

## West Midlands Ambulance Service NHS Foundation Trust

### Service and performance summary for Herefordshire Adults and Wellbeing Scrutiny Committee 16 November 2017

#### Hereford workforce profile:

1 x Senior Operations Manager for Hereford and Worcester  
6 x Operational Managers (OM) in Hereford (1 x OM to move to Worcester later in the month) on a 24/7 roster pattern.

Hereford Hub									
Clinical	Paras	Techs	ECAs	Stu P @ Uni	Stu P QT	Stu P TT	AFA	Other	
121	80	36	4	9	9	2	5	Admin x1	OMs x 6

#### Abbreviations explained:

ECA = Emergency Care Assistants

Stu P @ Uni = Student paramedic, away on a university course

Stu P QT = Student paramedics, who were technicians and now on their paramedic course

Stu P TT = Student paramedics, trainee technicians just starting in the service

AFA = Auxiliary fleet assistants (these are the staff that make the vehicles ready for the start of the shift)

Hereford Hub: 10 x Double Crewed Ambulance (DCA) doing 24/7 and 10hrs shifts + 1 x Rapid Response Vehicle (RRV) (12hr); this will vary

Ross Hub: 1 x 24/7, Double Crewed Ambulance

Leominster: 2 x 24/7, Double Crewed Ambulance

Bromyard: 1 x 24/7, 1 x Rapid Response Vehicle

Ledbury: 1 x 24/7, 1 x Rapid Response Vehicle

Resources are increased to cover anticipated peaks in demand such as public events, bank holidays, school holidays and festive periods.

At present there are no plans to increase the existing estate areas.

Clinical Performance:

Clinical Performance Scorecard Summary

Ambulance Quality Indicators	WMAS YTD (16-17)	WMAS YTD* (17-18)	NATIONAL YTD (17/18)	Q1			Q2			Q3			Q4		
				Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Return of Spontaneous Circulation At Hospital (Overall <sup>1</sup> )	31.94%	30.43%	29.47%	%	29.50%	28.37%	31.65%	29.88%	29.30%	34.87%					
				n	339	282	237	251	273	238					
				National Mean	30.20%	28.71%									
Return of Spontaneous Circulation At Hospital (Comparator <sup>2</sup> )	49.54%	51.21%	51.60%	%	61.36%	45.71%	48.48%	58.97%	40.74%	44.83%					
				n	44	35	33	39	27	29					
				National Mean	54.80%	48.10%									
PPCI <sup>3</sup> Treatment received within 150 minutes of the first call for help	86.47%	86.96%	87.01%	%	88.89%	88.97%	85.16%	85.00%							
				n	144	136	155	140							
				National Mean	87.60%	86.40%									
STEMI Care Bundle <sup>4</sup>	80.29%	80.09%	77.51%	%	77.57%	81.16%	76.73%	77.86%	82.33%	84.96%					
				n	214	207	245	262	232	246					
				National Mean	76.70%	78.39%									
Stroke FAST+ patients transported to a Hyper Acute Centre within 60 minutes	57.50%	59.41%	56.95%	%	62.93%	57.64%	62.22%	60.88%	56.69%	55.24%					
				n	518	484	487	547	501	429					
				National Mean	58.70%	55.24%									
Stroke Care Bundle <sup>5</sup>	97.51%	94.57%	96.96%	%	94.27%	94.09%	94.76%	94.40%	95.29%	94.61%					
				n	1362	1405	1450	1499	1421	1410					
				National Mean	97.30%	96.64%									
Cardiac Arrest Survival to discharge (Overall <sup>1</sup> )	9.56%	10.25%	8.81%	%	10.62%	11.70%	10.55%	6.77%	8.42%	13.45%					
				n	339	282	237	251	273	238					
				National Mean	9.10%	8.54%									
Cardiac Arrest Survival to discharge (Comparator <sup>2</sup> )	26.15%	26.09%	27.01%	%	34.09%	25.71%	18.18%	23.08%	25.93%	27.59%					
				n	44	35	33	39	27	29					
				National Mean	31.10%	22.60%									

\*Traffic Lights based on the comparison of WMAS YTD and National YTD percentages.  
 National YTD based on published figures.  
 n = Total Patient Group  
<sup>1</sup> Overall Group - Cardiac Arrest Patients where resuscitation has been attempted.  
<sup>2</sup> Comparator Group - Cardiac Arrest patients where resuscitation has been attempted, VF/VT arrest, medical aetiology, bystander witnessed  
<sup>3</sup> PPCI - Primary Percutaneous Coronary Intervention.  
<sup>4</sup> STEMI Care Bundle - Aspirin, GTN, 2 pain scores, analgesia administered.  
<sup>5</sup> Stroke Care Bundle - FAST, Blood Glucose and Blood Pressure recorded.

