



Northern Ireland Ambulance Service
Health and Social Care Trust



**CARING
AND
MORE...**
IN 23/24

**NORTHERN IRELAND
AMBULANCE SERVICE
ANNUAL REVIEW**





INTRODUCTION

As the Chair and Chief Executive of the Northern Ireland Ambulance Service (NIAS), we hope this report gives you an overview of our performance and achievements throughout 2023-24. This report can only be a small snapshot of what our organisation has achieved throughout the year, and we hope it gives you an insight into the achievements we have witnessed firsthand.

The dedication, commitment, and enthusiasm of our staff in ensuring the timely, safe, and high-quality treatment and care for our patients is second to none. NIAS aims to provide high-quality ambulance services, delivering the best clinical outcomes for our patients. Throughout 2023-24, despite unprecedented pressures, our staff have remained committed to this goal, showcasing resilience and dedication in the face of significant challenges and an increasingly constrained financial context within the wider Health and Social Care system.

Operational efficiency is crucial to our success, and one of the most acute challenges we have encountered is that of delayed handovers at Emergency Departments, resulting in the loss of approximately 23% of our capacity. That means that at any one time, up to 1 in 4 of our vehicles and crews are not able to respond to emergencies because they are waiting to hand patients over to one of our hospitals in Northern Ireland. We continue to work in partnership with our colleagues across Health and Social Care to achieve a collective response to addressing these handovers, and we are continuously striving to mitigate their impact on our staff and our ability to respond to calls in the community within expected standards.

In this Annual Review, you will find an overview of our performance and achievements throughout the year. Our goal remains to provide high-quality ambulance services with the best clinical outcomes, and we are confident that together, we can continue to overcome challenges and deliver exceptional care to those who rely on our services.

We wish to express our gratitude to our dedicated staff, both on the frontline and in corporate support functions, for their unwavering commitment to our patients. Your efforts have made the service a source of pride for us all.

Michele Larmour
NIAS Chair

Michael Bloomfield
NIAS Chief Executive





ABOUT THE NORTHERN IRELAND AMBULANCE SERVICE

The Northern Ireland Ambulance Service (NIAS) was established by the Northern Ireland Ambulance Service Health and Social Services Trust (Establishment) Order (Northern Ireland) 1995 as amended by the Health and Social Services Trusts (Establishment) (Amendment) Order (Northern Ireland) 2008 and Section 1 of the Health and Social Care (Reform) Act (Northern Ireland) 2009.

THE PRINCIPLE AMBULANCE SERVICES WE PROVIDE ARE:

- Emergency response to patients with sudden illness and injury;
- Non-emergency patient care and transportation;
- Specialised health transport services; and
- Co-ordination of planning for major events and response to mass casualty incidents and disasters.

ORGANISATIONAL STRUCTURE

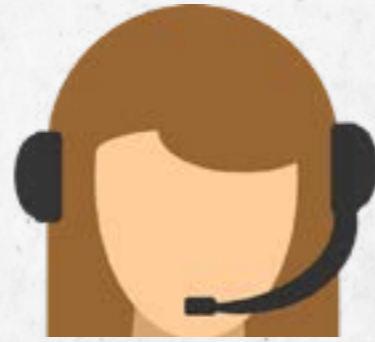
The provision of the above services is provided and supported by the following directorates:

- Chief Executive's Office.
- Operations Directorate.
- Finance, Fleet and Estates Directorate.
- Human Resources and Organisational Development Directorate.
- Medical Directorate.
- Clinical Directorate.
- Quality, Safety & Improvement Directorate.
- Planning, Performance and Corporate Services Directorate.

2023/24 IN NUMBERS



CREWS DEPLOYED TO
172,858
INCIDENTS



230,503
CALLS ANSWERED

125,979 PATIENTS



CONVEYED TO HOSPITAL



153,571

PCS NON-EMERGENCY JOURNEYS



17,012
PATIENTS
TREATED
OVER THE
PHONE



85%
OF EMERGENCY AMBULANCE
CALLS WERE ANSWERED
WITHIN 5 SECONDS



46,879
PATIENTS SEEN
AND TREATED AT
SCENE



88% OF
TURNAROUND
TIMES IN EXCESS
OF 30 MINUTES



OUR AVERAGE RESPONSE
TIME FOR THE MOST SERIOUSLY ILL
OR INJURED PATIENTS
WAS:



EPCR INCREASED
FROM **29** PER DAY
TO **235** PER DAY





Northern Ireland Ambulance Service
Health and Social Care Trust

OUR MISSION:
TO CONSISTENTLY SHOW
COMPASSION
PROFESSIONALISM
& RESPECT
TO THE PATIENTS WE CARE FOR.

OUR VALUES

Our values, and the behaviours they instil, form the foundations for the culture and ethos for the whole organisation. We will work to embed these across all our functions and activities.

