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**Yorkshire
Ambulance Service**
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National Frameworks for Health Care Professional Ambulance Responses and Inter-Facility Transfers

September 2019



NHS England and NHS Improvement



Introduction

The presentation provides

- Background leading to the development of National Frameworks for Health Care Professional (HCP) Responses and Inter-Facility Transfers (IFTs)
- An outline of the Frameworks
- The benefits of the Frameworks
- The results of the pilot
- The changes seen by HCPs and Hospitals

Why National Frameworks?

- Following the full implementation of the Ambulance Response Programme (ARP) operating model, NHS England and Ambulance Trust leaders initiated work through the ARP Implementation Group to extend these principles to requests for ambulance transport received from Health Care Professionals (HCPs) and for Inter-Facility Transfers (IFTs)
- The pilot was tested in North West Ambulance Service (NWAS) and West Midlands Ambulance Service (WMAS)
- The benefits of the pilot were to achieve:
 - equity of access for seriously ill or injured patients;
 - consistent definitions for high acuity responses (Level 1 and 2) mapped to the equivalent 999 response priorities (Category 1 and 2 respectively);
 - opportunity for local innovation and acknowledgement of different contractual and commissioning arrangements for lower acuity incidents (Level 3 and 4); and
 - reporting of HCP and IFT incidents separately to other 999 activity, and in a way that allows comparison and assures transparency.

National Frameworks



National Framework for Healthcare Professional Ambulance Responses

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National Framework for Inter- Facility Transfers

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HCP and IFT Pilot Results

- Successful pilots implemented in North West Ambulance Service (NWAS) and West Midlands Ambulance Service (WMAS)
- The frameworks were well received
- They support the clinical needs of patients
- There were no serious incidents associated with the pilot
- They support demand management
- Frameworks and an associated dataset enable parity of response by each category between calls originating from 999, HCP and IFT

National Roll-out of Frameworks

- Approved for national roll-out at the National Ambulance Service Medical Directors Group (NASMED) and the Ambulance Response Programme Implementation Group
- YAS to implement on 9 October 2019; national reporting available via the Ambulance Quality Indicators from October 2019
- All ambulance trusts to engage with local HCPs and hospitals utilising national communication documentation
- Frameworks will be included within ambulance trust contracts

National HCP Framework

There are four levels of healthcare professional response:

HCP Level 1	HCP Level 2	HCP Level 3	HCP Level 4
<p>Category 1 response 7 minute mean response time</p>	<p>Category 2 response 18 minute mean response</p>	<p>Locally commissioned response</p> <p>A response timeframe within 2 hours arrival at the patient (90th centile) should be applied</p>	<p>Locally commissioned response</p> <p>Where this is commissioned a set timeframe of a 4 hour response arrival at the patient (90th centile) should be applied</p>

National IFT Framework

There are four levels of IFT response:

IFT Level 1	IFT Level 2	IFT Level 3	IFT Level 4
Category 1 response 7 minute mean response time	Category 2 response 18 minute mean response	Locally commissioned response Between 30 minute and 2 hour response (90 th centile)	Locally commissioned response Timeframe outside of ARP standards and will be determined through local commissioning arrangements

What changes will HCPs and hospitals see?

- A dedicated telephone number for HCPs
- Requests for immediately life-threatening situations/responses made by HCPs and hospitals managed through the 999 triage system – **promotes better prioritisation**
- One or more resources sent to life-threatening emergency requests – **better care for patients**
- Call handlers asking specific questions relating to the frameworks (e.g. vital signs or NEWS2) alongside standard questions such as urgency of the request - **better prioritisation**
- New HCP and IFT materials outlining the new frameworks – **easier to read and use**



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Any questions?