



**Cumbria & Lancashire Winter Preparation
Assurance to
Lancashire Health Scrutiny Committee**


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Head of Paramedic Emergency Service

The forecasted demand for Operational Response has been created by using the last 3 years activity and applying a percentage increase of 2.41% for the previous 3 years. The forecasted period is from 1 December 2017 to 7 January 2018.

2017/18								
	Daily Rank							
01/12/2017	Friday	31	14/12/2017	Thursday	33	27/12/2017	Weds	8
02/12/2017	Saturday	25	15/12/2017	Friday	26	28/12/2017	Thursday	15
03/12/2017	Sunday	5	16/12/2017	Saturday	22	29/12/2017	Friday	3
04/12/2017	Monday	19	17/12/2017	Sunday	12	30/12/2017	Saturday	6
05/12/2017	Tuesday	30	18/12/2017	Monday	7	31/12/2017	Sunday	1
06/12/2017	Weds	16	19/12/2017	Tuesday	38	01/01/2018	Monday	10
07/12/2017	Thursday	32	20/12/2017	Weds	27	02/01/2018	Tuesday	9
08/12/2017	Friday	27	21/12/2017	Thursday	22	03/01/2018	Weds	27
09/12/2017	Saturday	19	22/12/2017	Friday	13	04/01/2018	Thursday	36
10/12/2017	Sunday	17	23/12/2017	Saturday	11	05/01/2018	Friday	34
11/12/2017	Monday	35	24/12/2017	Sunday	18	06/01/2018	Saturday	14
12/12/2017	Tuesday	24	25/12/2017	Monday	4	07/01/2018	Sunday	21
13/12/2017	Weds	37	26/12/2017	Tuesday	2			

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NWAS Suite of Plans



Strategic Winter Capacity Plan


2017 – 2018

NWAS Strategic Winter Capacity Plan 2017/18		Page:	1 of 18
Author:	Resilience Team	Version:	6.4
Date of Approval:	31 August 2017	Status:	FINAL
Date of Issue:	01 September 2017	Date of Review:	May 2018



North West Ambulance Service Winter Plan 2017/18

NWAS Winter Plan 2017/18		Page:	1 of 47
Author:	Head of Service Development	Version:	6.0
Date of Approval:	3 October 2017	Status:	Final
Date of Issue:	3 October 2017	Date of Review:	1 May 2018



Cumbria & Lancashire Area Winter Plan

31/10/2017 – 08/04/2018

CCL Area Winter Plan - Operational Order		Page:	Page 1 of 9
Author:	PCS Operations	Version:	
Date of Approval:		Status:	
Date of Issue:		Date of Next Review:	

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Strategic Winter Capacity Plan

- NWAS planning will be continuous up to and through the winter with regular meetings scheduled to ensure that focus is not lost. This will include dedicated agenda items on a range of existing and regular meeting schedules. Periodic performance teleconferences will also continue with the option to revert to a daily reoccurrence should pressures dictate.
- NWAS has in place long-standing processes, which expedite rapid call pick-up and allocation times. Resource profiling is completed in a way which best matches demand to maximise response time performance to 999 incidents.
- The NWAS Regional Planning Team will ensure that demand and resource profiles are matched through analysis of staff abstraction rates (training, leave and sickness) and monitoring of unit hour utilisation for the Paramedic Emergency Service. The following sections outline key factors, which underpin the NWAS response during the winter period.
- Led by CEO scrutiny meetings usually fortnightly

Winter Operational Order

- To provide a robust command structure both in hours and out of normal office hours to ensure NWAS can react effectively to changes in service demand.
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- To plan, as far as possible, for additional resources to ensure operational resilience over the winter period.
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- To continue to support and manage staff welfare and abstractions.
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- To maintain effective communications with staff, partners and the public and so manage the expectations of these groups.
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- Continue to support and monitor the impact of the newly introduced Ambulance Response Program.
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- To support the wider health economy, including briefing key NHS stakeholders to ensure an adequate and appropriate provision of ambulance services during this key period.
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- Through effective multi-agency liaison with partner agencies to support, where possible, requests for NWAS managers to perform Tactical Command functions
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- NWAS will ensure compliance with current health and safety legislation and NWAS procedures establishing and maintaining effective liaison with staff representatives.
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- To establish and maintain effective communications and management for all ambulance and medical staff should a major or large scale incident occur.

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Winter Plan Briefing Event 18 October



- Sector Managers
- Ops Managers
- EOC
- APs
- SPs
- Resilience
- PTS Ops
- PTS Control
- Finance
- Fleet
- IM&T
- Complementary Resources
- HR
- Urgent Care
- Rostering

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Additional Ambulances and RRVs Utilising budgets set aside for winter cover