WORKING TOGETHER

We work together for the best outcome for people we care for and support. We work across HSC and with other external organisations and agencies, recognising that leadership is the responsibility of all.



EXCELLENCE

We commit to being the best we can be in our work, aiming to improve and develop services to achieve positive changes. We deliver safe, high quality, compassionate care and support.



OPENNESS AND HONESTY

We are open and honest with each other and act with integrity and candour.

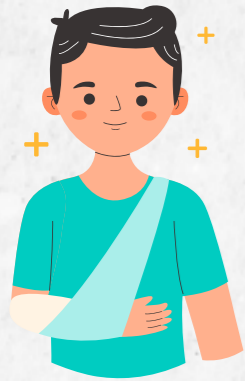


COMPASSION

We are sensitive, caring, respectful and understanding towards those we care for and support and our colleagues. We listen carefully to others to better understand and take action to help them and ourselves.



OUR GOALS



OUR PATIENTS...

will feel professionally cared for; always with compassion and respect.

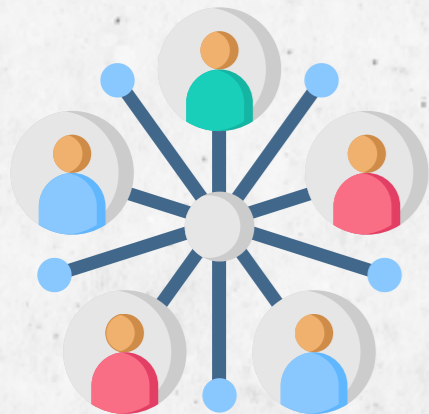
OUR STAFF...

will feel positive and proud to work for NIAS.



OUR STAKEHOLDERS AND PARTNERS...

will have confidence in us as a reliable provider at the centre of urgent and emergency care.



OUR COMMUNITIES...

will continue to value and trust us.





2023/24 IN AWARDS

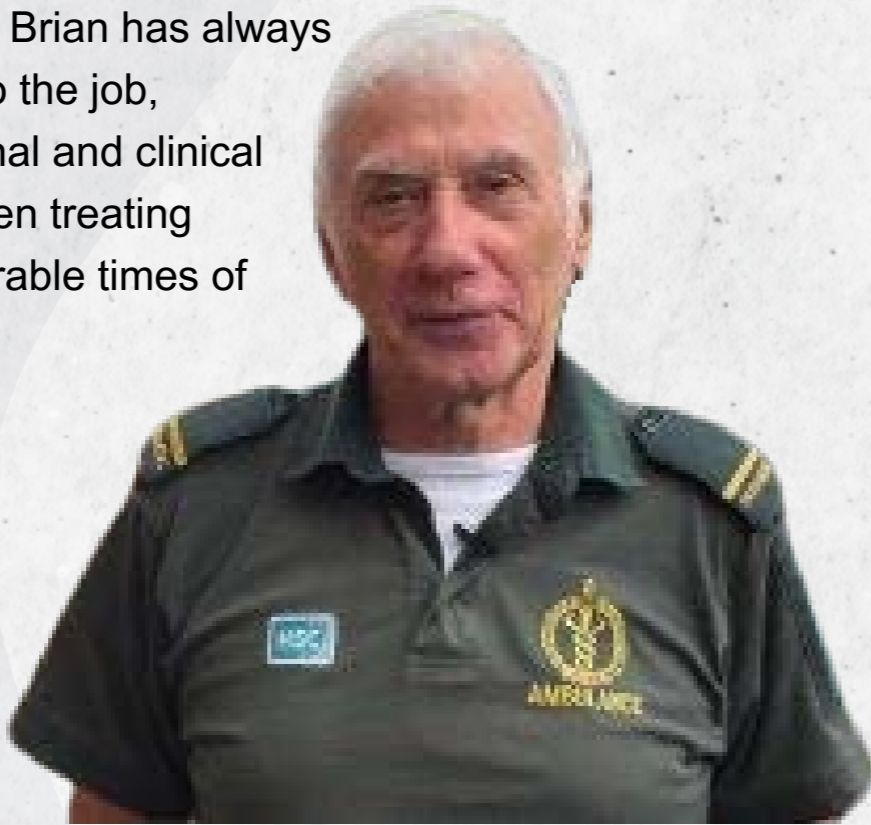
APRIL 2023

The 2023 Community First Responder of the Year Award was awarded to Paul McCormick, recognised for his ability to act with patience and kindness. Congratulations Paul.



JUNE 2023

Brian Maguire, RRV Paramedic, was awarded the King's Ambulance Medal after 49 years' service. This recognition is a testament to his care of patients and his mentoring of many younger colleagues which continues to this very day. Brian has always brought a sharp humour to the job, complementing the personal and clinical skills that he has used when treating patients at the most vulnerable times of their lives.



