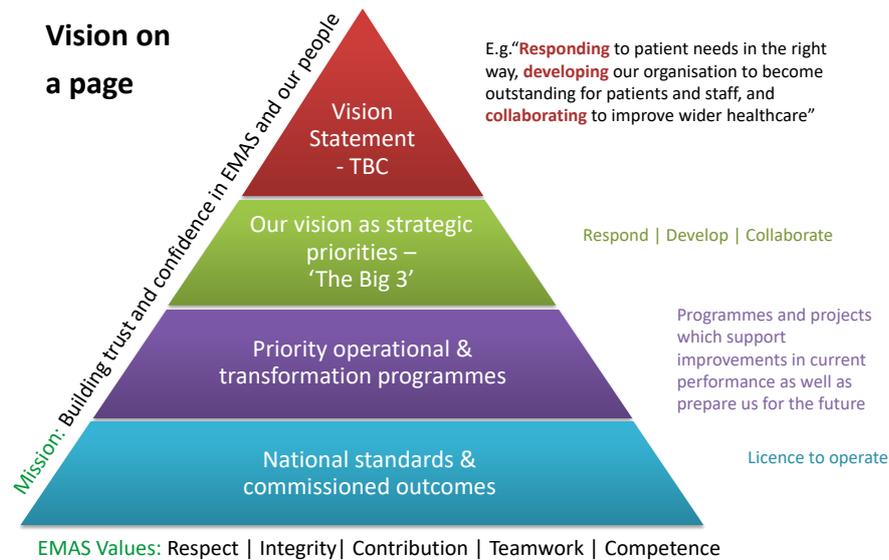


## Get involved in shaping our vision – what might our future look like in 5+ years time?



### Discussion questions:

1. What do you think should be in our vision statement?
2. Can you suggest a vision statement that might work for EMAS? We need something that is inspirational and describes a goal we all want to achieve

## Revised values

Our values have been updated to reflect our commitment to encouraging innovation, team and partnership working, and looking outwards as well as inwards

*(The text in red/italics is where updates have been made)*

EMAS has five values which underpin everything we do, including the way we deliver our services and how we all work with others. By living these values and supporting others to do the same, we will help to make sure that EMAS is an organisation we can all be proud of.

**Respect:** Respect for our patients and each other

**Integrity:** Acting with integrity by doing the right thing for the right reasons

**Contribution:** Respecting and valuing *everyone's contribution, and encouraging innovation*

**Teamwork:** Working together, supporting each other, *and collaborating with other organisations*

**Competence:** Continually developing and improving *our competence*

### Discussion questions:

1. Are the values well-known to everyone across EMAS?
2. Does everyone live by the values now? What works well and what doesn't?
3. How can we embed our values more effectively within our organisation?
4. How can we improve the way we use our values?

## What do we want to become leaders of in five+ years' time? *(We may not have even started this yet). Suggestions:*

- Our use of **technological solutions** to address wider healthcare issues and drive improvement
- Our proactive work on **mental health** – patients (prevention and management with partners), and staff (health and wellbeing)
- Becoming national leaders for our work on **patient safety**?
- Achieving **equality and diversity** within our workforce?
- Demonstrating international best practice for our clinical outcomes for patients with **cardiac arrest**?
- Developing and embedding the **paramedic skillset** in multi-disciplinary team approaches across wider healthcare (led by EMAS)?
- Developing a **positive organisational culture** that means staff want to work here and have high levels of satisfaction?
- Identifying and managing **sepsis** (across all geographies), building on the success of our pilot within Lincolnshire?

### Discussion questions:

1. What important aspect of our work could EMAS focus on, so that we stand out from the rest in five or more years' time? This might be an area where we're making good progress, or something we haven't started yet.
2. Do you think we should choose something to focus on – perhaps all of these things are important?

You can send your thoughts and ideas to: [communications@emas.nhs.uk](mailto:communications@emas.nhs.uk)

## Get involved in shaping our vision – what might our future look like in 5+ years time?

### The Big 3: Respond | Develop | Collaborate

#### “Together, we will respond to patient needs in the right way”

*We will know we have achieved this when:*

- We are making full use of the care pathways available and maximising the number of patients treated at home or close to home
- We have the right number of staff in post with the right mix of skills, knowledge and training to respond flexibly to all patient needs
- We have the right number, type and age of vehicles on the road
- We have access to the right equipment, ambulances and staff to meet patient demand and need

The ‘Big 3’ is our vision expressed as three strategic priorities

#### Discussion questions

1. What do you like about the Big 3?
2. What don’t you like?
3. What would you change/how would you improve them?

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### The Big 3: Respond | Develop | Collaborate

#### “We will develop our organisation to become outstanding for patients and staff”

*We will know we have achieved this when:*

- Our patients report consistently high levels of satisfaction
- Our staff and volunteers report that they are proud to work for EMAS
- We are consistently delivering the Ambulance System Indicators (including patient quality measures), and the NHS Oversight Framework
- Our workforce is well, healthy, engaged and satisfied, and everyone exemplifies the EMAS values in all that we do
- Our staff and volunteers have access to opportunities, education and training to support their career development
- We have realised benefits from developing and modernising our estate
- We have achieved a CQC rating of ‘outstanding’ and are consistently meeting our financial targets

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### The Big 3: Respond | Develop | Collaborate

#### “We will collaborate with partners organisations to reduce healthcare demand and improve wider healthcare”

*We will know we have achieved this when:*

- We have led and contributed to improvements in key areas of healthcare that matter most to EMAS, our patients and our partners across the area we serve. *Insert specific areas of focus to be determined with system partners during engagement, e.g.*
  - More patients treated at home or closer to home (non-conveyance)
  - Closer collaboration between the two regional clinical hubs (999 and 111)
  - Mental health (prevention and demand management)
  - Improve pathways (but which ones?)
  - Reduce the number of 111 referrals into 999
- Our local communities are accessing emergency and urgent care services in a way that reflects their clinical needs