Performance in Herefordshire 1 April 2017 - 31 October 2017

West Midlands Ambulance Service 		Bulletin Board (valid for ARP 2.3 onwards 06.09.17+) From 01/04/2017 to 31/10/2017 Report ref 12																	
Bulletin Board by County		Category 1			Category 2			Category 3		Category 4		HCP 1hr		HCP 2hr		HCP 3hr		HCP 4hr	
01/04/2017 to 31/10/2017		Inc Cnt	Mean	90th	Inc Cnt	Mean	90th	Inc Cnt	90th	Inc Cnt	90th	Inc Cnt	90th	Inc Cnt	90th	Inc Cnt	90th	Inc Cnt	90th
Arden	1613	7:18	12:50	8779	13:07	24:29	9754	61:32	697	100:20	-	-	428	164:40	-	-	507	239:00	
Birmingham	3346	6:08	10:08	16370	10:42	18:38	14713	92:21	815	184:09	-	-	404	286:37	-	-	304	457:37	
Black Country	2712	6:05	10:07	14335	10:25	17:26	13063	76:21	829	161:42	1	3:15	338	262:25	-	-	411	344:01	
Herefordshire	248	8:57	18:57	1656	14:55	29:51	1888	47:02	105	91:37	-	-	165	122:32	-	-	158	152:15	
Shropshire	751	9:23	17:48	4278	14:59	29:07	4350	59:53	325	107:41	-	-	555	188:52	-	-	101	260:42	
Staffordshire	2210	6:45	11:46	12372	12:13	22:01	13176	51:04	951	87:44	-	-	505	141:03	-	-	660	215:39	
Worcester	892	7:50	13:57	5674	13:38	25:03	6050	63:08	390	126:55	-	-	331	166:30	-	-	384	249:18	
<b>Total</b>	<b>11772</b>	<b>6:48</b>	<b>11:36</b>	<b>63464</b>	<b>11:56</b>	<b>21:38</b>	<b>62994</b>	<b>69:50</b>	<b>4112</b>	<b>132:22</b>	<b>1</b>	<b>3:15</b>	<b>2726</b>	<b>202:50</b>	<b>-</b>	<b>0:00</b>	<b>2525</b>	<b>281:49</b>	

  

Bulletin Board by CCG		Category 1			Category 2			Category 3		Category 4		HCP 1hr		HCP 2hr		HCP 3hr		HCP 4hr	
01/04/2017 to 31/10/2017		Inc Cnt	Mean	90th	Inc Cnt	Mean	90th	Inc Cnt	90th	Inc Cnt	90th	Inc Cnt	90th	Inc Cnt	90th	Inc Cnt	90th	Inc Cnt	90th
Birmingham CrossCity	1875	5:54	9:50	9013	10:16	17:51	8464	91:38	482	185:29	-	-	248	294:43	-	-	191	444:05	
Birmingham South & Central	471	6:00	9:35	2443	10:10	17:22	2013	89:30	113	187:08	-	-	41	286:37	-	-	23	661:13	
Cannock Chase	235	7:35	12:29	1531	13:53	23:16	1594	51:32	110	88:30	-	-	50	191:20	-	-	64	234:47	
Coventry & Rugby	920	6:51	11:50	4529	11:44	22:07	4829	65:10	328	112:17	-	-	178	164:40	-	-	232	264:21	
Dudley	536	6:12	10:23	3213	10:29	17:39	3309	74:58	199	164:21	-	-	101	213:04	-	-	115	299:13	
East Staffordshire	221	6:56	12:14	1258	13:43	27:25	1296	53:41	111	65:13	-	-	53	119:34	-	-	66	143:29	
Herefordshire	250	9:01	18:57	1657	14:55	29:51	1887	47:02	105	91:37	-	-	165	122:32	-	-	158	152:15	
North Staffordshire	355	7:16	12:45	2118	13:05	23:41	2375	47:56	185	79:50	-	-	72	125:44	-	-	111	167:41	
Redditch & Bromsgrove	265	6:43	11:19	1666	12:38	21:53	1784	64:08	100	117:40	-	-	124	166:30	-	-	88	299:15	
Sandwell & West Birmingham	1422	5:58	9:25	6888	10:16	17:16	5545	82:38	267	162:47	-	-	106	292:21	-	-	155	428:16	
Shropshire	428	10:43	20:35	2651	17:01	32:43	2726	62:54	191	113:25	-	-	403	188:55	-	-	70	260:42	
Solihull	372	7:14	11:35	2186	13:53	23:59	2107	99:10	136	181:00	-	-	87	253:31	-	-	50	536:46	
South East Staffs & Seadon & Peninsular	347	7:45	13:14	2281	14:12	25:30	2431	62:53	186	105:58	-	-	104	178:46	-	-	115	299:40	
South Warwickshire	368	8:30	15:08	2261	15:10	27:25	2796	55:57	235	83:48	-	-	134	172:55	-	-	171	189:14	
South Worcestershire	449	8:31	15:35	2895	13:47	25:20	3165	58:54	225	90:08	-	-	172	165:32	-	-	265	223:57	
Stafford & Surrounds	290	6:32	11:44	1551	11:25	20:46	1728	44:41	112	79:03	-	-	98	119:26	-	-	86	210:57	
Stoke on Trent	761	5:50	9:25	3633	9:36	15:54	3747	47:38	247	91:00	-	-	128	128:22	-	-	218	215:47	
Telford & Wrekin	322	7:34	12:31	1626	11:40	22:02	1624	53:33	134	90:42	-	-	152	177:24	-	-	31	151:54	
Walsall	699	6:14	10:33	3596	10:06	16:44	3271	75:34	222	146:10	-	-	78	250:00	-	-	87	301:49	
Warwickshire North	325	7:18	11:59	1987	13:57	27:04	2128	59:13	134	91:39	-	-	116	156:17	-	-	104	240:30	
Wolverhampton	686	6:18	10:48	3390	10:40	18:12	3068	76:07	225	166:06	1	3:15	81	292:42	-	-	95	381:26	

