



Our vision for our future

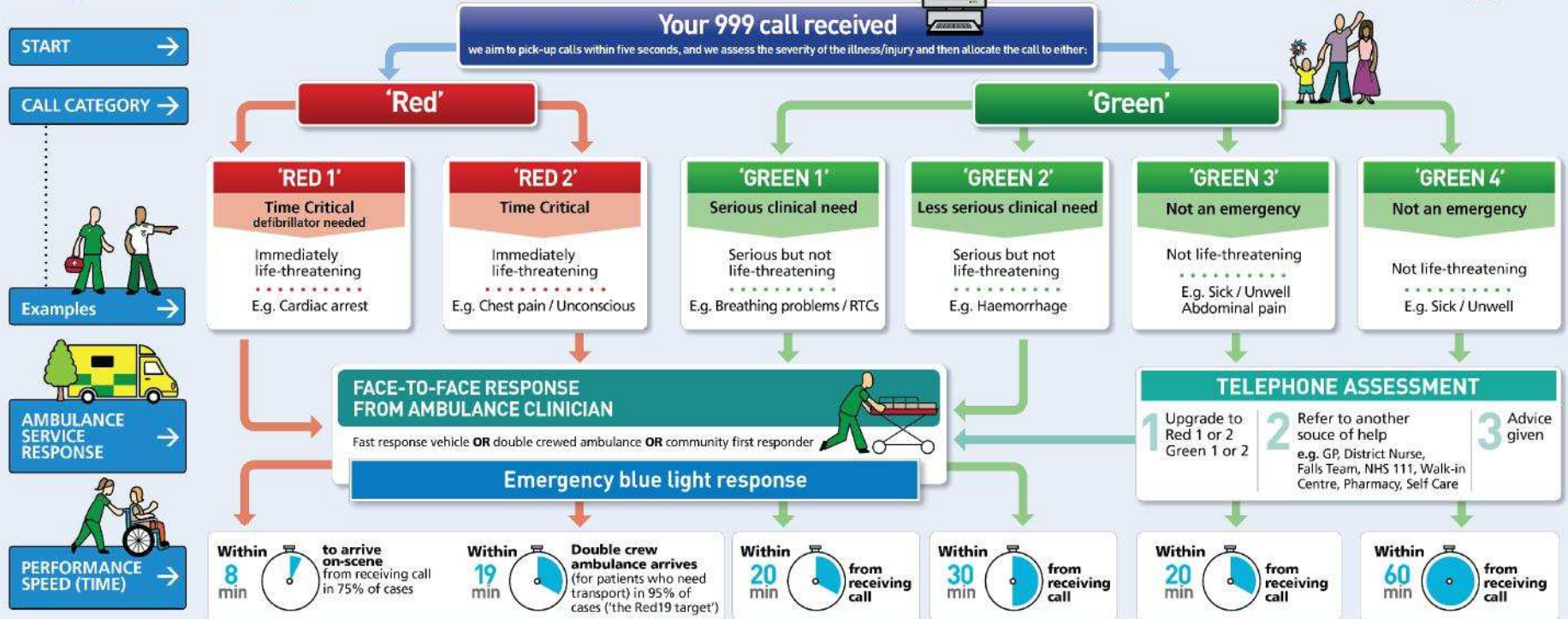
Integrated business plan (IBP) 2014-2019: Summary





What happens when a call is made?

Responding to your 999 calls Your at-a-glance guide



Although time is important, so is the treatment given. Our clinicians are more qualified and skilled than ever before to provide the best and most appropriate quality of care for our patients.



Our Trust Profile



KEY FACTS

Turnover:	£150 Million (2013/14)
Population served:	4.86 Million
Core services:	Emergency Services
Geographical divisions served:	Derbyshire, Leicester, Leicestershire & Rutland, Lincolnshire (including North East Lincolnshire), Nottinghamshire, Northamptonshire
Sites:	Over 65 locations (60 ambulance stations)
Staff (Whole time equivalents):	2,915 (31 March 2014)
Clinical Commissioning groups:	22
Vehicle fleet	529
Average calls per day (2013/14)	2,155 (999 and urgent transport)
Annual calls (2013/14)	786,744
Membership	18,921 (as at May 2014)



Better Patient Care – our Quality Improvement Programme

PHASE 1: STABILISING

Phase 1 contained a quality improvement plan made up of eight workstreams focussed on delivering organisational recovery.

The plan supported achievement of performance standards by the end of March 2014 and laid the foundations for sustained change.

PHASE 2: TRANSITION

(Consolidation & Longer Term Planning)

Building on phase 1, the organisation now needs to maintain performance levels and make a transition that achieves performance in a sustainable way.

Through this phase, initiatives such as Listening into Action and the People Capability Framework will come to fruition.

Further incremental improvements will be made at the same time as developing plans to introduce transformational change, mainly through the development of an IBP.

PHASE 3: TRANSFORMATION

Delivery of transformational change to achieve the strategic aims and objectives of the organisation.

This will include delivering more with less, moving into new business areas and securing EMAS's position as a community based provider of urgent and emergency healthcare across the East Midlands.



Proposed Future Operating Model

