



Southern Ambulance Services Collaboration (SASC) 2024/25 Manifesto – Board Paper



Working together for
our patients, people
and communities



About this document

This document provides the detail of the 2024/25 Manifesto for the Southern Ambulance Services Collaboration (SASC).

This document contains **part A** (SASC 2024/25 Manifesto outline).

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Part A: SASC 2024/25 Manifesto outline

The Southern Ambulance Services Collaboration (SASC) is a Collaboration between East of England (EEAST), London (LAS), South Central (SCAS), South East Coast (SECamb), and South Western (SWAST) ambulance services.

SASC's foundational goals are to:

- Support the delivery of consistently high quality frontline care
- Enhance the wellbeing of our staff
- Manage financial constraints
- Develop a culture of 'stealing with pride'

To develop the manifesto, SASC has engaged over 100 people across our five Trusts. The engagement sessions included individual and group CEO and Chair working sessions, problem solving sessions with each Trust executive team, and a workshop with ~100 colleagues across our five Trusts, on the 7th of June 2024. The workshop included five breakout groups, that each generated one to two initiatives. Following the workshop the CEO group selected three immediate priorities for year 1 to deliver improvements for our people, patients, and communities.

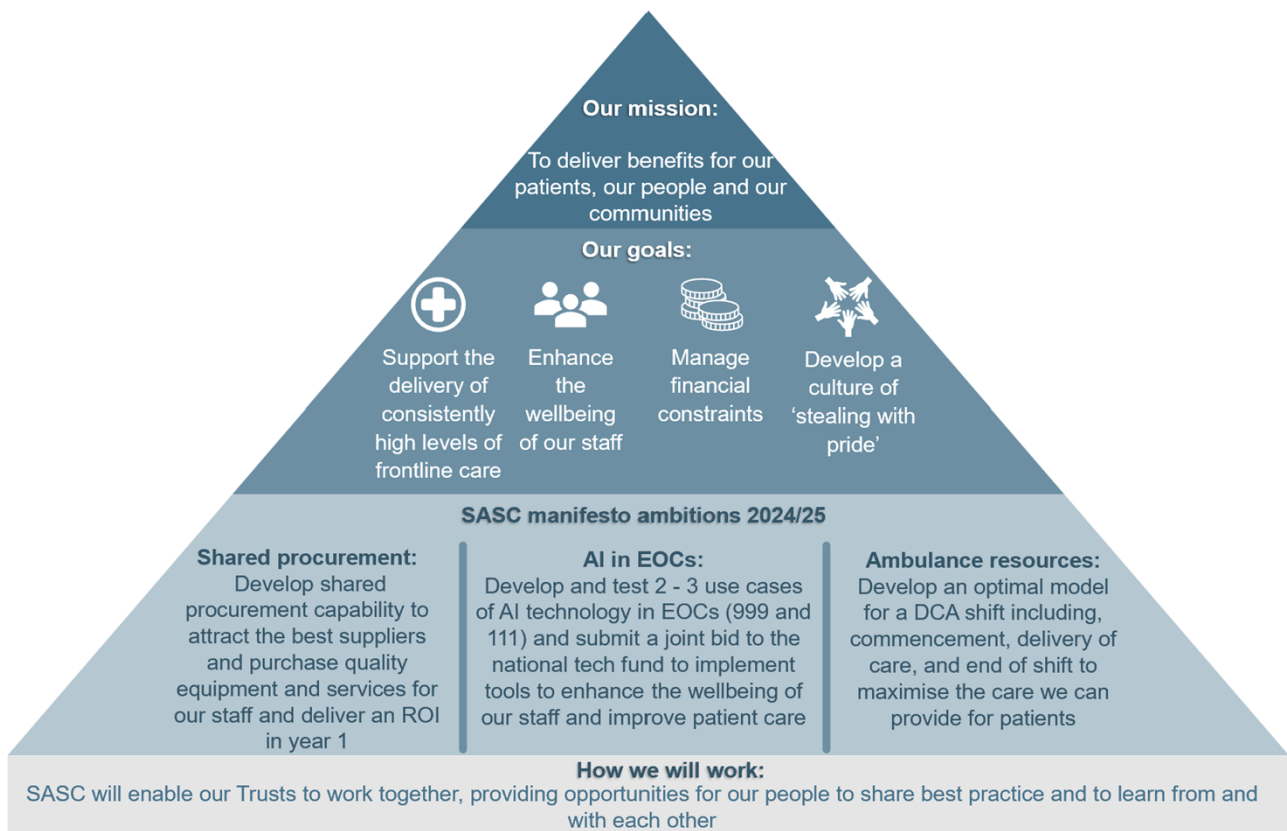
SASC's year 1 ambition is to:

- **Develop shared procurement capability to attract the best suppliers, purchase the highest quality products and services at the best price and provide a return on investment (ROI) in year 1.** The overarching principles are (1) the default is shared procurement, and (2) when procuring items, we will first consider how to maximise the net benefits for the collective.
- **Identify and develop two to three use cases of AI technology in EOCs** to improve patient care and support staff wellbeing. Submit a joint bid to the national tech fund. Examples of use cases could include: transcription and summary tools, sentiment analysis, clinical audits, pre-caller ID, etc.
- **Develop an optimal model for a DCA shift.** The focus will be to improve the availability of our ambulance resources by (1) developing best practice processes (e.g., start and end of shift processes, break policies, etc), and (2) optimising how we use and deploy our resources (e.g. what resources and how many we deploy to certain jobs).

The Collaboration will be guided through a governance structure that includes a Collaboration Director, CEO group, and Collaboration board (CEOs & Chairs). Each workstream will be driven forward by a CEO SRO, a director level lead from one of the five Trusts, and a support team where necessary.



Figure 1: Summary of year one Manifesto – programme areas and governance structure





Appendix 1 - SASC 2024/25 Manifesto poster

The Southern Ambulance Services Collaboration (SASC) 24/25 manifesto





What is the Collaboration?

The Southern Ambulance Services Collaboration (SASC) is a collaboration between the East of England (EEAST), London (LAS), South Central (SCAS), South East Coast (SECamb), and South Western (SWAST) ambulance services.



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The goals of the Collaboration are to:

-  Support the delivery of consistently high-quality frontline care
-  Enhance the wellbeing of our staff
-  Manage financial constraints by sharing best practice
-  Develop a culture of 'stealing with pride'

Our year one manifesto has been co-developed by our people and focuses on three areas of improvement

Our engagement over the past six months

- CEO and Chair working sessions
- Sessions with each Trust's executive team
- Workshop pre-meets for five priority areas involving ~80 staff across the five Trusts
- Workshop with ~100 staff across the five Trusts

From this engagement we identified three priority areas of improvement:

Shared procurement

Develop shared procurement capability

Ambulance resourcing

Implement a best practice model for a DCA shift



AI in EOCs

Implement AI tools in our EOCs to improve patient care and staff wellbeing

The Southern Ambulance Services Collaboration (SASC) 24/25 manifesto

For each area, there are 3-4 priority deliverables...



Shared procurement

Our mission: Develop shared procurement capability, to purchase the best quality products and services at the best price across our five Trusts, and provide an ROI in year 1

Our deliverables:

- **Develop shared procurement approaches** by mapping and aligning our procurement data, systems and processes
- **Identify the items** that will return the highest value and will generate a return on investment in year one
- **Begin joint procurement** in the 2024/25 financial year

AI in EOCs

Our mission: Identify and develop two to three use cases of AI technology in EOCs (999 and 111) and submit a joint bid to the national tech fund to implement tools to enhance the wellbeing of our staff and improve patient care

Our deliverables:

- **Map opportunities** for AI in EOCs to improve patient care and staff wellbeing
- **Develop 2-3 use cases** for AI in EOCs and test across 5 Trusts
- **Place a bid to the National Tech Fund** on behalf of all 5 Trusts
- **Implement at least one AI support mechanism** (e.g., pre caller ID) across all 5 Trusts

Ambulance resourcing

Our mission: Develop an optimal model for a DCA shift including, commencement, delivery of care, and end of shift to maximise the care we can provide for patients

Our deliverables:

- **Map out how time is spent on a DCA shift** to develop a collective understanding of current ways of working
- **Develop a 'common language'** of agreed metrics
- **Identify the priority components** to deliver the greatest collective benefit for patients and staff
- **Develop proposals** to improve these components