Date	Shift 1	Hours	Station	Shift 2	Hours	Station	Shift 3	Hours	Station
03/12/2017	1200-2200	10	Lancaster	1400-2400	10	Blackpool	1400-2400	10	Burnley
06/12/2017	1200-2200	10	Lancaster	1400-2400	10	Blackpool	1400-2400	10	Burnley
10/12/2017	1200-2200	10	Lancaster	1400-2400	10	Blackpool	1400-2400	10	Burnley
17/12/2017	1200-2200	10	Lancaster	1400-2400	10	Blackpool	1400-2400	10	Burnley
18/12/2017	1200-2200	10	Lancaster	1400-2400	10	Blackpool	1400-2400	10	Burnley
19/12/2017	1200-2200	10	Lancaster	1400-2400	10	Blackpool	1400-2400	10	Burnley
20/12/2017	1200-2200	10	Lancaster	1400-2400	10	Blackpool	1400-2400	10	Burnley
21/12/2017	1200-2200	10	Lancaster	1400-2400	10	Blackpool	1400-2400	10	Burnley
22/12/2017	1200-2200	10	Lancaster	1400-2400	10	Blackpool	1400-2400	10	Burnley
23/12/2017	1200-2200	10	Lancaster	1400-2400	10	Blackpool	1400-2400	10	Burnley
24/12/2017	1200-2200	10	Lancaster	1400-2400	10	Blackpool	1400-2400	10	Burnley
25/12/2017	1200-2200	10	Lancaster	1400-2400	10	Blackpool	1400-2400	10	Burnley
26/12/2017	1200-2200	10	Lancaster	1400-2400	10	Blackpool	1400-2400	10	Burnley
27/12/2017	1200-2200	10	Lancaster	1400-2400	10	Blackpool	1400-2400	10	Burnley
28/12/2017	1200-2200	10	Lancaster	1400-2400	10	Blackpool	1400-2400	10	Burnley
29/12/2017	1200-2200	10	Lancaster	1400-2400	10	Blackpool	1400-2400	10	Burnley
30/12/2017	1200-2200	10	Lancaster	1400-2400	10	Blackpool	1400-2400	10	Burnley
01/01/2017	1200-2200	10	Lancaster	1400-2400	10	Blackpool	1400-2400	10	Burnley
02/01/2017	1200-2200	10	Lancaster	1400-2400	10	Blackpool	1400-2400	10	Burnley
06/01/2017	1200-2200	10	Lancaster	1400-2400	10	Blackpool	1400-2400	10	Burnley
07/01/2018	1200-2200	10	Lancaster	1400-2400	10	Blackpool	1400-2400	10	Burnley
08/01/2017	1200-2200	10	Lancaster	1400-2400	10	Blackpool	1400-2400	10	Burnley
		220			220			220	

	Cumbria and Lancashire		
1	31/12/2017	Sunday	10:00-20:00
2	01/01/2018	Sunday	10:00-20:01
3	01/01/2017	Sunday	10:00-20:00
4	31/12/2017	Sunday	12:00-22:00
5	31/12/2017	Sunday	13:00-23:00
6	31/12/2017	Sunday	13:00-23:00
7	31/12/2017	Sunday	14:00-00:00
8	31/12/2017	Sunday	14:00-00:00
9	31/12/2017	Sunday	18:00-04:00
10	31/12/2017	Sunday	18:00-04:00
11	31/12/2017	Sunday	18:00-04:00
12	31/12/2017	Sunday	1200-2200
13	31/12/2017	Sunday	1600-0200
14	31/12/2017	Sunday	1600-0200
15	31/12/2017	Sunday	1600-0200

Additional 15 ambulances/ RRVs NYE / Day

Additional 60 ambulance/ RRV key priority days

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Support for EOC

- New Initiatives for 2017/18
 - Paramedics supporting with Clinical advice in emergency control centre
 - Paramedics in call centre supporting removal of stay on line advice where appropriate
 - Increased staffing in Control centre using alternative duties, support staff and now PTS Control staff able to support non-clinical call handling, i.e. Community Responder Desk, police desk
 - Police in EOC key dates
 - Guaranteed increase Advanced Paramedic support during festive period max to 9 on NYE Night

New Year's Eve

- Additional managers in EOC
- Extra EOC resource in line with demand forecast
- Increased cover to 9 AP's in EOC and operationally
- Extra operational resources as per capacity managers plan
- Encourage Complementary Resource availability
- Early consideration of PTS
- Full ALO cover
- Nightsafe in Preston and Blackpool
- Staff welfare ~ refreshments at hospitals and stations

Communications Strategy

- Throughout the winter weeks and into the new year we will support the national Stay Well This Winter campaign messaging and provide information locally to partner organisations to assist them with their messaging.

Winter Schedule	Theme	• Public
Week 1 30 October	Halloween Caroline	• Media release
Week 2 6 November	Fire safety/Bonfire Night Alice Breathe well (COPD awareness) Karen	<ul style="list-style-type: none"> • Media release • Social media content - Better fireworks at an organised display - 17815389 16yo injured by firework • Stats from last year • Instagram
Week 3 13 November	Launch 'winter is coming' campaign/self-care Fiona	<ul style="list-style-type: none"> • Media release explaining how we're ready for winter • Animated film with game of thrones style characters • Social media advert featuring paramedic 'jon snow' pointing to make the right call website
Week 4 20 November	Road safety Christina & Caroline	<ul style="list-style-type: none"> • Following Safe Drive Stay Alive, put together a small summary vid (or use one they have) and share on social media. • Issue facts about what to do when an ambulance is approaching/behind them • Make yourself visible – do a spot the difference –using a dog or child, have them in a dark room with no visibility accessories, and then the same picture with them wearing a visibility jacket, torch etc.
Week 5 27 November	Flu (not too late to get your jab) Sarah & Dawn	• Social media advert
Week 6 4 December	Stop abuse (behind the uniform) Alice & Maddy	<ul style="list-style-type: none"> • Media release • (next wave of winter leaflets to be distributed on PTS vehicles)
Week 7 11 December	Drugs and alcohol Alice & Christina	<ul style="list-style-type: none"> • Social media advert • Media ride outs
Week 8 18 December	Countdown to Christmas (fun feature with staff) Fiona & Alice	<ul style="list-style-type: none"> • 12 days of Christmas theme showcasing the people behind the scenes keeping the service going during the festive period •
Week 9 25 December	Mental health Charlie	• Social media advert

CAL Assurance

- On the basis of the three main plans being in place.
 - On the basis of full CAL team briefing taken place.
 - On the basis of all team managers preparing and having adequate resource in place
 - CAL is confident to give assurance to the Lancashire OSC that we are as prepared as possible for the coming Winter
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- Questions??