

Health Education England

Providing change and transformation expertise to pilot a new workforce model



Background

- The programme arose from work commissioned by Health Education England. As part of the GP2020 workforce programme's work to identify sustainable workforce models.
- Ambulance services were losing paramedics, urgent care demand was increasing, and new ways of working were needed.
- The Rotating Paramedic programme established to test the feasibility of rotating paramedics through primary and community care to maximise the unique skill set of paramedics to improve patient care and relieve pressures on primary care, ambulance services and other parts of the NHS in a sustainable way.

Activity

KayHill Consulting:

- Established programme governance and implemented improvement approach.
 - Led best practice in terms of change and quality improvement.
 - Provided operational and strategic leadership.
 - Managed effective stakeholder relationships.
- Designed and facilitated 5 learning workshops with the pilots, key stakeholders and regional and national leads.
 - Co-developed national implementation toolkit.
 - Supported the evaluation of the national pilot.

Results

- Reduced ambulance conveyances by 66% within the pilot sites and successfully achieved further funding to scale the pilots and eventually national rollout.
- Programme won the Healthcare Transformation Award, Innovation in Primary Care 2018
- Programme was shortlisted for HSJ Award, Workforce 2018.
- Sites are continuing with the model and further ambulance services are starting to implement the rotational model.

