

**24<sup>th</sup> October 2011**

**West Midlands Ambulance Service Hub Location**

**Ward(s)** All

**Portfolios:** Cllr B. McCracken – Social Care and Health

**Report:**

This report is an update on the position regarding the Ambulance Hub which will serve the Black Country North area which includes Walsall Borough.

The Hub will be purpose built and will be located at Ashmore Lake Way, Willenhall which affords good access to the network of Community Ambulance Stations that will be implemented. It is intended the Hub will 'go live' in September 2012.

The Trust currently operates from 13 sites in the Black Country. In the Walsall area this includes sites in Walsall and Aldridge.

To improve the service we provide to patients the Trust is moving to a hub and spoke model of operation incorporating a Make Ready system and network of Community Ambulance Stations. This will involve a Hub for Black Country North – Wolverhampton and Walsall and one for Black Country South – Dudley and Sandwell.

**2. Make Ready**

Make Ready is a quality assurance vehicle and equipment preparation programme designed to improve efficiencies across the whole spectrum of Ambulance Operations. It is based on a centralised Hub operation whereby Ambulance Fleet Assistants prepare vehicles for operational deployment.

**2.1 Benefits of Make Ready**

- Increase in vehicle cleanliness
- Minimising of cross infection
- Improvement in medicines management
- Maximise vehicle utilisation through effective readiness
- Improved asset management & control of medical devices
- Minimise Critical Vehicle Failure Rate

- Assurance of consistency on vehicle stocking, checking, servicing
- Savings on drug wastage
- Savings on medical gases
- Savings on medical consumables

### 3. Hub location

The Hub location for Black Country North has been confirmed as Ashmore Lake Way, Willenhall. The Hub will be a brand new build to a specification outlined by the Trust. A developer has been engaged and we are in the early stages of design.

The facility will include large car parking areas (for both Trust vehicles and the staffs own transport), large garage areas, and specialist areas for vehicle maintenance, equipment cleaning, vehicle wash and preparation, and areas for operational paramedics to book-on duty and take their statutory breaks.

The location provides good access to the network of Community Ambulance Stations which will be implemented in the Walsall area from which ambulances and rapid response vehicles will deploy.

It is intended that the Hub will open in September 2012.

#### 3.1 Community Ambulance stations

The most important factor relating to the location of the Community Ambulance Stations is the geographic placement in order to deploy resources quickly and affect a response to patients in the shortest time possible.

In the Walsall area the current intention is to have Community Ambulance Stations in the following locations:

- Bloxwich
- Aldridge
- Clayhanger
- Walsall
- The Delves

Good progress has been made with developing facilities at a number of fire stations in the Walsall area for use as Community Ambulance Stations. Work continues to identify suitable sites for the remaining locations.

### 4 Conclusion

The implementation of Make Ready and the Hub system is part of a wider service improvement programme. It is fundamentally about improving the

service we provide to our patients.

Alongside the workforce developments and introduction of NHS Pathways and expansion of alternate pathways this will lead to improved quality of care and outcomes.


The Trust will keep members informed of developments with regards progress with the Hub and Community Ambulance Stations. The offer to host a visit to one of the well-established Make Ready sites stands and we would be pleased to demonstrate the benefits of this system in a 'live setting'.

**Recommendations:**

**That subject to any comments Members may wish to make, the report be noted.**

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