



London Ambulance Service
NHS Trust



End of Shift Arrangements

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**Working together is central
to our success**



**The problem wasn't as big as we
thought it was**

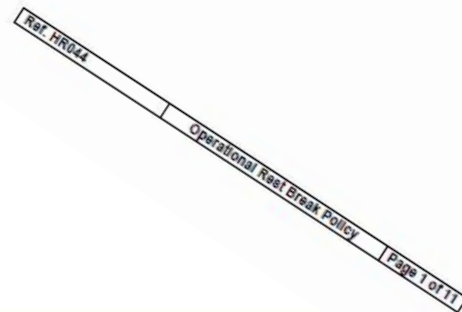


What was the problem?

NHS Terms and
Conditions of
Service Handbook



THE NHS STAFF COUNCIL
WORKING IN PARTNERSHIP



What did we do?



Worked in partnership



Breaks became a priority



Patient's first



We went on tour!



Engaged with staff differently

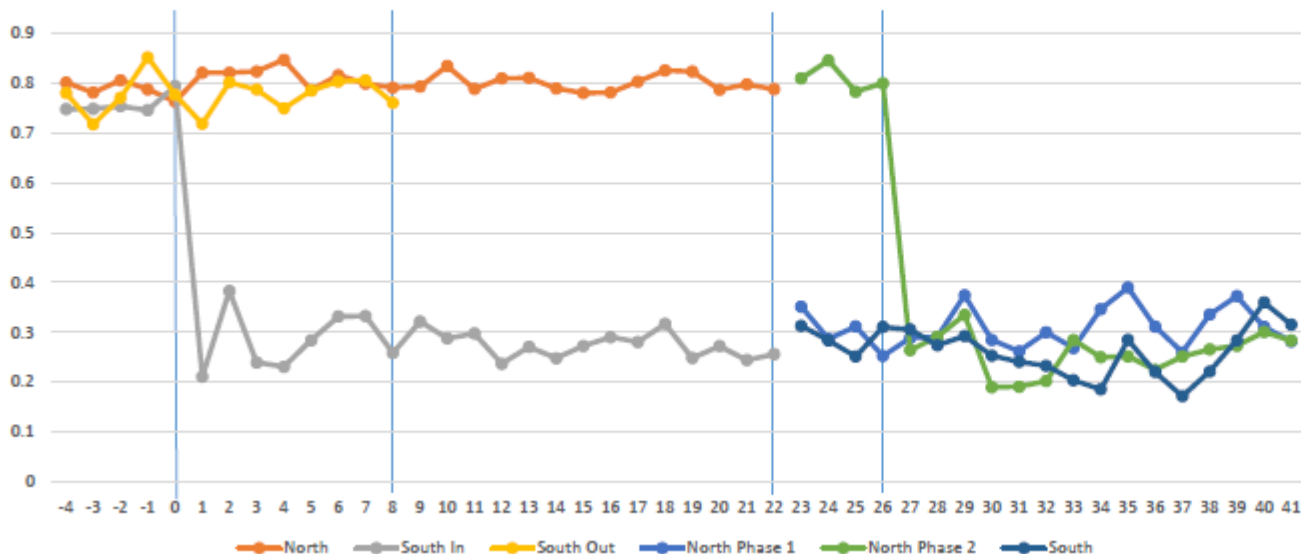
The arrangement...

- Take a break and take responsibility for getting your break.
- If you have a break get a 30 minute uninterruptable period at your end of shift.
- Maximise patient-facing time.
- Get home on time!



What did we see?

- Late Finish % - Rest Break - % of DCAs that had a RB & finished late

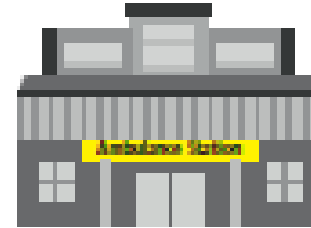


	Pilot	Non-Pilot
Comparator		77.5%
Wk 1-8	28.4%	79.5%
Wk 9-22	27.5%	80.1%
Wk 22-26	29.5%	81.0%
Wk 26-41	27.5%	

As further areas have been added to the pilot, we have continued to see DCA late finishes, in pilot vehicles which have a rest break, holding around 28%

How is it going in the pilot areas?

Average number of minutes crews who have received a rest break in the pilot arrive back at station before the end of their shift



After getting back to station early crews are using this time to: sign in drugs, send emails, speak with CTLs and GSMs, complete online training, ready vehicles for oncoming crews

79%

Percentage of crews in the pilot opting to take a flexible break

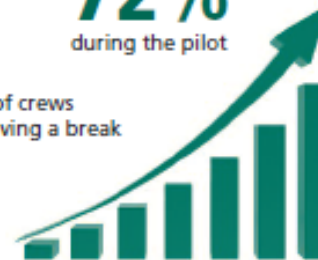


72%

during the pilot

Increase in the percentage of crews finishing on time after receiving a break

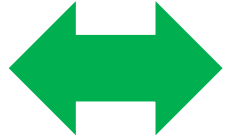
24%
before the pilot



Patient Safety



Job Cycle



Out of Service



Handover to Green



Awaiting vehicle



Rest breaks



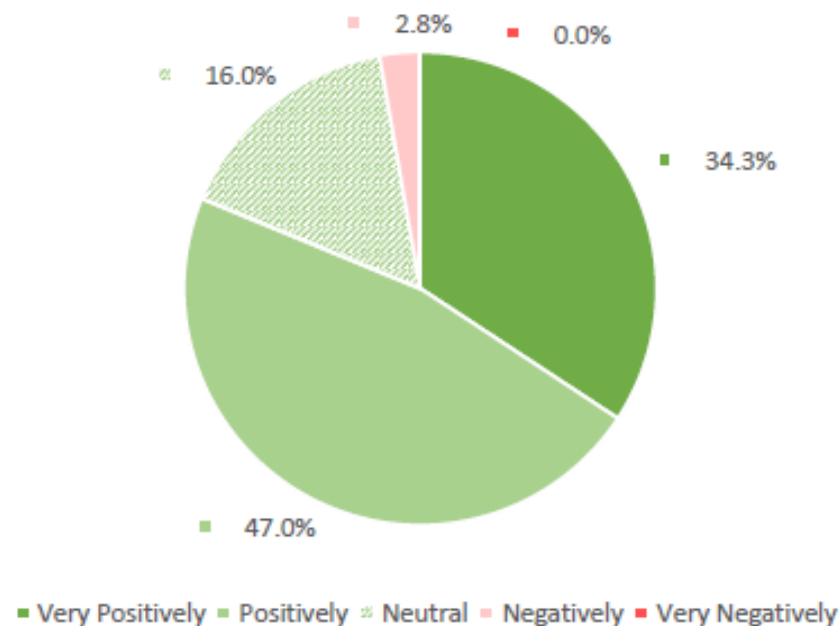
What did our staff say?

DCA Road Staff

Strongly Agree or Agree

If I have received a rest break I am less likely to finish late under the pilot...	78%
I feel happier working on an ambulance under the End of Shift arrangements...	76%
The End of Shift Pilot has improved my work/life balance...	71%
The End of Shift Pilot is a good thing for ambulance staff...	89%

Overall End of Shift has affected me...





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