



East Midlands Ambulance Service **NHS**  
NHS Trust

# Our vision for our future

Integrated business plan (IBP) 2014-2019: Summary



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Our vision for our future  
Integrated Business Plan 2014-2019: Summary

# Introduction



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# Our Trust Profile




## EMAS on the move



East Midlands Ambulance Service **NHS**  
NHS Trust

# Healthcare on the move

 @EMASNHSTrust



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# Our Strategy





## Our Vision



*To play a leading role in the provision, facilitation and transformation of clinically effective urgent and emergency care delivered by highly skilled, compassionate staff, proud to work at the heart of their local community.*



That means we will provide:

- the best care;
- of the highest quality; and
- in the most efficient way

to the people in the East Midlands who need urgent or emergency treatment and care.



## Our Vision





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# Our Service Developments





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# Our Clinical and Quality Strategy



## Our Clinical and Quality Strategy

**23 December 2014**

**2352 calls into our control centre**

**257 dealt with over the telephone  
(hear and treat)**

**1846 received face to face response  
(see and treat)**

**41% treated and able to stay at home**



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## Our Clinical and Quality Strategy



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## Our Clinical and Quality Strategy





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# Our People





## Our People Strategy





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# Our Fleet



## Fleet Services Strategy





## Fleet Services Strategy





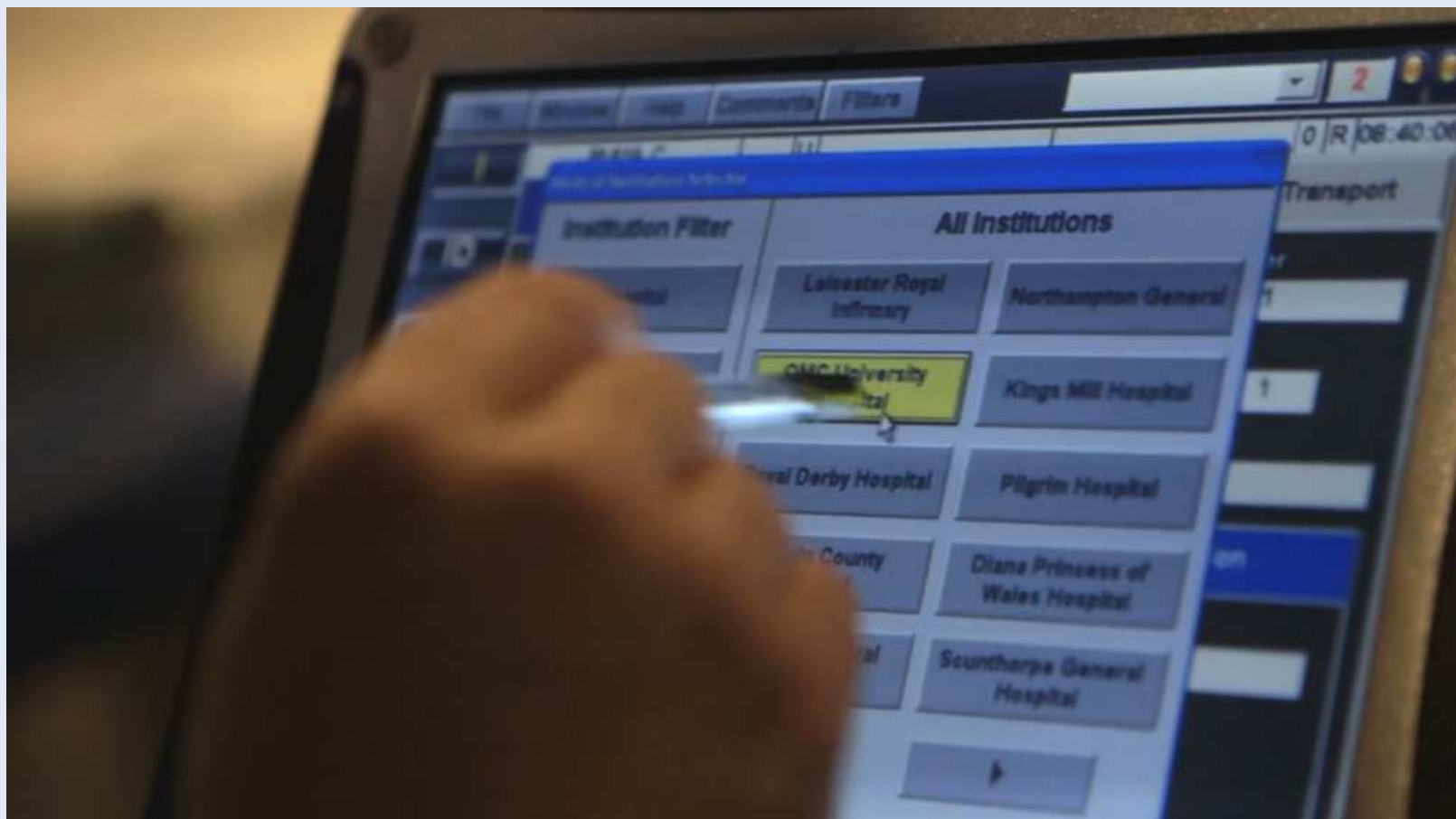
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# Our IM&T Strategy





## Our IM&T Strategy





## Our IM&T Strategy

### Trust Objectives

Our Quality

Our Reputation

Our Innovation  
Ambition

Our Integration  
Approach

Our People

Our Efficiency

### Supported by our IM&T Strategy & Vision

Operational Systems  
Improvement

Business Systems  
Improvement

Developing Links &  
Information Intelligence

Developing our  
core IM&T Service

Sustainability &  
Business Continuity

Improving our ePRF systems and usage

Getting more clinical information to clinicians

Piloting Telehealth and Mobile Video

Developing pathways with our partners

Connecting our systems to deliver exceptional resource scheduling

Getting the most from what we've invested in and seeing through business change

Linking with and exchanging information with partners to enhance our clinical knowledge

Treating patients individually by using their information already recorded in other settings

Ensuring we build and sustain our IM&T capability and capacity

Making sure we have everything in place to ensure we can cope in an adverse event



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# Our Estate





## Our Estate



Preparing vehicle for next call



## Our Estate



Providing out of hospital and community based care  
Patient treated in ambulance and remained safely at home





## What could EMAS look like in five years?

- Robust delivery of core performance and clinical indicators
- Centre of the urgent and emergency care system
- 24/7 multi-professional approach
- Fully engaged partner across the health and social care system
- Engaged in the development and provision of admission avoidance services to support unnecessary conveyance
- Community based provider, and partner, of mobile urgent and emergency healthcare, fully integrated within urgent care networks (*ie 'ambulance' not in the organisation's name*)
- Reaching our potential