**NATIONAL AMBULANCE SERVICE - PROJECT ‘A’**

**NOTES ON MEETING AT GLAZIERS HALL THURSDAY 28TH JUNE 2018**

The National Ambulance Service has launched an improvement initiative called ‘Project A’. The ‘A’ stands for ambulance. The project is being delivered by a small team located within NHS England. There was no evidence of expensive management consultants.

The initiative follows the intervention of Simon Stevens who observed during field visits that the frontline ambulance staff have a number of valuable suggestions for service improvement – which deserve to be shared more widely. As a result, Simon Stevens and NHS England are sponsoring this new project.

Project ‘A’ was launched on Thursday 28th June at a national workshop held at the Glaziers Hall in London. The meeting was attended by some 200 delegates drawn from all the English ambulance services. Associated ambulances services were also represented.

The overwhelming majority of delegates were frontline medics and control room staff. Some Chief Executives and senior managers also attended – which indicates their endorsement of Project ‘A’. A handful of patient reps were also present.

The aims of the workshop day were to:

* Enable a wide group of ambulance staff and patients to contribute their ideas and experience to improving care for people with urgent and emergency needs
* Start to identify the biggest opportunities for change
* Design the year-long project together
* Create some shared aims for improvement across the country
* Build energy and enthusiasm for change
* Agree a clear set of next steps

The workshop was very professionally organised and delivered.

Delegates were encouraged to sit with colleagues from other ambulance services and there were a number well selected activities to encourage the strangers on each table to share their concerns and aspirations for the ambulance service.

During the morning a number of themes emerged and were voted on by all the delegates. The ‘top ten’ or so were then the subject of study by different groups on new tables in the afternoon session.

Each table as asked to address the following questions for its chosen topic:

1. WHY is this important?
2. WHAT are the opportunities?
3. HOW will we make the change?
4. WHAT IS our one big idea?

As well as completing worksheets, at the end of the afternoon each table produced a short 90 second YouTube film which was shown to all the other delegates.

I joined the discussion group about ‘fallers’ as this is both a major concern and is the subject of one of the new LAS strategic initiatives. I hope to bring the worksheet along to our meeting on Monday evening.

The workshop was just the first stage in a process which will ‘rolled out’ to the wider ambulance community in the next week or so.

Details of the ‘roll out’ are due to be shared shortly by the project team, along with feedback from the 28th June workshop.

A copy of the project timeline is attached.

My general observation is that the project, its organisers and the ambulance staff who attended are highly impressive and committed to delivering improvements.

It would be good if the Patients’ Forum could work with the project as I’m sure that we will have an immense amount to contribute to its success.

JMG 2018-07-04