



# Our 2030 Strategy

Public Discussion Document



## Background

The Scottish Ambulance Service is unique within the Health and Social Care system in Scotland, providing a national frontline clinical service, delivered locally in peoples' homes and communities throughout Scotland, 24 hours a day, 365 days per year. We are actively engaged with NHS Boards, Health & Social Care Partnerships and GP practices to support the effective delivery of high quality care. As a result, we believe we have enormous potential to play a significantly enhanced role in the future of health and social care provision, by working collaboratively with the public, NHS Boards, Health & Social Care Partnerships, Local Authorities and the voluntary sector around how we plan and provide safe, effective and person-centred health and care for the people of Scotland.

In 2019, we actively consulted with staff and the public to get input into the development of our 2030 Strategy. However, soon afterwards, we had to pause the development of the strategy to allow us to focus on our response to the COVID-19 pandemic. The COVID-19 pandemic has had a profound impact on our health, economy and society. It has exacerbated health issues and inequalities, resulted in a rise in hospital ambulance handover times, waiting times for elective care and exhausted our workforce.

Taking account of this new post pandemic landscape, we must consider how we develop our strategy to respond to Scotland's Health & Social Care priorities to help address the root cause of the challenges we face on a day-to-day basis. **We are keen to get your views on what we should prioritise and focus our attentions on.**

**Please click [here](#) to provide feedback**



## Our 2021/22 Activity



Calls received:  
1,647,858



Emergency incidents responded to  
527,286



A&E incidents responded to:  
829,475



Inter hospital transfers  
32,491



Planned patient journeys delivered  
420,468



Special Operations responses:  
6,599



Air ambulance service missions flown  
4,183 with 2,936 transfers and retrievals



COVID vaccinations provided by our MVUs\*  
Over 53,000



COVID tests carried out by our MTUs\*\*  
Over 1.8 million

\* Mobile Vaccination Units \*\* Mobile Testing Units

# Our Strategy



Our Values: Care & Compassion | Equality, Dignity & Respect | Openness, Honesty & Responsibility | Quality & Teamwork



## Our Ambitions

- 1 We will provide the people of Scotland with compassionate, safe and effective care where and when they need it.**
  - We will ensure that we have the right number of staff, with the right skills, in the right place at the right time, to meet patient demand and provide a response that meets your needs.
  - We will prioritise improving the quality of care at every step from the point you call us, to the treatment you receive on scene, to accessing specialist care.
  - We will provide a service that focuses on improving your outcome and your experience.
  - We will develop quality care using the best available evidence on clinical outcomes, and where that evidence base isn't available, we will seek to build it.
  - We will ensure that our clinicians have the expertise, the support, the skills, and the access to services that you need to receive the best care possible.
  - We will use and share relevant information about your health with you and other health and care organisations, to help inform decision making of those involved in your care.
  - We will use the latest technology to deliver services to you that enhance the care that you receive.



## **2 We will be a great place to work focusing on staff experience, health and wellbeing.**

- We will ensure that our staff have the support and leadership they need to provide you with a quality service.
- We will provide a working environment for our staff in which health & wellbeing is a priority for us all and staff have access to the support they need when they need it.
- We will provide a working environment where our staff have access to the educational opportunities and clinical decision support they need to continually learn and share best practice.
- We will be an attractive, inclusive place to work and our staff will feel a sense of purpose and feel valued for the contribution they make.
- We will work with educational institutions and other agencies to develop the skills of communities and create opportunities for employment into fair work.



### 3

## **We will innovate to continually improve our care and enhance the resilience and sustainability of our services.**

- We will continue to work collaboratively with our partners to develop services to ensure that you continue to receive care when you need it.
- We will ensure we have an agile, responsive workforce that can be scaled to cope with additional demand pressures or concurrent risks as set out in the national risk assessment.
- We will increase our cyber resilience to protect data and access to critical infrastructure and systems to ensure we have the ability to respond to the public in the event of a cyber-attack.
- We will enhance our capability as a category one responder in our preparedness to respond to major incidents.
- We will ensure financial efficiency and investment into areas that will bring the most benefit to staff and patients.
- We will re-design services where change is needed, to maximise our resilience and enhance the level of care you receive.
- We will develop our role in the adoption of artificial intelligence, technology and robotics to reduce inefficiency, maximise performance and enhance patient and experience.



## **4 We will work collaboratively with citizens and our partners to create healthier and safer communities.**

- We will work with you and our partners directly and collaboratively across sectors to co-design services that meet local health & social care needs.
- We will work with you to improve your understanding of your health and help you take responsibility for self-managing any conditions you have.
- We will make shared decisions with you and our partners about your health to ensure you get the right care.
- We will provide a personalised approach to care so that we help you achieve the outcome that meets your needs.
- We will help you navigate and where appropriate connect you to Scotland's wider network of health and care services.
- We will use the latest technology and collaborate through research and development to improve the interconnectivity we have with communities and our partners.





## 5 We will improve population health and tackle the impact of inequalities.

- We will help you improve your wellbeing and look at ways to reduce any health inequality that you experience.
- We will integrate the data we collect on health and care with that of our partners so we all have the intelligence to anticipate health needs, and predictively plan and deliver services locally, regionally and nationally around the health needs of your community.
- We will focus and plan on the priorities that will provide the greatest benefit to patients, their families and their communities.
- We will support our staff to recognise when members of the public are vulnerable, to identify what support you may require and to signpost you to services that can help.
- We will embed a public health approach internal and with with partners in all areas of practice, to prioritise prevention and confront inequalities that will support preventable ill health.
- We will support staff to improve population health by improving working links with partners such as social care, housing and education.



## **6 We will deliver our net zero climate targets.**

- We will reduce our carbon footprint and promote environmental sustainability to create a greener Scotland and improve the longer-term health outcomes for our citizens.
- We will work with our partners to increase virtual services and services closer to home to minimise unnecessary travel for patients.
- We will continue to decarbonise our fleet and embrace innovation and technology to upgrade our estate infrastructure.
- We will ensure that our staff receive the most up to date information and education on what they can do to positively affect climate change.
- We will procure locally where we can to reduce the impact on the environment.