

Welsh Ambulance Services NHS Trust

# *Appendix 2*

# *Transforming our Clinical Service Model*

# *Year 1 actions*



GIG  
CYMRU  
NHS  
WALES

Ymddiriedolaeth GIG  
Gwasanaethau Ambiwylans Cymru  
Welsh Ambulance Services  
NHS Trust



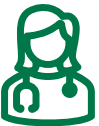
Project / Work Stream	Q1	Q2	Q3	Q4
-----------------------	----	----	----	----



**Remote Integrated Care Service**

- 111 CAS Replacement
- Clinician Expansion
- New response model
- Connected Support Cymru
- Remote Integrated Care model




111 CAS Replacement (Live)	Ongoing development of new CAS		
Recruitment additional 23 FTEs		Recruit MHPs (other clinical roles?)	
Targeted time to develop, document and agree new clinical response model	Commence implementation of the new clinical response model, including rapid clinical screening		
Community Welfare Responder Recruitment (phased Internal volunteers / external volunteers / groups)			
SBRI Stage 1: Evaluate Care Home Trial			
SBRI LUSICC Commence Stage 2 (50 x LUSCII boxes wider application)			
Business case decision		Planning for formal Implementation (subject to business case approval)	
Supporting leadership and management structures		Commence tests of change for Remote Integrated Care Service	
* Cultural / Change Management approach to enable successful integration			



**On scene Community Urgent Response Service**

- Test of Change
  - APP Expansion
  - APP Navigator
  - APP Tasking
  - Clinical Leadership
  - APP Re-roster
- Mental Health Response
- Falls & Frailty

Test of Change Next Steps (1) AB focus aligned to outputs of March workshop			
ABC&V Full Roll out	APP x 16 Additional FTEs	APP x 16 Commence Education Full time course	
Agree APP future tasking model	CTM NAV?	AB NAV?	APP Nav Evaluation
APP Clinical Leadership Model			
	APP re-roster		
Develop mental health response model	Implement mental health response model		
	Continue to develop thinking on longer term sustainability		
	Implement Falls Level 2		
		Review full falls model and delivery	

Project / Work Stream		Q1	Q2	Q3	Q4
 <b>Digital Front End</b>	Future Vision Statement	Finalise future vision statement for Front End			
	111 Website		Improvements to website within existing revenue / control		
	Symptom Checkers	Subject to 'investment / prioritisation'			
	DOS	Subject to 'investment / prioritisation'			
 <b>Emergency Response</b>	CHARU	CHARU Full Recruitment			
		Review model to optimise outcomes		Implement changes to model	
	EMSC	Preparatory work for investment and re-structuring (OCP)	Implement investment and re-structuring		
		Implement estate move in North Wales			
 <b>Health Transport</b>	Strategic Vision	Finalise strategic vision for Amb Care with commissioners			
	T&D Model	Work on development of T&D model			National T&D Model (subject to BC)
	Rosters	Updated D&C review		Re-rostering	
<b>Key Enablers</b>	D&C Outputs	Agree outputs with commissioners	Commence planning for implementation of agreed changes		
	System engagement	Engagement with key stakeholders (WG / Politicians / NHS Leaders)			
	System Data Linkage	DHCW National work stream to develop end to end reporting system			
	Operational systems				NEPTS CAD Upgrade (integration EMS?)