



Northern Ireland Ambulance Service
Health and Social Care Trust

Changing how we work

What do you think?



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Introduction



The Northern Ireland Ambulance Service Health and Social Care Trust helps people in an emergency.



We have different staff and vehicles to help people.



We respond to about 220,000 calls a year.

The Trust works all day, everyday.

We have about 1,300 staff.



We are thinking of changing how we work.



We want to:

- Work out who needs the ambulance quickest
- Get to emergencies quickest
- Send the right people first time
- Provide the best patient care



We want to know what you think.

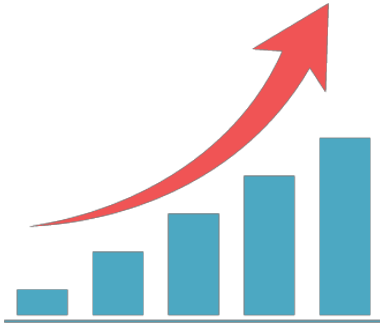


Please read through this document and then tell us what you think by answering the questions.



We need to have your answers by Friday 18th January 2019.

Why change?



More people want an ambulance

The number of people who have been phoning for an emergency ambulance has increased recently.



We think that more people will be wanting an emergency ambulance over the next few years.



Some people are not real emergencies

Currently we treat about a third of all calls as an emergency.



With an emergency we aim to get to you in 8 minutes.



But many of these people are not real emergencies.



Getting the right type of ambulance

Because we try to get to you in 8 minutes we usually send you the nearest ambulance.



But this might not be the best ambulance for you.

Our plan



We plan to get more information from you when you phone for an ambulance.

We plan to make sure that people get the best help they can.

When you phone for an ambulance we want to:

A. Quickly work out if your life is at risk

These are people who are:

- Breathing but unconscious



- Having a heart attack



- People who are having serious fits



- Women who are pregnant





- People who might be drowning or have been in serious accidents



By asking the right questions we can make sure that that we get the quickest help to the people that need it.



B. Get the quickest help to the people who need it

Every second counts for people whose life is at risk.



We aim to get a paramedic to these people very quickly indeed.

C. Send the right people first time



By asking the right questions we can make sure you get the right help for you.



If you have suffered a stroke, we will get you to a specialist stroke unit as quickly as possible.



Often people with a serious diabetes condition can be treated in the ambulance. They often don't have to go to hospital.



People whose life is at risk need a paramedic who can treat them immediately.



We want our highest trained staff to deal with the most urgent cases.



D. Provide the best patient care

We want to check that patients are getting the best care for them.



The best care might not mean going to the Accident and Emergency service at hospital.



For some people it might be going to the stroke unit.



For other people it might be to get help from a community service.

How we plan to make the change



We are planning to increase the number of ambulances we have.



We also plan to take on 300 more staff.



With more ambulances and staff we plan to reduce the number of Paramedic cars.

How are staff affected?



Our plans should be good for staff.



We plan to increase the number of staff and buy new ambulances and other equipment.



There may be some changes in the hours that people work. We may need some staff to move to other work.



We plan to give staff any training they need because of any changes to their work.

Checking how we are doing



We will keep checking the new ways of working.



We will check that patients are getting the best quality of care.



We will check that we are getting to the most urgent cases quickly.

Making sure that we are being fair to everyone



We have looked at these plans to make sure that they are fair to everyone.

We particularly want to make sure that we are being fair to:



- Both men and women



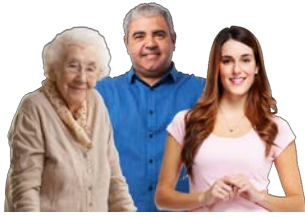
- People with different views about politics



- People with different religions



- People from different communities



- People of all ages



- People from different ethnic backgrounds



- Gay and straight people



- Married and single people



- People who are looking after other people



- People with disabilities



- People who live in rural areas

What do you think?

A. About you

Question 1: What is your name?



Question 2: Are you speaking for:

☐

A government or council organisation? If so which one?

☐

A Community group?

☐

A Trade Union?

☐

Are you a member of the public?

☐

Other



B. What do you think of our plans?



Question 3: Do you agree that the Ambulance Service needs to make a change?

☐

Yes

☐

No

Why do you say that?



Question 4: Do you agree we should do the things we have explained in this document?

☐

Yes

☐

No

Why do you say that?



Question 5: Have you had enough information?

☐

Yes

☐

No

Why do you say that?



Question 6: Are there any ways that these plans make some things worse?



Question 7: What should we do to make sure that some things don't get worse?



Question 8: What should we do to make sure that we are being fair to everyone?



Question 9: Have you any other comments?

Thank you



Thank you for your views. Please now send you answers back to us by:



Email: **consultation@nias.hscni.net**



Post:

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We need to have your answers by Friday 18 January 2018.

For more information

If you need more information please contact us at:



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Textphone: **028 9040 0871**



Email: **consultation@nias.hscni.net**

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