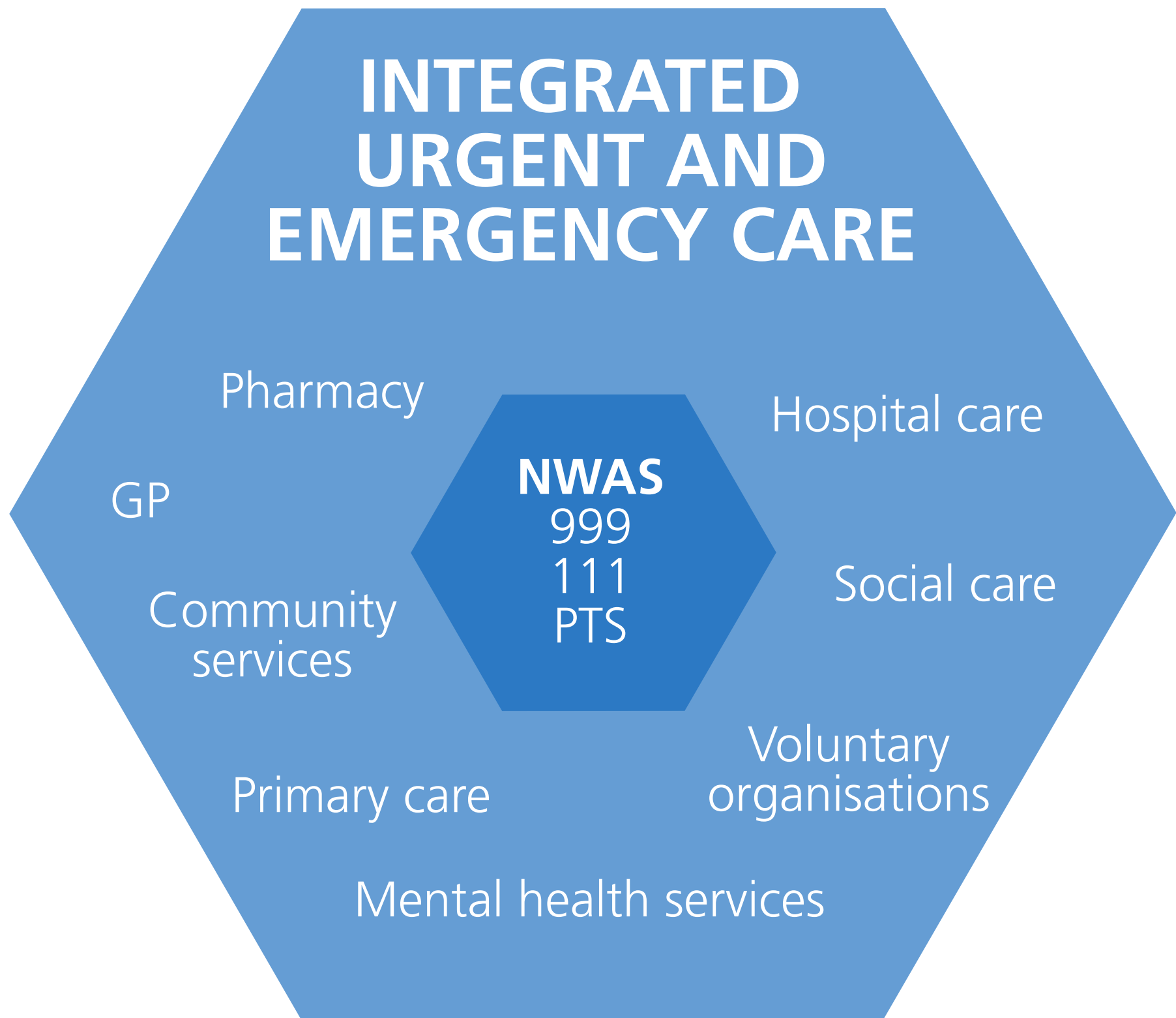


In a life-threatening incident, this would be an emergency response and trip to hospital.



In many cases, it could be care closer to home with support over the telephone (hear and treat) or on scene (see and treat).

To deliver this effectively, we need to work closely together as NAWAS service lines and with external partners as an **integrated urgent and emergency healthcare system**.



## Why now?

Demand on our service, and the NHS as a whole, is growing. We have to be smarter in the way we work to make sure we can carry on delivering the best service to patients for years to come and meet our performance targets.

Integrated urgent and emergency care is a priority regionally and nationally.

We want to work closely with the four Sustainability and Transformation Partnerships (STPs) in our region to ensure local population needs are met.



## Timescales

This is a five-year strategy as we recognise there is a lot of work to do and we want to ensure the right decisions are made for our patients and colleagues. Much of the work in year one is about scoping out options and reviewing current states, so there will be opportunities for stakeholders to contribute to ideas about how we might deliver urgent and emergency care in the future.

## Areas of focus (work-streams)

### Service delivery

Looking at our current service delivery model and whether there are any enhancements that could put us in a better position to be part of a wider integrated urgent and emergency care system.

### Integrated response model

Looking at how we integrate better as 111, 999 and PTS services within NAWAS to improve patient experience.

### Rotational working

Looking at how we can embrace different professions and ways of working, while supporting all staff to adapt, enable multi-professional working and develop flexible careers for the future.

### Clinical programmes

Ensuring everything we do has clinical support and input, and is the right thing to do clinically for our patients. This work-stream also includes see and treat development and health promotion and prevention through understanding our population.