Incidents that the service has attended has risen to over 3000 calls on a regular occurrence with 111 activity increasing:

Full Date	Call Count
14/10/2017	3891
25/09/2017	3826
23/09/2017	3791
01/10/2017	3758
13/10/2017	3742
24/09/2017	3731
27/09/2017	3668
28/09/2017	3660
15/10/2017	3656
30/09/2017	3639
22/09/2017	3636
07/10/2017	3624
29/10/2017	3597
26/09/2017	3561
20/10/2017	3553
08/10/2017	3552
23/10/2017	3530
29/09/2017	3519
21/09/2017	3511
02/10/2017	3473
<b>Total</b>	<b>72918</b>

Full Date	Incident Count
14/10/2017	3079
25/09/2017	2964
29/10/2017	2917
13/10/2017	2909
23/10/2017	2908
23/09/2017	2901
01/10/2017	2891
15/10/2017	2890
24/09/2017	2882
20/10/2017	2880
07/10/2017	2877
08/10/2017	2860
30/09/2017	2843
27/09/2017	2840
26/09/2017	2834
22/09/2017	2823
02/10/2017	2812
28/09/2017	2810
29/09/2017	2775
21/09/2017	2679
<b>Total</b>	<b>57374</b>

Distribution of attendance to Herefordshire postcodes 1 April 2017 -30 October 2017:

From: 01/04/2017 To: 30/10/2017 CCG: NHS Herefordshire CCG View Report

1 of 1 100% Find | Next

Collated on 31/10/2017 at 16:31:22 - Report ref 26

Click on CCG name or Post Code Area for detailed analysis.

	Category 1			Category 2			Category 3		
	Mean (m:ss)	90th centile (m:ss)	Inc Cnt	Mean (m:ss)	90th centile (m:ss)	Inc Cnt	Mean (m:ss)	90th centile (m:ss)	Inc Cnt
<a href="#">NHS Herefordshire CCG</a>	9:03	19:18	248	14:58	29:53	1,647	21:59	47:18	1,871
<a href="#">GL18</a>	7:24	14:01		46:24	73:17	2	15:24	15:24	1
<a href="#">HR1</a>	7:24	14:01	46	11:03	21:22	314	19:32	43:14	401
<a href="#">HR2</a>	5:57	11:31	58	13:00	28:46	333	18:07	40:20	337
<a href="#">HR3</a>	20:56	27:10	4	25:33	40:18	27	35:14	65:50	16
<a href="#">HR4</a>	6:47	10:58	40	11:19	23:37	258	19:28	45:16	363
<a href="#">HR5</a>	18:40	22:30	2	30:47	48:29	45	34:34	53:13	38
<a href="#">HR6</a>	11:05	22:23	36	15:49	28:15	221	24:34	49:31	225
<a href="#">HR7</a>	8:22	14:50	8	20:33	32:57	80	25:02	50:13	72
<a href="#">HR8</a>	13:49	25:43	17	20:34	34:57	106	28:55	56:17	124
<a href="#">HR9</a>	12:17	22:39	22	16:17	30:36	194	23:48	44:42	221
<a href="#">LD8</a>	7:24	14:01		29:04	29:04	1	48:04	48:04	1
<a href="#">N/V</a>	5:08	5:49	2	8:56	11:13	3	12:05	31:05	6
<a href="#">NP25</a>	7:24	14:01		15:13	22:26	4	25:35	70:49	9
<a href="#">SY7</a>	27:39	27:39	1	26:30	60:46	8	37:10	66:22	8
<a href="#">SY8</a>	13:36	14:41	3	19:22	33:59	13	29:05	69:34	9
<a href="#">WR13</a>	14:14	20:07	4	16:27	31:35	27	30:25	60:15	24
<a href="#">WR14</a>	7:24	14:01		17:11	26:51	2	15:24	15:24	
<a href="#">WR15</a>	7:24	14:01		18:22	25:19	2	16:56	16:56	1
<a href="#">WR6</a>	11:47	17:59	5	25:28	57:25	7	27:39	49:06	15

Hereford Hospital hand-over times:

