

Supplement to the agenda for

Adults and wellbeing scrutiny committee

Thursday 16 November 2017

10.00 am

**The Council Chamber - The Shire Hall, St. Peter's Square,
Hereford, HR1 2HX**

	Pages
7. PERFORMANCE OF WEST MIDLANDS AMBULANCE SERVICE NHS FOUNDATION TRUST	3 - 14



Herefordshire HOSC – 16 November 2017



Pippa Wall

AGENDA ITEM 7

Trust us to care.



Activity Against Contract

		variance: Red = 'above contract' Green = 'within contract'							
		Apr '17	May '17	Jun '17	Jul '17	Aug '17	Sep '17	Oct '17	ytd

NHS Herefordshire CCG	actual	2,277	2,633	2,509	2,506	2,394	2,431	2,518	17,268
	contract	2,331	2,386	2,334	2,460	2,363	2,330	2,474	16,678
	variance vol +/-	-55	247	174	46	30	101	45	589
	variance % +/-	-2.35%	10.37%	7.46%	1.88%	1.29%	4.34%	1.81%	3.53%

Activity against contract is up for Herefordshire CCG (3.53% YTD). Of the 22 CCGs in the West Midlands, only 3 (Stoke, Cannock Chase and East Staffs) have activity below contract for each of the months in the first quarter. The regional position is activity up by 3.36% for June 2017.



Non-Conveyance

Disposition - All Incidents CCG	Disposition - Emergencies Only						
	Hear & Treat		See & Treat		See & Convey		Incidents
NHS Herefordshire CCG	55	2.4%	811	36.1%	1,383	61.5%	

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Non-Conveyance of 38.5% is slightly below the Regional average, but is high when compared to the rest of England



Ambulance Usage per Head of Population

CCG	Incidents per 1,000 population
NHS Dudley CCG	148.5
NHS Walsall CCG	190.7
NHS Wolverhampton CCG	192.3
NHS Sandwell and West Birmingham CCG	170.2
NHS Birmingham CrossCity CCG	195.7
NHS Birmingham South and Central CCG	118.4
NHS Solihull CCG	136.2
NHS North Staffordshire CCG	160.3
NHS Stoke on Trent CCG	193.6
NHS Cannock Chase CCG	178.9
NHS East Staffordshire CCG	135.3



Ambulance Usage per Head of Population

NHS South East Staffs and Seisdon and Peninsular CCG	166.0
NHS Stafford and Surrounds CCG	165.4
NHS Shropshire CCG	137.5
NHS Telford & Wrekin CCG	135.1
NHS Coventry and Rugby CCG	149.5
NHS Warwickshire North CCG	160.3
NHS South Warwickshire CCG	139.9
NHS Herefordshire CCG	151.9
NHS Wyre Forest CCG	136.5
NHS Redditch and Bromsgrove CCG	147.7
NHS South Worcestershire CCG	150.2



Ambulance Response Programme

The following changes have been made to ambulance response standards (please see table of the new categories):

- Amending Dispatch on Disposition. This will allow all ambulance trusts additional time to determine the most appropriate response to all calls (except the most serious Category 1 999 calls). This will give ambulance trusts additional time (up to 240 seconds more) to decide on the most appropriate resource required. In addition to this three pre-triage questions have been added to ensure that new 'category 1' calls are dealt with in less time (30 seconds).
- Introduce new target response standards. Ambulances will now be expected to reach the most seriously ill patients in an average of seven minutes. New times are also introduced to cover every single patient, not just those in immediate need. This is intended to improve performance management of these waits (classified as "green") by introducing mean and 90th centile measures.
- Amending "stop the clock" definitions. The rules are being changed around what "stops the clock" meaning that only resources able to meet the specific needs of the patient count.
- Introducing condition-specific measures. This is to track the time from the 999 call to hospital treatment for heart attack and strokes.



Ambulance Response Programme

Category	Types of calls	Response standard	Likely % of workload	Response details
Category 1 (Life-threatening event)	Previous Red 1 calls and some Red 2s, including: <ul style="list-style-type: none"> • Cardiac arrests • Choking? • Unconscious • Continuous fitting • Not alert after a fall or trauma • Allergic reaction with breathing problems 	7 minutes mean response time 15 minutes 90 th centile response time	Approx 250 incidents a day (8% of total workload)	<ul style="list-style-type: none"> • Response time measured with arrival of first emergency responder • Will be attended by single responders and ambulance crews • The only category that rest breaks will be interrupted to attend
Category 2 (Emergency – potentially serious incident)	Previous Red 2 calls and some previous C1s, including: <ul style="list-style-type: none"> • Stroke patients • Fainting – not alert • Chest pain • RTCs • Major burns • Sepsis 	18 minutes mean response time 40 minutes 90 th centile response time	48%	<ul style="list-style-type: none"> • Response time measured with arrival of transporting vehicle (or first emergency responder if patient does not need to be conveyed) • Some Category 2 calls will be attended by single responder if an ambulance is not available for dispatch within eight minutes of call being received
Category 3 (Urgent problem)	<ul style="list-style-type: none"> • Falls • Fainting – now alert • Diabetic problems • Isolated limb fractures • Abdominal pain 	Maximum of 120 minutes (120 minutes 90 th centile response time)	34%	<ul style="list-style-type: none"> • Response time measured with arrival of transporting vehicle
Category 4 (Less urgent problem)	<ul style="list-style-type: none"> • Diarrhoea • Vomiting • Non-traumatic back pain • HCP admission 	Maximum of 180 minutes (180 minutes 90 th centile response time)	10%	<ul style="list-style-type: none"> • Maybe managed through hear and treat • Response time measured with arrival of transporting vehicle



NHS Herefordshire CCG Performance

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Category 1	*Sep '17			Oct '17		
	Inc Total	Mean	90th	Inc Total	Mean	90th
NHS Herefordshire CCG	116	9:24	21:27	136	8:38	17:04
Category 2	*Sep '17			Oct '17		
	Inc Total	Mean	90th	Inc Total	Mean	90th
NHS Herefordshire CCG	709	14:44	29:54	957	15:04	29:51
Category 3	*Sep '17			Oct '17		
	Inc Total	Mean	90th	Inc Total	Mean	90th
NHS Herefordshire CCG	849	22:17	48:03	1,050	21:30	45:53
Category 4	*Sep '17			Oct '17		
	Inc Total	Mean	90th	Inc Total	Mean	90th
NHS Herefordshire CCG	55	39:52	94:25	50	36:43	87:13



Making the Comparison

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Pre ARP

Post ARP



Clock start to a Double Crewed Ambulance on scene for all conveyed patients	Pre ARP		Post ARP	
	Category	Avg time Minutes Seconds	Priority	Avg time Minutes Seconds
	Red 1	09:36	Category 1	09:24
	Red 2	12:42	Category 2	11:42
	Green 2	21:06	Category 3	20:12
	Green 4	39:00	Category 4	38:48
Total	16:48	Total	15:54	

Stroke Patients: Clock start to Double Crewed Ambulance on scene	Pre ARP	Avg time Minutes Seconds	Post ARP	Avg time Minutes Seconds
			13:48	

Responses Per Incident (RPI)	Category		Priority	
	Red 1	1.65	Category 1	1.28
	Red 2	1.26	Category 2	1.06
	Green 2	1.18	Category 3	1.06
	Green 4	1.15	Category 4	1.05
	Total	1.23	Total	1.07

Current performance	Target		Performance		
	Category	Mean	90th	Mean	90th
	Category 1 R	07:00	15:00	06:49	11:24
	Category 2	18:00	40:00	10:15	18:14
	Category 3		2:00:00	18:11	38:16
	Category 4		3:00:00	33:08	79:40
	Urgent	75%		86.50%	
	Call Answering	95% under 5 seconds		96%	



Top 5 Chief Complaints (Year to Date)

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	Year To Date				
	Abdo Pain Problems	Breathing Problems	Chest Pain	Falls	Medical / Generally Ill
NHS Herefordshire CCG	845	1,542	1,818	869	3,196



Achievements over last year

- Highest performing ambulance service in the country
- Only ambulance service achieving all new ARP standards
- Newest fleet of vehicles – none over 5 years old
- More ambulances, and fewer cars deployed across the Region each day
- Paramedic on every front-line vehicle
- Reduced responses per incident (1.23 to 1.07)
- Total ambulance miles travelled reduced by 5% and reducing further (-15%)
- Fewer estate locations
- Faster response across all priority call categories
- No 'stacking of calls'



**Thank You
Any
Questions?**

