

Progress Rating Summary				Produced: 12.05.2022	Plan: 1164 Owner: (TSI) Amber Oberg	Ambulance Handover Process Mapping	
Current	Previous	Planning	Project	Your Ref:	Planned Start: 15.03.2022	Planned End:	Revised End:

Delivery Status			Delivery Status Summary		Key Achievements This Period
Period Ending Date: 14.05.2022			The Ambulance Handover Working Group have agreed a new front door process to pilot which started 03/05/2022. The aim of this project is to reduce ambulance handover delays to improve ambulance response times in the community.		<ul style="list-style-type: none"> Ambulance Handover Front Door Pilot started 03/05/2022 and new process shared with Ambulance Service colleagues and ED staff ED staff and ambulance crews enthusiastic and engaged with the new process Daily wash up meetings continuing Roles and responsibilities reinforced within working group Communications such as pilot posters and the new process map agreed and displayed within the department and shared with ambulance service colleagues Ambulance Handover trajectory has been developed for SRO and Exec sponsor sign off Transformation team have linked with the nominated information services manager for future collation of standardised reports
Current	Previous	Factor	During week 1 of the pilot the ED team regrouped and refined the exclusion criteria in an evolving and collaborative nature.		
Amber	Amber	Costs			
Green	Green	Progress			
Amber	Amber	Benefits			
Green	Green	Scope			
Amber	Amber	Resources			
Amber	Amber	Risks			
Amber	Amber	Issues			
Amber	Amber	Stakeholders			
Red	Red	Quality			
Amber	Amber	Deliverables			
Amber	Amber	Overall			

Challenges/ Escalation items	Key Targets Next Period
<ul style="list-style-type: none"> Team have reached out to EEAST and EMAS for a specific data set which can be utilised by information services to support the project. Team are starting with manual reporting until there is a regular reporting rhythm established Clinical and operations staff are continuing to move patients Security concerns raised by nursing staff within ED waiting room, particularly in the evenings and the weekend 	<ul style="list-style-type: none"> To collect and analyse the 2 week pilot data and present both quantitative and qualitative data to SRO and wider team at the end of wk com 16/05/2022 and measure against agreed KPIs Initial creation of an information services data set ToR for the Ambulance Handover Working Group have been circulated and comments received with the plan to be endorsed on 25/05/2022 To review the cohorting policy and create an internal SOP which is coproduced with the ambulance service and also to review the corridor care policy

Top 3 Delivery Issues			Top 3 Delivery Risks		
1	00001	ED staff vacancies: staff deployment across the UEC floor results in staffing gaps in the NAT bay compared with workload demand	1	00001	Risk of internal critical incident status that may compromise the ED team's involvement in this project / meetings
2	00002	ED team describe lack of support staff, with clinical staff portering etc	2	00002	Risk of inadequate support services due to lack of finance (e.g. porter) and ED staff resources
			3	00003	Risk of lack of data intelligence to inform rate of improvement
There are 3 Issues in total of which 2 remain Open			There are 3 Risks in total of which 3 remain Open		