



London Ambulance Service



NHS Trust

Members' meet: Improving Quality and Innovation

25 March 2013





London Ambulance Service



NHS Trust

Commissioning for Quality & Innovation (CQUINs)

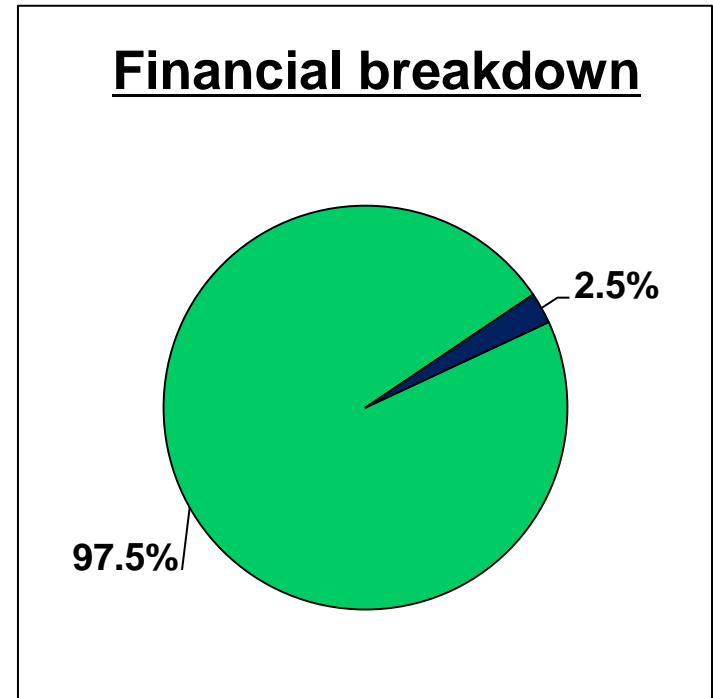
Jason Killens, Deputy Director of Operations
and
Emma Williams, Service Development and
Quality Manager

25 March 2013



What are CQUINs?

A way for commissioners to reward excellence by linking a proportion of the LAS' total income to the achievement of local improvement goals



How are CQUINs developed?

- Local vs national
 - each year there is a list of national CQUINs relating to specific areas of care, e.g. mental health, dementia
 - in addition to national CQUINs, local CQUINs are identified, e.g. diabetes
- How agreed
 - developed and negotiated between the LAS and their commissioners



CQUINs 2012-13: areas of care

1. Conveyance to the Emergency Dept., use of Appropriate Care Pathways
2. Use of hear and treat
3. Diabetes – management of patients with high and low blood sugar levels
4. Alcohol – health promotion and the Soho Alcohol Recovery Centre
5. Collection of NHS number
6. Four areas including work relating to frequent callers, long delays and an audit process for hear and treat
7. Workforce changes



CQUINs 2012-13: two examples

- **Soho Alcohol Recovery Centre**

Sub-milestones across the year relating to:

- Delivery of 120 nights of activity
- Trial of a multi-disciplinary model of care
- Engagement with local police teams
- Delivery of National Best Practice Workshop

- **NHS Number**

Sub-milestones across the year relating to:

- Five pilots to collect NHS number: through hear & treat calls, from frequent caller work, via data-sharing link with an hospital trust



CQUINs 2012-13: lessons learned

- Identify and agree key priority areas for CQUINs – limit the total number
- Need to understand local care priorities so that CQUINs across organisations can be connected
- Need to have a structure for delivery that is achievable and takes into consideration existing planned activities



CQUINs 2013-14: overview

- 2013-14 is a year of transformation and reconfiguration within the LAS, particularly focusing on workforce changes
- Modelling has been co-commissioned by the LAS & its commissioners to identify strategies to improve efficiencies and deliver predicted increases in call volumes over the next 5 yrs



CQUINs 2013-14: plans

This work focuses on three areas:

- Staff engagement
- Increased efficiencies (e.g. response model)
- Workforce changes (e.g. roster review)



Other issues during 2013

- Transition of Primary Care Trusts to Clinical Commissioning Groups
- Reconfiguration of Acute (Hospital) Services across London:
 - Chase Farm & North Middlesex
 - South West London
 - West London (including Charing Cross, Hammersmith, Ealing and Central Middlesex)
 - South East London (incl. Lewisham)



Questions



What healthcare changes are taking place in your local area and what impact, good or bad, do you think this will have?

- Hospital/Acute Trusts – reconfiguration of services and Emergency Departments:
 - North London: Chase Farm
 - South East London: Lewisham, Queen Mary's
 - West London: Charing Cross, Hammersmith, Ealing and Central Middlesex
 - South West London: St Helier, Epsom
 - North East London Hospital Trust mergers – Bart's, The Royal London, Newham, Whipps Cross, Mile End Hospitals, now all in one trust... impact of streamlining/reorganisation of services
- Primary Care Trusts transferring responsibility for commissioning (buying) of clinical services to Clinical Commissioning Groups (CCGs) from 1st April 2013
- Health and social care merging in many areas to provide a more joined up service



Have you have experience of using local alternatives to Emergency Departments (e.g. Urgent Care Centres) and if so, what was this like?

- Map of services – variety of provision
- Increasing number of Urgent Care Centres located at the front end of Emergency Departments to manage primary care problems
- Have you used a Urgent Care Centres/Walk-In Centre/Minor Injuries Unit? Was it a good experience? Would you go back? Good and bad points?
- Do you think that the LAS should be conveying patients to these locations?



What do you know about the new 111 service?

- Is it live in your area yet?
- How is it being promoted in your area?
- What is your understanding of what it can provide?
- Have you used the service yet? What is your experience of it?