Johnny McArthur, Assistant Director Emergency Planning, also received recognition in the Birthday Honours List, having been awarded the MBE (Member of the Order of the British Empire). At the time of the nomination, Johnny was NIAS lead for HART and was nominated on the strength of his efforts in that role.

SEPTEMBER 2023

On Wednesday 20th September, NIAS were proud to host an event recognising the staff who work in Emergency Ambulance Control and celebrate being recognised as an Accredited Centre of Excellence by the International Academy of Emergency Dispatch.



OCTOBER 2023

Our very own Glynn Mercer, Northern Area Station Officer, attended the AACE ALF Awards evening to receive the Exceptional Manager Award. A true gentleman and very worthy recipient. Well done Glynn.



FEBRUARY 2024

On 8th February 2024, Long Service and Good Conduct ceremony at the Beechlawn Hotel, Dunmurry. Lord-Lieutenant Dame Fionnuala Jay-O'Boyle and Health Minister Robin Swann were both in attendance to recognise the medal recipients. Their words were kind, heartfelt and much appreciated.





2023/24 IN PICTURES



APRIL 2023

Back in April 2023, The first information event for the forming of a NIAS Retirement Association was held.

We welcomed our new Chair, Michele Larmour, to NIAS who began to meet staff on the frontline, in control and those in support roles.



A great team of 18 NIAS colleagues graduated with Critical Incident Stress Management (CISM) qualification and skills. 32 colleagues trained in 2023 to join the NIAS peer support team.



On April 29th, the 2023 Northern Ireland Community First Responder Conference was held at the Kingfisher Country Estate, Templepatrick. This event gave First Responders across Northern Ireland the chance to get together with informative sessions throughout the day.





Thursday 27 April 2023, NIAS hosted the Frequent Caller National Network (FreCaNN), with representatives from 9 ambulance services across England, Scotland and Wales attending. This meeting was 3 years in the making, as it was originally planned for April 2020 before the pandemic.



MAY 2023

May 28th, Rob Elkington successfully passed his aeromedical course & became a qualified HEMS paramedic for NIAS.



JUNE 2023

It was a pleasure to have Permanent Secretary Peter May at our Graduation for Foundation Degree in Paramedic Practice June 28th 2023 at Ulster University. Congratulations to all graduates!



Colleagues across NIAS talked and listened with the NIAS Peer support on your picture of health as part of Men's Health Week.





JULY 2023

Congratulations to the graduates of Couch to 5K 2023. Thanks to everyone who joined in for 'parkrun for the NHS'.



SEPTEMBER 2023

World Patient Day 2023 had the theme of “engaging patients for patient safety”. The day aims to influence stakeholders including patients, families, policy makers, health care leaders, health workers and patient organizations to work collaboratively towards co-designing health care policies and safety interventions that truly reflect the needs and preferences of patients, ultimately enhancing healthcare safety globally.



Emergency Department staff from across Northern Ireland along with Northern Ireland Ambulance Service staff gathered for the 'big' Inaugural Football Match where an incredible £1,500 was raised for the Air Ambulance NI Charity.



OCTOBER 2023

Thanks to everyone who joined our NIAS Walk and Talk 2023 mental health campaign event back in October 2023. Thanks to our expert guide Lorraine Welsh. Well done to Olivia Espie, Sophie Gill and Katie Fry who completed walk leader training and led this walk.





Celebrating the launch of the Research Public Involvement Committee October 10th 2023, the first Patient and Public Involvement group in NIAS.



JANUARY 2024

Third year paramedic students from Ulster University attended NIAS Emergency Ambulance Control as part of their practice-based learning experiences.



NOVEMBER 2023

NIAS staff met together November 9th 2023 to celebrate the launch of our new 'NIAS Quality Strategy' and success of our most recent Quality 4 U Graduates. We are looking forward to building further QI capacity within NIAS and to delivering our Quality Strategy together.



FEBRUARY 2024

Prime Minister Rishi Sunak visited the HEMS base in Lisburn where he met with the Medical Teams and pilot, along with other Air Ambulance staff and volunteers, as well as patients who have benefitted from the service.





NIAS welcomed the first group of RCN Cadets as part of their placement week with us. Their week included a visit to HEMS, HART and a PCS observer shift.



MARCH 2024

RCN Prince of Wales Nursing Cadets with cohort 2 started on their placement with our Hazardous Area Response Team (HART) learning about major incidents, emergency planning, chemical, biological, nuclear and explosive attacks, mountain rescue, flood, confined space and cave treatment.



Michael Bloomfield, NIAS Chief Executive, Michelle Lemon, NIAS Director of HR&OD, Sean Mullan ASAM, Peter Donnelly, Ruth Leonard and Ann Marie McStocker Health & Wellbeing welcomed colleagues retired from NIAS to the first Annual General Meeting of the retirement association.

