

CASE STUDY: INCREASING AMBULANCE REFERRALS TO 2-HOUR URGENT COMMUNITY RESPONSE

Context:

- In January 2024, the Cheshire and Merseyside Mental Health, Learning Disability and Community Collaborative (Provider Collaborative) convened an Improvement Group with all 9 local 2-hour Urgent Community Response (UCR) services and the North West Ambulance Service (NWAS).
- The group's aim is to increase NWAS referrals to UCR services, to reduce avoidable ambulance call outs and conveyance to emergency departments. Although increasing, at January 2023 only 6.8% of UCR referrals were from NWAS, with considerable variation among UCR providers.
- Aqua joined the group as an improvement partner, building on shared UCR staff insight and data quality improvement work in 2023.

What We Did:

- **Shared the impact of a UCR navigation pilot:** Aqua helped to co-design a data capture tool to demonstrate the impact of UCR clinicians navigating 999 calls in the NWAS control-room. Aqua used rapid cycle evaluation and improvement methodologies to analyse, share and discuss impact with the group, enabling ongoing adaption of pilot design and cascade of learning.
- **Helped understand UCR variation:** The Provider Collaborative and UCR teams co-designed a survey that Aqua analysed to visually demonstrate the variation in the 9 UCR teams' access, establishment and service interface. Aqua and the Provider Collaborative undertook short insight calls with each UCR service and discussed learning with the UCR improvement group.
- **Developed UCR team service profiles:** to support improved access.
- **Helped understand the root cause:** Aqua and the Provider Collaborative co-convened a face-to-face workshop that used learning from navigator pilot and survey as a catalyst to agree the primary focus areas to increase NWAS referrals.

Impact:

At the workshop, the group co-developed an improvement plan and create a shared commitment to: (1) build relationships between UCR services and NWAS, (2) simplify UCR referral and access, (3) improve standardisation of UCR services and (4) further develop the interface between UCR services and wider system partners.



"This project has been an excellent example of collaboration at scale. By bringing together partners from across all our UCR services and our ambulance service, we have been able to understand and start to unblock some of the barriers to increasing referral rates to urgent community services."

Emma Danton, Head of Transformation, Provider Collaborative

For further details about this piece of work, or to discuss how we can support you, please get in touch:



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Continuous Improvement

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