

excellence

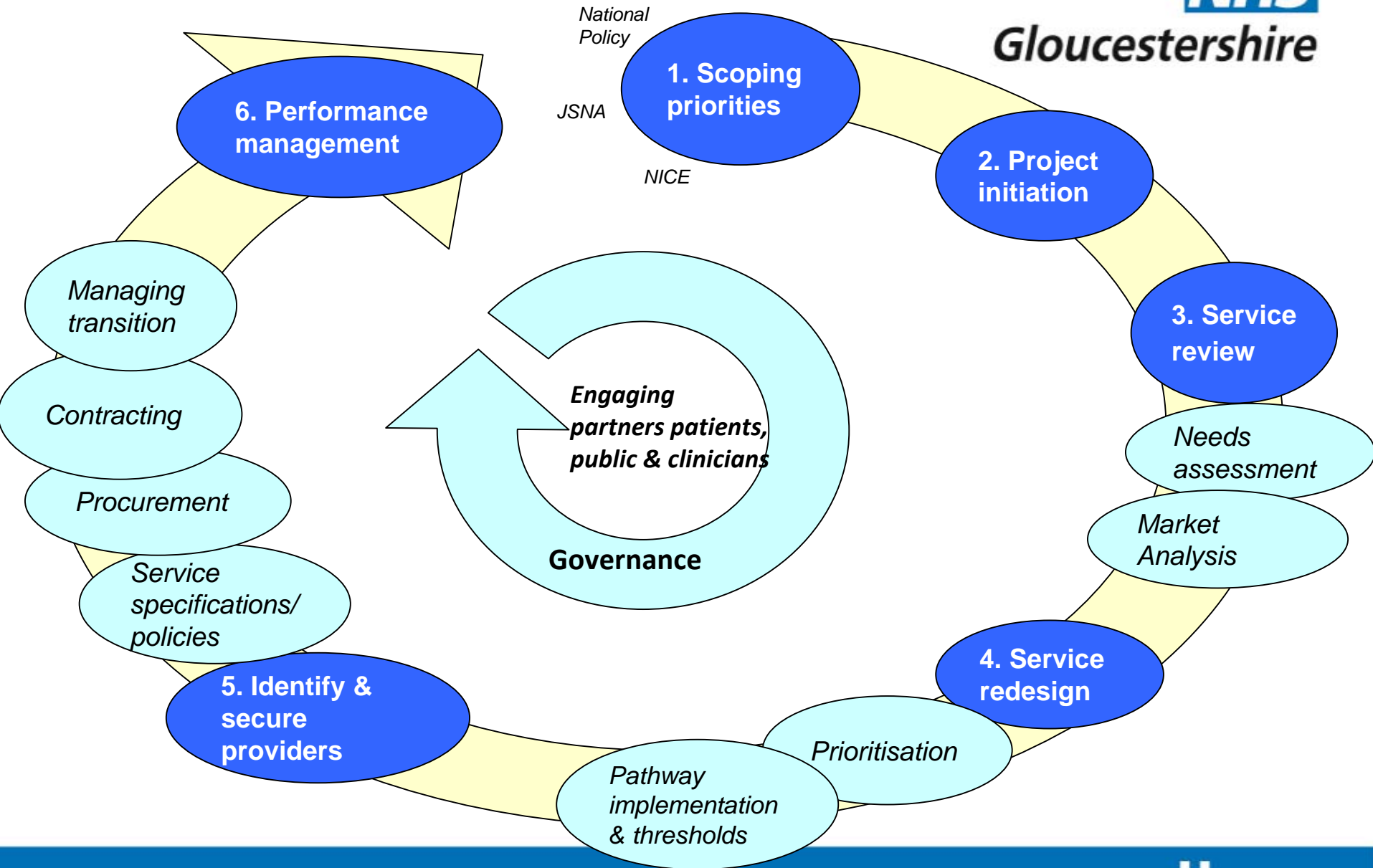
Commissioning Plan: GWAS 2011-13

excellence

Contents

- Commissioning context
- Commissioning Development
- Services context
- Services Development
- Summary

Commissioning cycle



Commissioning Context

- NHS Gloucestershire has led the commissioning process on behalf of 7 PCTs
- 3 PCT clusters from this month
- GP Commissioning consortia yet to have an impact on Ambulance commissioning, but should do within 2 years
- Main commissioning challenge: to develop services and quality in the context of 'flat cash', ageing population and more expensive technologies

Commissioning Development (1) Gloucestershire

Vision for Unscheduled Care Services:

Seamless, accessible, convenient and safe urgent and emergency care, in which people accessing the system, whatever the circumstances, receive consistent and rigorous assessment of the urgency of their need for care and an appropriate and prompt response to that need.

Commissioning Development (2) Gloucestershire

The Ambulance Trust is clearly key to this as a critical point of first contact for many people.

This can be delivered by using joint planning and the opportunities in the contract, such as performance measures, quality rewards and payment mechanisms including movement to a 'tariff' based system.

Service Context



Gloucestershire

- Historically been behind the curve on performance targets compared to peers
- On track now in relation to response times
- Good performance on quality indicators
- New national performance indicators
- Working across the area on 'Handover' and 'Wrap up' at hospital
- Back office buildings are of variable quality
- Seeking Foundation Trust status

Service Developments (1)

Main service developments for 2010/11 include:

- Clinical Desk expansion; more clinical advice given to callers over the phone, and paramedics assessing and treating patients at home, or taking or referring them to other health services rather than to hospital as appropriate.

Service Developments (2)

- Increasing usage of appropriate care pathways (ACPs) with health and social care partners to ensure patients are treated in the right place at the right time,
- Enhancing the call response capability and resilience
- Responding to the requirements of Personalised care Plans where these are in place in the persons own home

Service Developments (3)

- HART
- Provide named patient data to PCT's for certain categories of patient
- To develop plans for an intermediate tier service e.g. GP Urgents, A&E discharges, hospital transfers
- Potential to bid as a provider of '111' call centre
- Development of other out of hospital services 24/7?

Summary

The challenge for all Ambulance Trusts is to provide the 'right' response, not just a fast one. This is being underpinned by changes to national policies and requirements, also payment mechanisms, but requires a change of culture for many.

The benefits will be seen for patients across the system.